



Administrative Support Team (255)

REGIONAL – 2016

Production

Job 1 – T-Shirt Designs	_____	(100 points)
Job 2 – Hours of Service Form	_____	(100 points)
Job 3 – Spreadsheet	_____	(100 points)
Job 4 – Report	_____	(100 points)
Job 5 – Thank You Letter	_____	(100 points)
TOTAL	_____	(500 points)

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

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GENERAL INSTRUCTIONS

1. Check that this test booklet contains Jobs 1-5.
2. Correct all errors. Copy is graded on production standards along with additional criteria.
3. In places you normally use your reference initials, use your contestant/team number. Your name or initials should **NOT** appear on any work your team submits. Key your contestant/team number and job number in the footer in the lower left corner of **all** work submitted unless specified otherwise.
4. If you finish before the end of the testing time, notify the proctor. Time may be a factor in determining the winner in the event of a tie.
5. When turning in your contest, the jobs should be arranged in numeric order. Use your time wisely. You have 90 minutes to complete this test.

TEAM INSTRUCTIONS

You are part of the administrative support team for Professional Business Associates, 5454 Cleveland Avenue, Columbus, OH 43231-4021. You work in the Human Resources Department under the direction Julie Smith, Human Resources Director.

As you know, we have adopted Special Services as our service project for the employees here at Professional Business Associates. As a company, we have not been doing a good job of keeping track of the hours and various services performed by our associates. Therefore, we are asking for your assistance in helping us perform tasks which will help us to better document our service hours.

As the administrative assistant support team assigned to HR, complete the following five tasks:

- T-Shirt Designs
- Service Hours Form
- Spreadsheet of Hours Served
- Report – “Benefits of Volunteering”
- Thank-You Letter to Participants



Grading Rubric

JOB	CRITERIA	POINTS POSSIBLE	POINTS
Job 1— T-Shirt Designs 100 points	Production Standards	0 errors = 30 points 1 error = 27 points 2 errors = 21 points 3+ errors = 0 points	
	Design 1 - Creativity	0-20 points	
	Design 2 - Creativity	0-20 points	
	Logo – Design	0-20 points	
	Printouts – Horizontally Flipped (2)	0-10points	
Job 2— Service Hours Form 100 points	Production Standards	0 errors = 50 points 1 error = 45 points 2 errors = 35 points 3+ errors = 0 points	
	Design of Form	0-40 points	
	Logo Included	0-10 points	
Job 3— Spreadsheet of Hours 100 points	Production Standards	0 errors = 60 points 1 error = 54 points 2 errors = 42 points 3+ errors = 0 points	
	Title Included	0-10 points	
	Total Line Included	0-10 points	
	Sorted – Total Hours – Descending	0-10 points	
	Printout – Formulas	0-10 points	
Job 4— Report “Benefits of Volunteering: 100 points	Production Standards	0 errors = 100 points 1 error = 90 points 2 errors = 70 points 3+ errors = 0 points	
Job 5— Thank You Letter 100 points	Production Standards	0 errors = 40 points 1 error = 36 points 2 errors = 28 points 3+ errors = 0 points	
	Content	0-30 points	
	Letterhead – Design/Complete	0-20 points	
	Watermark – “Draft”	0-10 points	
<i>TOTAL POINTS</i>		500 Points	



Job 1—T-Shirt Designs – 100 Points

Refer to Rubric for Point Breakdown

Job 2—Hours of Service Form – 100 Points

Refer to Rubric for Point Breakdown

Job 3—Spreadsheet – 100 Points

Printout 1 – Total Line and Sorted by Hours in Descending Order

Professional Business Associates Special Services Total Hours Donated	
Department	Total Hours Donated
Marketing	225
Human Resources	200
Administrative Support	200
Information Technology	125
Financial Services	75
Administration	40
Total Hours	865

Printout 2 – With Formulas:

Professional Business Associates Special Services Total Hours Donated	
Department	Total Hours Donated
Marketing	225
Information Technology	125
Human Resources	200
Financial Services	75
Administrative Support	200
Administration	40
Total Hours	=SUM(B3:B8)



Job 4—Report – 100 Points

0 Errors	100 points
1 Error	90 points
2 Errors	70 points
3+ Errors	0 points

Note to Grader:
Bullets may be single or double spaced.

Julie Smith

Nancy Wells

CEO

(use current date in military style)

Benefits of Volunteering

Perhaps the first and biggest benefit people get from volunteering is the satisfaction of incorporating service into their lives and making a difference in their community and country.

The intangible benefits alone—such as pride, satisfaction, and accomplishment—are worthwhile reasons to serve. In addition, when we share our time and talents we:

- Solve Problems
- Strengthen Communities
- Improve Lives
- Connect to Others
- Transform Our Own Lives

Benefit Your Health

Over the past two decades we have also seen a growing body of research that indicates volunteering provides individual health benefits in addition to social ones. This research, which is



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presented by CNCS in a report titled “The Health Benefits of Volunteering: A Review of Recent Research,” has established a strong relationship between volunteering and health: those who volunteer have lower mortality rates, greater functional ability, and lower rates of depression later in life than those who do not volunteer.

Comparisons of the health benefits of volunteering for different age groups have also shown that older volunteers are the most likely to receive greater benefits from volunteering, whether because they are more likely to face higher incidence of illness or because volunteering provides them with physical and social activity and a sense of purpose at a time when their social roles are changing.

Some of these findings also indicate that volunteers who devote a “considerable” amount of time to volunteer activities (about 100 hours per year) are most likely to exhibit positive health outcomes.



Job 5 – Thank You Letter

Refer to Rubric for Point Breakdown

Compose a draft of a letter we can send to our employees thanking them for their participation in our service project, Special Services, this year.

This year we did the following: raised more than \$25,000 in funds; donated more than 10,000 hours of service to the organization; participated in more than 50 events throughout the year; and had a 95 percent participation rate by our employees.

- Before keying the letter, design an appropriate letterhead. Include all necessary parts in the letterhead. Afterwards, use the letterhead, and compose and key the letter.
- Use the current date.
- Include the Special Services Logo on the letter. *Designed in Job 1*
- Nancy Wells, CEO, will be signing the letter on behalf of Professional Business Associates.
- Include a “Draft” watermark on the letter.
- Print letter.