

HUMAN RESOURCE MANAGEMENT (535)

REGIONAL – 2018

PRELIMINARY

TOTAL POINTS _____ (160)

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

- 1. Contestant must hand in this test booklet and all printouts. Failure to do so will result in disqualification.**
- 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 or facsimile (handwritten, photocopied, or keyed) are allowed in the testing area.**
- 3. Electronic devices will be monitored according to ACT standards.**

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Workplace Skills Assessment Program competition.

Case Study

Shelly is an employee of Professional Business Associates in the Administrative Support Department. One of Shelly's responsibilities as an Administrative Assistant is to process all incoming and outgoing mail. Every Friday, she records the ending balance of the postage meter. Over the past several weeks, she has noticed that when she returns on Monday, the value has significantly decreased from the recording on Friday. One Monday morning recently, Shelly discovered a co-worker's personal mail jammed in the postage machine, and it was dated with the Sunday date.

Shelly comes to you to share her concerns. As a Human Resource Manager, how would you handle this situation? Use your *Human Resources Manual* as a guide.

Note:

You may use the Human Resources Manual for Professional Business Associates to assist you in your research and preparation.