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MAY/JUNE 2009

CARIBBEAN EXAMINATIONS COUNCIL

SECONDARY EDUCATION CERTIFICATE EXAMINATION

OFFICE ADMINISTRATION

Paper 02 – General Proficiency

2 hours

29 MAY 2009 (a.m.)

INSTRUCTIONS TO CANDIDATES

1. This paper consists of EIGHT questions.
2. Answer ALL questions in SECTION I and any TWO questions in SECTION II.
3. Number each answer in your booklet correctly.
4. Begin each answer on a new page.
5. Use the blank form(s) supplied to prepare answers where necessary.
6. The use of a silent non-programmable calculator is allowed.

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO.

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SECTION I

Answer ALL questions in this section.

1. (a) Identify THREE levels of staff that may be employed to run a large industrial complex. **(3 marks)**

(b) Olivia, a word processing clerk, is employed in the Administrative Department of Technology Plus Inc.

Give TWO tasks she would be expected to perform. **(2 marks)**

(c) List ONE advantage and ONE disadvantage of working in an enclosed office. **(2 marks)**

(d) Assume that you are employed at the Inland Revenue Department. You notice Keno, a new worker, is often alone. He seems to have difficulty relating to customers, his supervisor and colleagues. Members of staff are willing to assist him in overcoming this problem.

(i) Outline TWO actions that should be recommended to Keno to improve relationships. **(2 marks)**

(ii) State TWO benefits that can be gained from maintaining good relationships with EACH of the following:

a) Customers

b) Supervisors

c) Colleagues **(6 marks)**

Total 15 marks

2. (a) (i) Give the information that is found in EACH of the following sources:

a) Hansard
b) Post Office Guide
c) Travel Schedule
d) Official Gazette **(4 marks)**

(ii) Name THREE reference materials, other than those mentioned in 2 (a) (i) above, that are considered useful in the library of a public high school. **(3 marks)**

(b) (i) In your Office Administration class, Jon argues that despite the technological era, there is still need for courier services.

State THREE points that Jon can use to convince the class that courier services will be required as long as businesses exist. **(3 marks)**

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(ii) Give ONE reason an international sales representative would find the poste restante service convenient. **(1 mark)**

(iii) A junior clerk has been assigned to the registry of your firm.

Develop a checklist of THREE procedures for receiving a parcel by post that can be given to him to assist in performing this duty. **(4 marks)**

Total 15 marks

3. (a) As a receptionist, two of your duties are to

(i) attend to visitors

(ii) receive and file business cards.

For EACH of the above duties, state TWO steps you should take to ensure that the duties are performed effectively. **(4 marks)**

(b) State THREE attributes that a receptionist should display when introducing visitors. **(3 marks)**

(c) You are Jon Wiles and you need to develop a Reminder System for your Manager, Mrs. Hilda Coates, who has just returned from an overseas trip. The following activities have been scheduled between 9:00 a.m. and 5:00 p.m. on June 01, 2009.

- Conduct regular monthly meeting with officers two hours before lunch.
- Meet with secretarial staff two hours before the end of the work day.
- Review activities listed in the diary for the day. This will take one hour.
- Three-hour working lunch with directors from noon.

Copy the "Things To Do, Reminder System" given below in your answer booklet and complete it by arranging the activities given in 3 (c) above in order of scheduled time.

Things To Do, Reminder System

Name: Hilda Coates Date: June 01, 2009

	Time	Activity
1.	_____	_____
2.	_____	_____
3.	_____	_____
4.	_____	_____

(8 marks)

Total 15 marks

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4. (a) Identify FOUR factors that should be taken into account when making hotel reservations for a company executive. **(4 marks)**

(b) You are required to prepare the travel folder for Mr. Bob Levy who will be travelling to Barbados, St. Lucia, Antigua and Jamaica during August 20-27, 2009. You have begun to compile material for his travel folder.

State the information that should be included on the label of the travel folder. **(3 marks)**

(c) You have been chosen by your graduation class of the High Flyers Secondary School in your country to sit on a panel to discuss the topic, "Requirements of the Work Environment".

Prepare TWO points for EACH of the following headings that you will address in the panel discussion.

- Differences between school and the workplace
- Confidentiality at the workplace
- Development of new skills
- Desirable attitudes **(8 marks)**

Total 15 marks

SECTION II

Answer any TWO questions in this section.

5. (a) (i) State FOUR reasons employers should provide for the safety of workers.
(4 marks)

(ii) The Factories Act requires employers to put in place certain safety, health and welfare provisions as approved by the Chief Factory Inspector.

State ONE health and ONE welfare provision employers should put in place for their workers.
(2 marks)

(b) (i) Copy the cheque below in your answer booklet and prepare and sign a crossed cheque with today's date and paid to Wil Paymar for the amount of $1 001.50.

Antigua Publishing House 01

Date _____

Pay to the order of _____ $ _____

The sum of _____

_____

Citizens' Bank of Antigua Ltd.
Rose Street Branch

002 003 004

(6 marks)

(ii) Other than the information represented on the cheque, prepare a set of THREE guidelines for junior clerks to use when writing a cheque.
(3 marks)

Total 15 marks

6. (a) (i) Define the term 'stock control'. **(2 marks)**

(ii) List FOUR reasons for controlling stock. **(4 marks)**

(b) (i) Your supervisor gave you the following list of items to record on the Stock Control Card.

50 1L bottles cleaning fluid – order No. 10AI received May 2, 2009
100 1L bottles cleaning fluid – order No. 5B8 received May 28, 2009.

Copy the Stock Control Card given below in your answer booklet and complete it using the information given in 6 (b) (i) above.

STOCK CONTROL CARD

(Item)

Date	Order No.	Received	Used Total	Balance

(3 marks)

(ii) **On the form provided**, use the information presented in the table below to calculate the value of inventory, using the FIFO method of stock valuation.

Record of Transactions
For Period September – December 2008

RECEIPTS/PURCHASES		ISSUES	
AA Batteries		AA Batteries	
2008		2008	
September 5	10 @ $50	October 20	20
October 17	15 @ $60	November 22	12
November 21	12 @ $40	–	
December 10	12 @ $70	–	

(6 marks)

Total 15 marks

GO ON TO THE NEXT PAGE

7. (a) State ONE function of EACH of the following items of equipment used in sales and marketing.

- Answering machine
- Calculator
- Computer
- Risograph **(4 marks)**

(b) Give TWO uses of a Planning Master. **(2 marks)**

(c) Assume you are Jhane Brew who works as a clerk in the Factory Office of Trendy Garment Ltd. Suzie Crowne is your supervisor and Sam Hugh is the factory manager. The factory has just completed 50 dozen white, size 12 school blouses.

The following were required to complete the job No. 100.

Material	700 metres white cotton 200 dozen white buttons 150 spools white cotton thread
Labour	4 cutters @ $50.00 for 4 hours 20 stitchers @ $60.00 per hour for 26 hours 4 packers @ $40.00 per hour for 5 hours

Use the form provided to complete Job Card #50. Assume it was prepared by the factory clerk on August 01, approved by the supervisor on August 02 and inspected by the factory manager on August 20. **(9 marks)**

Total 15 marks

8. (a) (i) Identify TWO duties, other than the routine office duties, of a clerk in the Despatch and Transport office. **(2 marks)**

(ii) State TWO responsibilities of a clerk in the Despatch and Transport office. **(2 marks)**

(b) Define the following terms used in Despatch and Transport documents:

- Consignee
- Freight **(2 marks)**

(c) (i) You are Jay Wray, a clerk employed by the firm KSO Corporation in Lakeville, Spanish Town, Jamaica. The telephone number for the company is 479-2525.

Your supervisor told you to inform Liz Hector of Bridge Palm Grove, Steer Town, Hanover, in response to Order No. 25D that her goods will be sent by truck on June 8, 2009. The order contained 1 000 bags of brown rice, to be received by Ms. M. Wheatley.

Use the form provided to complete the Advice Note. **(6 marks)**

(ii) What THREE actions should a driver of a transport vehicle take before delivering goods to customers? **(3 marks)**

Total 15 marks

END OF TEST

Question No. 8. (c) (i) Candidate No. .....

ADVICE NOTE

Seller: _____ Telephone: _____

_____

_____ Order No: _____

Buyer: _____

_____

_____

Please receive the following on: _____

Quantity	Item	Description

Received by: _____

Question No. ..... 7. (c) ..... Candidate No. .....

JOB CARD

Job No: _____ Card No: _____

Date: _____

Job description:

_____

Material used:

_____

Quantity Description

_____

_____

_____

Workers employed:

_____

Number Type Rate of pay

_____

_____

_____

Time taken to complete job:

Approved by: _____ Date: _____
Inspected by: _____ Date: _____
Prepared by: _____ Date: _____

Question No. ..... 6. (b) (ii) ..... Candidate No. .....

BATTERY SUPPLIES COMPANY

Purchasing Department

Record of Transactions FIFO Method

For Period September – December 2008

Item: AA Batteries

DATE	RECEIPTS	ISSUES	BALANCE	VALUE
September 5				
October 17				
October 20				
November 21				
November 22				
December 10				