ADMINISTRATIVE SUPPORT

TEAM

(255)

REGIONAL – 2019

**Production:**

Job 1: Letter with Mail Merge (100 points)

Job 2: Flyer (130 points)

Job 3: Spreadsheet with Formulas (100 points)

Job 4: Memo (100 points)

***TOTAL POINTS (430 points)***

**Graders: Please double check and verify all scores and answer keys!**

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*Workplace Skills Assessment Program* competition.

**Scoring Rubric**

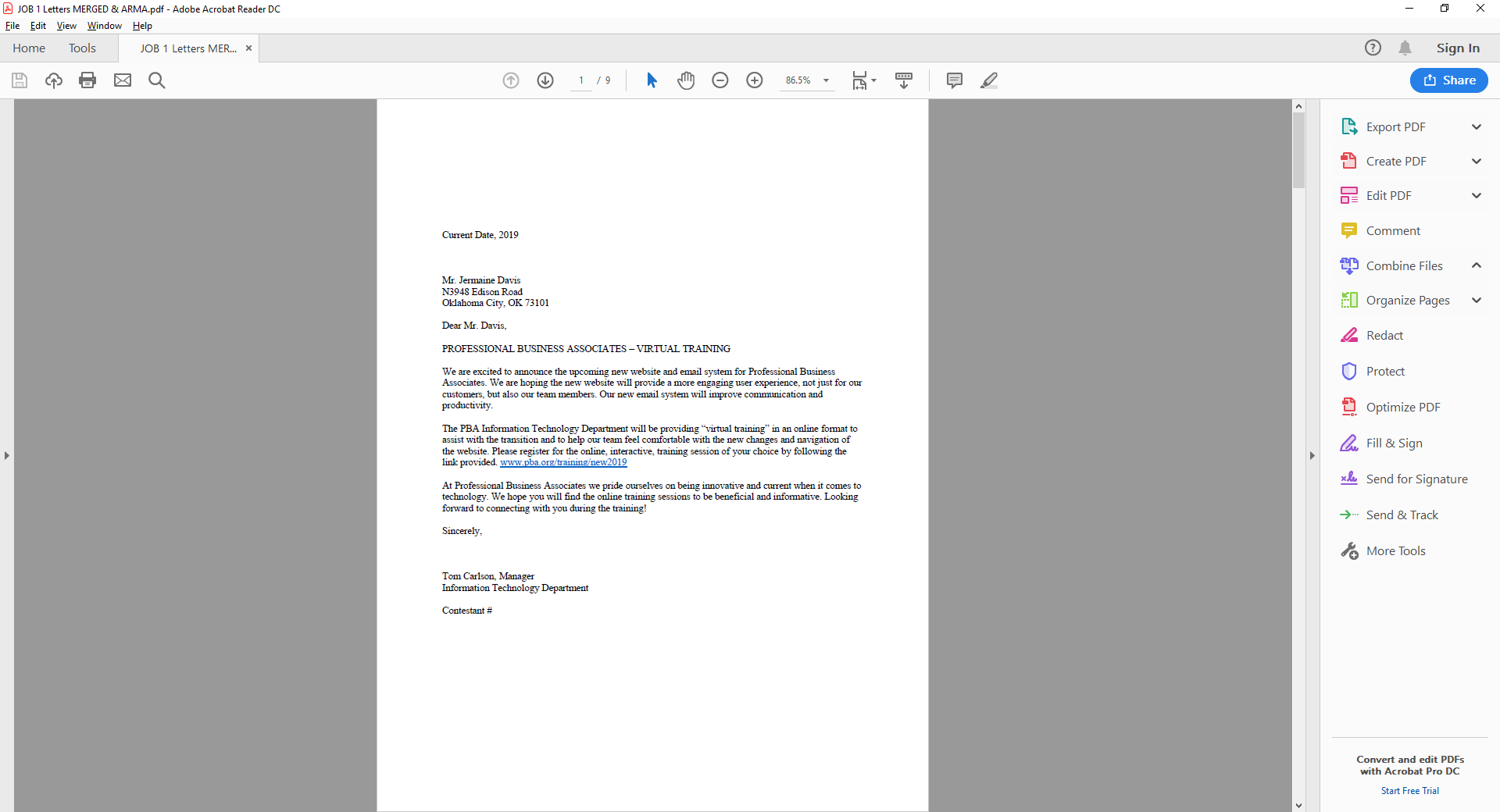
|  |  |  |  |
| --- | --- | --- | --- |
| **JOB** | **CRITERIA** | **POINTS POSSIBLE** | **POINTS** |
| **Job 1—**  **Letter with Mail Merge**  ***100 points*** | **Production Standards** | **0 errors = 100 points**  **1 error = 90 points**  **2 errors = 70 points**  **3 errors = 50 points**  **4+ errors = 0 points** |  |
|  | **Total** |  |
| **Job 2—**  **Flyer**  ***130 points*** | **Production Standards** | **0 errors = 100 points**  **1 error = 90 points**  **2 errors = 70 points**  **3 errors = 50 points**  **4+ errors = 0 points** |  |
| **Design - Creativity** | **0-15 points** |  |
| **Design - Layout** | **0-15 points** |  |
|  | **Total** |  |
| **Job 3—**  **Spreadsheet with Formulas**  ***100 points*** | **Production Standards** | **0 errors = 100 points**  **1 error = 90 points**  **2 errors = 70 points**  **3 errors = 50 points**  **4+ errors = 0 points** |  |
|  | **Total** |  |
| **Job 4—**  **Memo**  ***100 points*** | **Production Standards** | **0 errors = 100 points**  **1 error = 90 points**  **2 errors = 70 points**  **3 errors = 50 points**  **4+ errors = 0 points** |  |
|  | **Total** |  |
| ***TOTAL POINTS*** |  | **Points** |  |

**JOB 1 – Letter with Mail Merge:**

**Test Information**

Using the information provided and the *Style & Reference Manual*, prepare a letter from Tom Carlson in the Information Technology Department to be merged with a database you will create, using the information below. Print the merged letters. Submit the letters in order according to Rules for Alphabetic Filing (ARMA) standards. Print 1 copy of the letter showing the merge fields.

***See Answer Key Files.*** *Sample* provided below.



|  |  |
| --- | --- |
| **Production Standards** | |
| 0 errors | 100 points |
| 1 error | 90 points |
| 2 errors | 70 points |
| 3 errors | 50 points |
| 4+ errors | 0 points |

**JOB 2 - Flyer:**

**Test Information**

Using the information provided in the letter in Job 1, create a 1 page flyer for the upcoming Professional Business Associates – Virtual Training. Tom would like your team to use your creativity and develop an effective flyer he can send out announcing the New Technology Virtual Training Session which all Professional Business Associates Team Members will need to attend as an online training during July 2019. They will need to register using the [*www.pba.org/training/new2019*](http://www.pba.org/training/new2019)link. This training is so the PBA Team Members can learn about the new website and email system. Be sure to include the Who, What, Where, When and Why on the flyer.

Include the heading/title: *Professional Business Associates – Virtual Training Event*

Use images provided as you determine to create an engaging flyer.

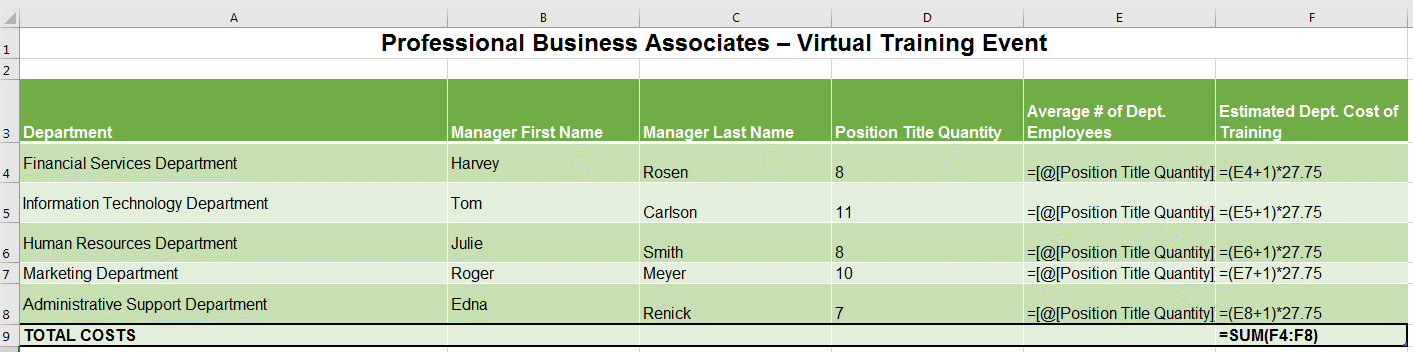
***See Answer Key Files.*** *Sample* provided below.

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**JOB 3 – Spreadsheet with Formulas:**

***See Answer Key Files.***





**JOB 4 – Memo:**

Using the information provided and *the Style & Reference Manual*, prepare a memo from Tom Carlson in the Information Technology Department Manager to all other department managers listed in the Organizational Chart for Professional Business Associates. Use the current date. Use the subject: *Professional Business Associates – Virtual Training Event Sessions.* Copy the CEO on the memo.

***See Answer Key Files.***

**MEMORANDUM**

**TO:** Julie Smith, Roger Meyer, Edna Renick, Harvey Rosen

**FROM:** Tom Carlson, Information Technology Department Manager

**CC:** Nancy Wells, CEO

**DATE:** Use Current Date

**SUBJECT:** Professional Business Associates – Virtual Training Event Sessions

Please share the following information with the employees in your respective departments regarding the upcoming Professional Business Associates – Virtual Training Event Sessions. These sessions are mandatory. While the employee can select which session works best in their schedule, they must select a minimum of one session.

I have attached a flyer to help build excitement for the event and inform employees how to register. Please be sure you connect with your team to discuss coverage of your areas during the training sessions so we do not impact our customer service in any way.

If you or any of your team members have questions, please contact me. Thank you for your time and attention to this matter.

CONTESTANT #

|  |  |
| --- | --- |
| **Production Standards** | |
| 0 errors | 100 points |
| 1 error | 90 points |
| 2 errors | 70 points |
| 3 errors | 50 points |
| 4+ errors | 0 points |

Attachment