1996 K 2007

1. Which of the following are likely to be high if there are good interpersonal relationships between employees and their supervisor?

I. Production
II. Staff morale
III. Staff welfare
IV. Labour turnover

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

2. In a small firm which is owned and managed by the same person, decisions on staff matters are usually made by the

(A) accountant
(B) personnel officer
(C) company secretary
(D) proprietor

3. If 100 copies of a one-page technical report were needed for a meeting to be held in the next hour, which of the following processes would it be BEST to use?

(A) Spirit master and spirit duplicator
(B) Original and photocopier
(C) Metal plates and offset litho
(D) Electronic stencil and ink duplicator

4. An airletter form should NOT be used where

(A) registration is necessary
(B) there is an enclosure
(C) the address is a post office
(D) stamping is done through franking

5. A customer called about a letter whic had been sent to the firm a month ag However, the letter could not be foun To which of the following should the ma clerk refer, to determine if it were re ceived?

(A) Correspondence digest
(B) Mail register
(C) Postage book
(D) Mailing list

6. A draft of revised procedures for handli mail is to be prepared and submitted to t Office Manager. Which of the followi formats should be used?

(A) Letter
(B) Report
(C) Statement
(D) Note

7. On receipt of an incoming letter, the m clerk's first action should be to

(A) hand it to the supervisor
(B) route it correctly
(C) code it
(D) date-stamp it

8. Which of the following procedures is N proper business telephone etiquette?

(A) Answer the telephone as soon it rings.
(B) Thank the customer for callin
(C) Allow the person who called end the conversation.
(D) Answer the phone with a che "hello".

9. A PBX system is used to facilitate

(A) oral communication
(B) written communication
(C) retrieval of documents
(D) storage of documents

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10. Which of the following situations would cause a file to be classified as inactive?

(A) A supplier now sells a wider range of goods.
(B) The organisation has stopped buying from a particular supplier.
(C) A company with which the organisation deals has changed its name.
(D) A company with which the organisation deals has changed its business address.

11. A clerk was asked to file some invoices in chronological order. These documents should be arranged

(A) by date
(B) by reference number
(C) by order number
(D) alphabetically

12. When a file has been requisitioned, important information about the loan of the file should be recorded on a/an

(A) index card
(B) out card
(C) card indicator
(D) guide card

13. Under which of the following conditions would a cross-reference sheet be prepared?

(A) Two pieces of correspondence have to be placed in the same file.
(B) One piece of correspondence has to be placed in two or more files.
(C) Correspondence is to be seen by more than one person.
(D) The current correspondence refers to previous correspondence.

14. The correct procedure for a receptionist to use when introducing a visitor is to announce the person's

(A) name
(B) name and company
(C) name, title and company
(D) name, company and title

15. Which of the following actions must NOT be taken by a secretary before a meeting?

(A) Ask the Chairman to confirm the minutes.
(B) Prepare the Chairman's agenda.
(C) Circulate the minutes to persons invited.
(D) Collect all items required for the meeting.

16. Assume that you have been elected to be secretary of your school's thrift society. Which of the following gives the correct sequence of the items to be put on the agenda?

I. Matters arising
II. New business
III. Approval of the minutes
IV. Any other business

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

17. An executive, who is planning to visit various Caribbean territories on a sales promotion campaign, has been given permission to purchase foreign currency. Which of the following is/are MOST SUITABLE for his purpose?

(A) Money orders
(B) Currency of each destination
(C) A single bank draft
(D) Travellers' cheques

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18. If a firm does not have a canteen and members of staff would like to have such a facility, they should first make suggestions to the

(A) union's shop steward
(B) general manager
(C) office manager
(D) personnel manager

19. Which of the following records would show an employee's duties, grade and salary?

I. The employment contract
II. The job specification
III. The company manual

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

20. Which of the following duties should a clerk who works in the personnel department of an organisation expect to perform?

I. Recruiting new staff
II. Preparing contracts of employment
III. Compiling the company's magazine
IV. Filling in routine information on staff record cards.

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

21. Which of the following is/are statutory deductions?

I. Charitable donations
II. Income tax payments
III. Company's medical insurance
IV. Union dues

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

22. If you are asked to post-date a cheque, you must prepare the cheque using

(A) no date
(B) the current date
(C) a future date
(D) a back date

23. A firm subscribes annually to a business journal published in the United States of America. Which of the following methods of payment should be used for paying subscriptions?

(A) Cash
(B) Bank draft
(C) Personal cheque
(D) Postal order

24. In which of the following situations should a customer's account be credited?

I. Damaged goods were returned by the customer.
II. Containers, on which a deposit was charged, were returned by the customer.
III. The customer was undercharged.
IV. The customer was charged twice for the same goods.

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

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25. E & O.E. on an invoice indicates that the firm

(A) deals in exports and imports
(B) cannot supply some of the goods ordered
(C) is requesting that the account be paid promptly
(D) will alter the amount payable if it is not accurate

26. One important reason for controlling stock is to

(A) ensure that adequate supplies are always available
(B) restrict the items in which the company deals
(C) provide goods of a high quality
(D) ensure that the company offers the same goods as other firms

27. Which of the following documents should a salesman use to prepare goods for dispatch to a customer?

(A) Invoice
(B) Purchase requisition
(C) Purchase order
(D) Voucher

28. Which of the following documents must be prepared when exporting goods by air?

I. Airway bill
II. Bill of lading
III. Invoice
IV. Destination sheet

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

29. A staff member is required to visit other Caribbean territories in three days' time. Which of the following means of communication should be used to arrange appointments for him?

I. Letters
II. Telephone
III. Telegrams
IV. Memoranda

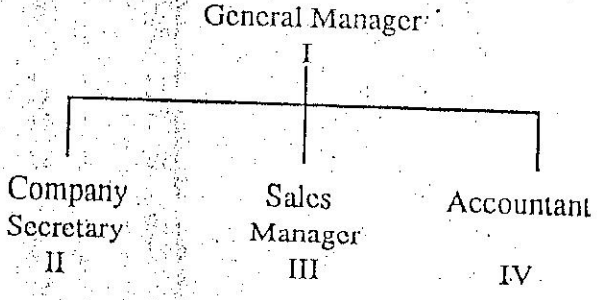
(A) I and III only
(B) II only
(C) II and III only
(D) III and IV only

30. On giving notice of resignation, which of the following practices would be acceptable for a clerk who has been permanently employed with an organisation?

I. Oral notice of two to four weeks
II. Written notice on day of leaving
III. Written notice of two to four weeks

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

Item 31 refers to the organisation chart of a large company shown below.



31. Which of the following persons would be responsible for drafting agreements and taking legal steps against customers who fail to pay their bills?

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

32. Which of the following should be used to obtain postage rates?

(A) Post Office Guide
(B) Ready Reckoner
(C) ABC Shipping Guide
(D) Franking Machine

33. Which of the following would be MOST suitable for storing inactive files?

(A) Horizontal cabinet
(B) Microfilm
(C) Box files
(D) Accordion files

34. The purpose of the Annual General Meeting of a company is to

(A) give information to shareholders on the finance and progress of the company
(B) allow the board of directors to discuss general matters relating to the company
(C) foster better communication among shareholders, staff and customers
(D) outline to staff the plans and policies for the coming year

35. Minutes of meetings are important because they provide

(A) detailed information on the items listed on the agenda
(B) the exact wording of all discussions
(C) a plan for the meeting
(D) a record of all matters discussed

36. What action should be taken by the mail clerk to deal with mail which is marked "URGENT—For the attention of Mr. P. H. Johnson"?

(A) Send the mail to Mr. Johnson.
(B) Call Mr. Johnson to collect the mail immediately.
(C) Send the mail to be filed and routed to Mr. Johnson immediately.
(D) Send the mail to be filed and routed at the normal period of distribution of files.

37. A businessman will be travelling overseas to meet with a number of salesmen. Which of the following items of information should be included on his itinerary?

I. Topics to be discussed
II. Hotel accommodation
III. Transportation schedule
IV. Appointments planned
V. List of documents packed

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

38. Assuming a similar quality and quantity of goods and the same rate of insurance coverage, which of the following shipping terms will give the greatest benefit to a company purchasing goods?

(A) F.O.B.
(B) C.I. F.
(C) Ex works
(D) C.F.

39. The Joy High School wants to build a new canteen. In order to select the most suitable firm for the job, the school should invite firms to send

(A) price lists
(B) catalogues
(C) statements
(D) tenders

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40. Which of the following should be done if no mention is made of promotional opportunities, when you are being interviewed for a job and you are interested in having such information?

(A) Ask about it in a follow-up letter after the interview.
(B) Visit the office and question the employees.
(C) Ask about it before the close of the interview.
(D) Assume that promotion will be automatic.

41. Which of the following processes must be used to reprint several thousand reports using smooth gloss-finished paper?

(A) Ink-stencil duplicating
(B) Spirit duplicating
(C) Offset lithography
(D) Photocopying

42. The mail clerk noted that the amount in figures and words differed on a cheque received for payment of goods. Which of the following actions must the mail clerk take?

(A) Return the cheque to the payee.
(B) Ask the bank to certify the cheque.
(C) Correct the error and initial on behalf of the payee.
(D) Send the cheque to the accounts department advising them of the error.

43. The acceptable treatment for an enclosure received in incoming mail is to

(A) pin it to the envelope received
(B) fasten it to accompanying letters
(C) detach it and leave it for attention later
(D) put it in the envelope marked "enclosures"

44. To which of the following departments should the mail clerk send incoming invoices?

I. Accounts
II. Sales
III. Purchases
IV. Administration

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

45. The quantity of outgoing mail in a firm has increased greatly. Which of the following actions should be taken to improve efficiency of posting?

I. Assign more mail clerks to stick the postage stamps on all outgoing mail.
II. Ask each department to try to reduce the amount of outgoing mail.
III. Set a specific time when outgoing mail will be collected from all departments.
IV. Frank outgoing mail.

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

46. Which of the following types of correspondence is MOST likely to be kept in a file in numerical order?

(A) Customers' complaints
(B) Copies of purchase orders
(C) Applications for employment
(D) Copies of monthly sales reports

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47. On 1 June, the Sales Manager returned a file to the records department with the tag, "Bring Up 1 July". What action(s) should the file clerk take?

I. Put the file in the pending tray.
II. Return the file to the cabinet.
III. Record on a follow-up card that the file is to be sent to the Sales Manager on 1 July.
IV. Record on an index sheet in the file folder that the file is to be sent to the Sales Manager on 1 July.

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

48. The receptionist has been told that Mr. Bell will be out of the office the following day. She has noted that he has a number of appointments for that day. What action should she take?

(A) Explain his absence to callers when they come to the office.
(B) Notify them by telephone and offer to make other appointments.
(C) Postpone all appointments for that day by letter.
(D) Remind Mr. Bell that he has appointments and suggest he go away another day.

49. The credit meter of a franking machine is set by

(A) the office manager
(B) a clerk in the post office
(C) a clerk who is responsible for mail in the firm
(D) the firm which manufactured the machine

50. Mr. Smith, a valued customer, visits the office a day before his scheduled appointment because he is in the area. What should the receptionist do?

(A) Ask him if he doesn't know the meaning of "appointment".
(B) Tell him the person he is to see only meets with persons at the appointed time.
(C) Check to see whether the person with whom he has the appointment can see him.
(D) Remind him politely of the date of his appointment.

51. Which of the following would be recorded as a motion in the minutes of a meeting?

(A) An alteration to a resolution
(B) An amendment to the minutes
(C) A formal proposal made by a member
(D) An addition to a resolution after it has been passed

52. In the Caribbean, travellers cheques may legally be purchased only from a/an

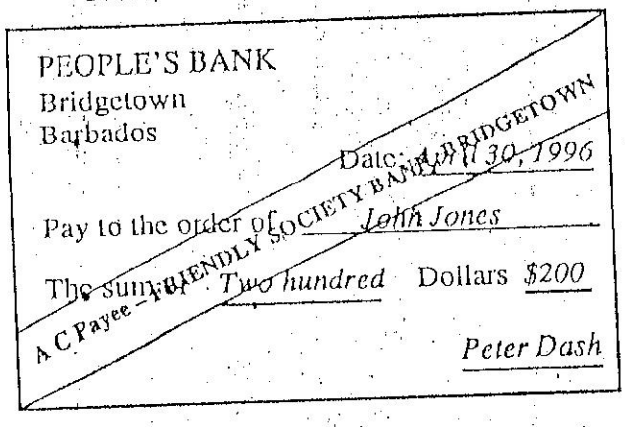
(A) commercial bank
(B) airline office
(C) travel agent
(D) hotel

53. Which of the following records should be used to obtain information regarding resignation of a company's employees, during the previous six months?

(A) Job Cards
(B) Time Cards
(C) Service Records
(D) Salaries Register

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Items 54 - 55 refer to the cheque illustrated below.



54. The illustration above is an example of a cheque that is

(A) endorsed
(B) certified
(C) crossed, generally
(D) crossed, specially

55. What must John Jones do with this cheque in order to receive payment?

(A) Deposit it to his account at the Friendly Society Bank, Bridgetown.
(B) Present it to the People's Bank, Bridgetown.
(C) Deposit it to his account at any People's Bank.
(D) Present it to the teller at the Friendly Society Bank, Bridgetown, for immediate payment.

56. You are attending an interview. What procedures should you follow after being shown into the interviewing room?

I. Introduce yourself.
II. Wait to be announced.
III. Take a seat.
IV. Stand until offered a seat.

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

57. Which of the following documents is sent by the seller when the customer has been undercharged?

(A) An invoice
(B) A quotation
(C) An enquiry
(D) A debit note

58. Mrs. Harris packages goods on order and prepares the relevant documents. To which department(s) must the documents be sent?

I. Factory
II. Accounts
III. Despatch
IV. Sales

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

59. An invoice, dated 6 May, was billed for $500 and allowed a trade discount of $2\frac{1}{2}\%$. The terms were 2/10, N/30. If the customer pays the bill on 19 May, the amount payable is

(A) $487.50 A
(B) $480.25
(C) $477.75
(D) $470.75

60. What action should you take if you are offered a job which you do not wish to accept?

(A) Visit the personnel officer and apologise for not taking the job.
(B) Telephone the personnel officer, say thanks and advise that you will not be taking the job.
(C) Write a letter thanking the personnel officer but declining the offer of the job.
(D) Decide that if the company does not hear from you, they will know you are not taking the job.

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