CANDIDATE – PLEASE NOTE!

PRINT your name on the line below and return this booklet with your answer sheet. Failure to do so may result in disqualification.

TEST CODE **01237010**

FORM TP 2026–101

MAY – JUNE 2026

CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

OFFICE ADMINISTRATION

Paper 01 – General Proficiency

1 hour 15 minutes

03 JUNE 2026 (p.m.)

653

A000

READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

1. This test consists of 60 items. You will have 1 hour and 15 minutes to answer them.

2. In addition to this test booklet, you should have an answer sheet.

3. Each item in this test has four suggested answers lettered (A), (B), (C), (D). Read each item you are about to answer and decide which choice is best.

4. On your answer sheet, find the number which corresponds to your item and shade the space having the same letter as the answer you have chosen. Look at the sample item below.

   Sample Item

   A cheque is usually crossed in order to

   (A) prevent theft
   (B) provide a means of tracing it
   (C) supply a special endorsement
   (D) allow a particular person to cash it

   Sample Answer

   The best answer to this item is "provide a means of tracing it", so (B) has been shaded.

5. If you want to change your answer, erase it completely before you fill in your new choice.

6. When you are told to begin, turn the page and work as quickly and as carefully as you can. If you cannot answer an item, go on to the next one. You may return to that item later.

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

Copyright © 2025 Caribbean Examinations Council
All rights reserved.

1. A large office space in which many employees work in the same area is referred to as

(A) cellular
(B) enclosed
(C) extended
(D) open plan

2. The main environmental factors to be considered when setting up an office are

I. light
II. ventilation
III. landscaping

(A) I and II only
(B) I and III only
(C) II and III only
(D) I, II and III

653

Item 3 refers to the following office register.

Date	Name of Caller	Organization	Time of Arrival	Time of Departure	Referred to
2025					
2 Dec	K. Place	Hayman Ltd	9:20 a.m.	9:50 a.m.	S. Gray
2 Dec	G. Redd	P.C. Co. Ltd	9:50 a.m.	10:15 a.m.	C. Cashy
2 Dec	T. French	Nanny Assoc.	10:20 a.m.	10:55 a.m.	A. Pratt
2 Dec	M. Rayon	Moon Co. Ltd	12:00 p.m.	12:50 p.m.	T. Ridley
2 Dec	A. Thomlee	Jay Bank	1:15 p.m.	1:45 p.m.	G. Birch
2 Dec	L. Mills	Lance Ltd	2:10 p.m.	2:30 p.m.	L. Ewin

3. How many minutes did G. Redd spend at the office?

(A) 25
(B) 35
(C) 45
(D) 65

A000

4. A clerk in a small organization feels that some improvements should be made to the filing system.

What is the MOST appropriate action for him to take?

(A) Discuss his ideas with the general manager.
(B) Make the changes he feels are necessary.
(C) Discuss his ideas with the supervisor.
(D) Continue with the old system until he is asked for an opinion.

GO ON TO THE NEXT PAGE

5. A visitor comes into an office asking to see a senior executive about a routine matter. He does not have an appointment.

What is the MOST appropriate course of action for the receptionist to take?

(A) Make an appointment for him at a convenient time.
(B) Send him to see the senior executive when a gap appears between appointments.
(C) Refer him to the officer in the department that deals with that aspect of the business.
(D) Inform him that he cannot see the senior executive that day. However, an appointment can be made at a convenient date.

6. Which of the following is the correct sequence to follow on receipt of a suspicious package?

I. Lock the door.
II. Inform security.
III. Leave the office.
IV. Handle the package carefully.
V. Place the package away from you.

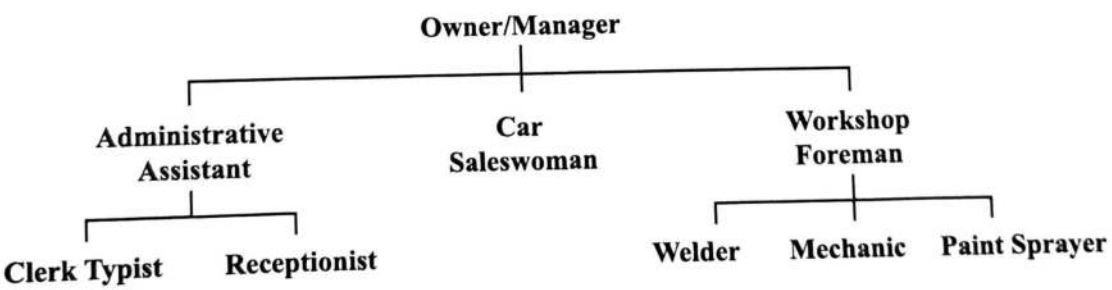
(A) I, III, II, IV, V
(B) II, III, I, V, IV
(C) III, II, IV, V, I
(D) IV, V, III, I, II

653

7. Which of the following pieces of equipment is used to arrange the pages of a document?

(A) Jogger
(B) Collator
(C) Duplicator
(D) Franking machine

Item **8** refers to the following organization chart.



A000

8. How many levels are there in the organization?

(A) 3
(B) 4
(C) 5
(D) 9

9. In an office where large quantities of printed materials have to be cut to size, it would be MOST useful to have access to a

(A) guillotine
(B) letter opener
(C) sharp-edged knife
(D) large pair of scissors

10. In what order should the following items on an agenda be arranged?

I. Minutes of the last meeting
II. Any other business
III. Matters arising
IV. Apologies

(A) I, III, II, IV
(B) II, IV, I, III
(C) III, II, IV, I
(D) IV, I, III, II

11. Which of the following items would be included in a memorandum?

(A) Date
(B) Salutation
(C) Inside address
(D) Complimentary close

12. An advantage of centralized filing is that

(A) it takes less time to retrieve files
(B) more space and equipment are required
(C) all records are stored and managed in one place
(D) all records are stored and managed in each department

13. You work in the records management department of a large firm. In what order should you file correspondence from the following three clients?

I. Erin Wolf
II. Arthur Woolford
III. Myrtle Woolworth

(A) II, III, I
(B) II, I, III
(C) I, II, III
(D) III, II, I

14. Which of the following pieces of equipment may be used for stamping mail?

(A) Jogger
(B) Collator
(C) Duplicator
(D) Franking machine

15. Which of the following would be MOST suitable for storing inactive soft copies of files?

(A) External hard drive
(B) Suspension folder
(C) Accordion folder
(D) Storage box

16. XYZ Construction has 10 branches and 3000 customers across the Caribbean. The MOST appropriate records management classification system for XYZ construction to use is

(A) subject
(B) numerical
(C) alphabetical
(D) geographical

653

GO ON TO THE NEXT PAGE

17. Which of the following are sources of information pertaining to job opportunities?

I. Telephone directories
II. Personal contact
III. Newspapers

(A) I and II only
(B) I and III only
(C) II and III only
(D) I, II and III

18. Jack Jones believes that the allegations made against him at the time of his dismissal from Rico's Supermarket were false. As a result, he may consider legal action against the supermarket for

(A) adverse judgement
(B) breach of confidence
(C) infringement of rights
(D) defamation of character

19. When travelling abroad, people use credit cards instead of cash because they

(A) have greater value than cash
(B) offer greater security than cash
(C) are preferred to cash in foreign countries
(D) give the traveller a high status rating in the foreign country

20. An executive has to attend an overseas meeting and will have to make reference to correspondence on file.

Which of the following actions would be MOST appropriate for his staff to take in order to allow him access to the information?

(A) Give him the files in a sealed envelope.
(B) Have the secretary summarize the correspondence as a voice recording.
(C) Scan the correspondence and save the information on an external storage device.
(D) Give him the originals from the files and ask him to sign for them.

21. A receptionist at Lewis Business Services was approached by an irate customer regarding poor service she experienced.

What is the MOST appropriate action that should be taken?

(A) Listen to the customer, apologize and respond calmly.
(B) Listen to the customer, but do not respond.
(C) Respond to the customer immediately.
(D) Leave the reception desk.

653

A000

22. An executive is called to a meeting and as such is unable to keep a 3:00 p.m. appointment with a client in his office.

What action MUST the receptionist take?

(A) When the client arrives, apologize and suggest that he see someone else.
(B) Write the client, apologize and ask him to suggest an alternative date.
(C) When the client arrives, apologize and offer him another appointment.
(D) Telephone the client, apologize and suggest the time for a new appointment.

23. An ex-officio committee member is one who

(A) is appointed by a majority vote
(B) attends meetings by virtue of an office
(C) votes on behalf of an absent member
(D) manages the proceedings of the meeting

24. When the ABC Life Insurance Company collapsed, the membership called a meeting to discuss issues pertaining to policies. This type of meeting is referred to as

(A) statutory
(B) committee
(C) annual general
(D) extraordinary general

25. Minutes of a meeting can be described as a

(A) resolution taken
(B) speech by the chairperson
(C) verbatim report of the meeting
(D) brief summary of the proceedings

26. Within a meeting context, a proposal that action be taken is known as

(A) a motion
(B) an agenda
(C) a casting vote
(D) an amendment

27. Which of the following services would usually be offered to customers who have fixed deposit accounts at a commercial bank?

I. Permission to write cheques on the accounts
II. Withdrawals on demand with interest earned
III. Higher interest rates than those offered on savings accounts

(A) I only
(B) III only
(C) I and II only
(D) I, II and III

28. What is the purpose of maintaining a reception register in an organization?

(A) Recording the persons who visit the organization
(B) Identifying the firms which do business with the organization
(C) Recording the names of persons who did not make an appointment
(D) Locating the names of persons who attend the organization's functions

GO ON TO THE NEXT PAGE

29. An important document must be sent to an overseas customer via post office mail. The document should be sent as

(A) first-class mail
(B) second-class mail
(C) poste restante service
(D) standard mail service

30. Which of the following represent documents maintained by the human resource office?

(A) Job specifications and circulation slips
(B) Contracts of employment and leave forms
(C) Personal history and visitor's records
(D) Appraisal forms and reception register

31. Which of the following departments is responsible for credit control?

(A) Administration
(B) Purchasing
(C) Accounts
(D) Sales

32. A businessman is travelling to a country where the time is one hour ahead of the time in his country. If the plane departs at 12:00 noon and the flight takes one hour and fifteen minutes, what time will it be when he arrives at his destination?

(A) 0215 hours
(B) 1215 hours
(C) 1315 hours
(D) 1415 hours

33. Which of the following is NOT an example of a fringe benefit?

(A) Training opportunity
(B) Holiday arrangement
(C) Use of company vehicle
(D) Promotional opportunity

34. A visa is used to permit

(A) entry into a specific territory for an agreed period
(B) emigrants to stay for a long time in a foreign country
(C) immigrants to stay for a long time in a foreign country
(D) entry into a foreign country to work for a certain period

35. Which of the following is LEAST likely to be found on personnel records?

(A) Training certificates
(B) Employment history
(C) Employee handbook
(D) Disciplinary correspondence

36. Which of the following departments of a large company is responsible for conducting job interviews?

(A) Records
(B) Accounts
(C) Administration
(D) Human resource

653

A000

GO ON TO THE NEXT PAGE

37. Which of the following pieces of information are NOT required on a petty cash voucher?

(A) The date and amount of payment
(B) The balance and signature of the drawer
(C) The payee and particulars of payment
(D) The voucher number and signature of the authorizing officer

38. Mega Industries experienced a 45 per cent labour turnover during the last three years. Which of the following actions can be taken to reduce this turnover rate?

I. Improve conditions at work.
II. Review and revise salaries offered.
III. Provide opportunities for development.

(A) I only
(B) I and II only
(C) II and III only
(D) I, II and III

Item 39 refers to the following extract of the schedule of service for an airline operating from Barbados to Jamaica.

Date	Airport	Departure	Arrival	Airport
Thursday 14 July 2026	BGI	3:00 p.m.	4:25 p.m.	ANU
	ANU	7:30 p.m.	8:30 p.m.	KIN

39. The schedule shows that the aircraft will stop in Antigua (ANU) on its way to Jamaica (KIN) from Barbados (BGI). How long will the aircraft be on the ground in Antigua?

(A) 3 hours 5 minutes
(B) 4 hours 25 minutes
(C) 5 hours 30 minutes
(D) 7 hours 30 minutes

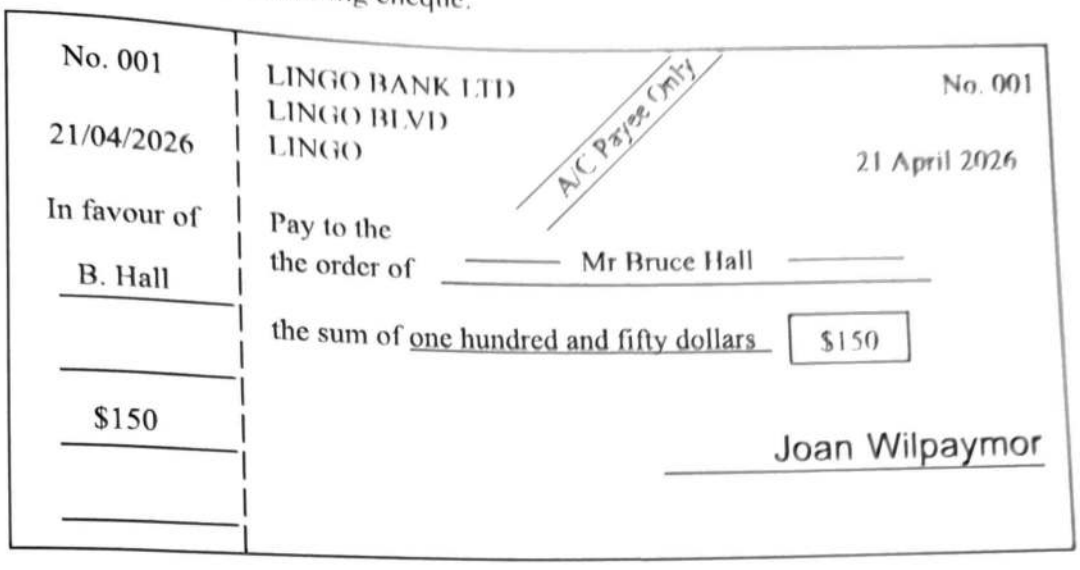
40. Some firms offer a programme which aims to assist new employees in becoming familiar with their jobs. This programme is referred to as

(A) an induction
(B) a recruitment
(C) an evaluation
(D) a performance

41. An employee works for 30 hours per week at a rate of $10 per hour. If he pays 8% of his gross wage as PAYE, then his net wage is

(A) $262
(B) $276
(C) $292
(D) $324

Item **42** refers to the following cheque.



653

42. Mr Bruce Hall, the person to whom the cheque is made out, is the

(A) acceptee
(B) banker
(C) payee
(D) payer

Item **43** refers to the following transactions which occurred during the month of January 2026.

Date	Details	Description	Debit ($)	Credit ($)	Balance ($)
1 January	Balance				150
3 January	Interest			5	
5 January	Withdrawal	ATM	140		
12 January	Cheque	13572		200	
15 January	Cheque	87431	50		
27 January	Service charge		10		

A000

43. Assuming that there are no further transactions, what would be the opening balance on the account on 1 February 2026?

(A) $105
(B) $155
(C) $195
(D) $285

44. What is the first step that a businessman should take if his cash book and bank statement show a difference of $20?

(A) Reconcile his bank statement with his cash book.
(B) Regard the $20 as interest on his current account.
(C) Inform the bank that an error has been made on his account.
(D) Write a cheque for $20 to balance his statement with the bank.

45. Which of the following duties are carried out by the clerk in the accounts office?

I. Operating the internal intercom
II. Keeping records of the firm's debtors
III. Completing and dispatching bills to customers

(A) I and II only
(B) I and III only
(C) II and III only
(D) I, II and III

46. A cheque dated seven months ago is classified as

(A) open
(B) crossed
(C) post-dated
(D) stale-dated

47. A supplier has received an order from a customer whose credit rating he does not know. What is the BEST course of action for the supplier to take to reduce his chances of not being paid?

(A) Send the goods and draw a time draft on the customer.
(B) Ask the customer to give the names of three of his creditors.
(C) Send the goods COD and request payment by certified cheque.
(D) Let the customer sign a promissory note, payable at a specific bank.

48. Which of the following sets of information is NOT required when preparing purchasing requisitions?

(A) Date, reference, quantity
(B) Transport, tax, arrival time
(C) Description, department, signature
(D) Sender, catalogue number, supplier

49. Which of the following commercial documents is sent with goods which are being sold subject to the buyer's approval and which will be treated as the bill if the goods are kept?

(A) Proforma invoice
(B) Delivery note
(C) Advice note
(D) Sales order

653

A000

50. Which of the following is NOT a duty of a clerk in the dispatch and transport department?

(A) Preparing destination sheets
(B) Preparing daily production reports
(C) Assisting with procurement of raw materials
(D) Completing forms used in the delivery of goods

Items **51** and **52** refer to the following job cost card.

Customer's name:	Zina's Upholstery
Job: 12 cushions	Job no.: 170
Time required to complete job:	2 days
Materials needed:	Cost $
Fabric	600
Sponge	250
Thread	60
Labour required:	
Stitcher	200
Total cost of labour	200
Add 20% for overheads	____
Total cost of job	____

51. The TOTAL cost of the job is

(A) $ 111
(B) $ 910
(C) $1 110
(D) $1 332

52. What is the 20% overhead charge?

(A) $140
(B) $182
(C) $222
(D) $266

53. A company establishes minimum stock levels in order to

(A) ensure sufficient stock for production to continue
(B) determine the minimum expenditure on stock
(C) ensure that there is never too much stock
(D) indicate stock levels at any given time

54. Which of the following terms BEST describes the procedure for regularly counting inventory to maintain accurate stock records?

(A) Periodic
(B) Perpetual
(C) Rotational
(D) Unscheduled

55. The company at which you are employed uses a COD system for selling goods. In the context of sales transactions, the acronym COD means

(A) cash on due date
(B) cash on delivery
(C) cash on demand
(D) cash on deposit

56. Which is the BEST method of processing inventory data?

(A) Manual
(B) Physical
(C) Electronic
(D) Mechanical

57. A planning master for factory work typically includes details of the

(A) production process
(B) inventory reorder levels
(C) employee training process
(D) product distribution process

58. Mr Joe, an exporter, wants to ship his products to another Caribbean island. Which of the following documents is NOT necessary?

(A) Bill of lading
(B) Delivery note
(C) Customs form
(D) Insurance certificate

653

A000

Item **59** refers to the following clock card which shows the times of arrival and departure for an employee.

CLOCK CARD

Employee: **Gary Watson** **No.: 00401**

Period: **1–6 March 2026**

Day	In	Out	Total
Monday	7:30	4:30	
Tuesday	7:30	6:30	
Wednesday	8:00	6:30	
Thursday	7:30	4:30	
Friday	7:30	4:30	
Saturday	8:00	1:30	

653

59. What is the total number of hours worked by Gary from Monday to Wednesday?

(A) 20
(B) 25.5
(C) 30.5
(D) 54

60. P. Hawk has a manufacturing business. His raw materials cost $1900. Rates and rent total $2000, and factory wages amount to $2500. The number of units produced is 640.

What is the cost per unit?

A000

(A) $ 4
(B) $ 6
(C) $10
(D) $13

END OF TEST

IF YOU FINISH BEFORE TIME IS CALLED, CHECK YOUR WORK ON THIS TEST.