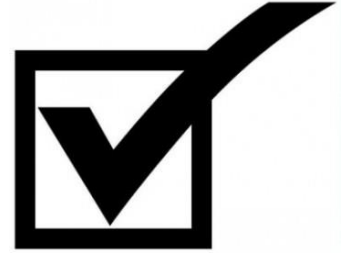


**BUSINESS
PROFESSIONALS
of AMERICA**
Giving Purpose to Potential



Human Resource Management (535)

**REGIONAL 2025
PRELIMINARY**

TOTAL POINTS _____ (100 points)

Preparation Time: 20 minutes

GENERAL GUIDELINES:

Failure to adhere to any of the following rules will result in disqualification:

1. Contestant must hand in this test booklet and all printouts if any.
2. No equipment, supplies, or materials other than those specified for this event are allowed in the testing area. No previous BPA tests and/or sample tests (handwritten, photocopied, or keyed) are allowed in the testing area.
3. Electronic devices will be monitored according to ACT standards.

DESCRIPTION:

Assess interpretation of personnel policies and knowledge of human resource management.

REGIONAL PRELIMINARY SCENARIO:

Digital Solutions is a medium-sized technology firm that develops and sells software, hardware, and services. In her role as an Administrative Assistant, Lisa's chronic tardiness has become a source of frustration for both her colleagues and customers. Despite reminders about the importance of punctuality, Lisa continues to arrive late for her shifts, causing delays in opening the store. This leaves customers waiting outside, often during inclement weather and creates a negative first impression of the company. Despite verbal warnings and written reprimands from her manager, Lisa's habitual lateness remains unresolved, impacting the team's efficiency and customer experience.

As the Human Resources Manager, how would you handle this situation? In your solution, include recommendations for this employee. Use your *Human Resources Manual* as a guide.

A contestant will be DISQUALIFIED for violations of the Copyright and Fair Use Guidelines.

Contestants who do not submit an entry that follows this topic will be disqualified.

Solution—Topics may be found in the *Human Resources Manual*

- What Digital Solutions Expects From You – page 8
- Open Communication Policy – page 9
- Customer Relations – page 10
- Standards of Conduct – pages 12-14
- Work Schedule – pages 19-20
- Performance and Compensation Reviews – pages 20-24

Sample Judges' Questions

- What, if any, support could Digital Solutions offer to help Lisa meet attendance expectations?
- Can you describe how Lisa's constant tardiness could impact her fellow team members?
- What steps can HR take to address Lisa's tardiness moving forward?