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 2021096

MAY/JUNE 20211

CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

OFFICE ADMINISTRATION

Paper 01 – General Proficiency

1 hour 15 minutes

21 MAY 2021 (p.m.)

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.

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1. A small package containing important documents is to be mailed to Canada from a Caribbean island. Which postal service would be MOST suitable?

(A) Parcel post
(B) Recorded mail
(C) First-class mail
(D) Registered mail

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

(A) Date
(B) Address
(C) Salutation
(D) Complimentary close

3. In which of the following situations would the relationship between employees be described as 'vertical'?

(A) One is senior to the other.
(B) Each has a similar status in the firm.
(C) One has a more important job.
(D) One has been employed longer than the other.

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

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

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

5. Assume that you are a new employee in a large firm. While you are awaiting instructions from your supervisor, another employee asks you to help her with her work. You should tell her that

(A) you are a new employee and unfamiliar with her work
(B) she should try to complete her work even if she has to work late
(C) you are willing to assist with your supervisor's permission
(D) you have already been given the work that you are supposed to do

6. The science of fitting the workplace to meet the needs of employees is known as

(A) networking
(B) ergonomics
(C) telecommuting
(D) social responsibility

7. The MAJOR difference between an operator-assisted call and a direct call is

(A) the timing of the call
(B) the additional fee charged
(C) having to pay immediately
(D) monitoring by the operator

8. A person who was dismissed from a previous job is filling out an application form for another job. He is required to state the reason for leaving the last place of employment. It is best to

(A) ignore the question
(B) answer 'not applicable'
(C) give the correct reason
(D) make a reasonable excuse

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9. Mr Lee of the sales department asked the receptionist to transfer a call from a customer to Mr Field of the accounts department. If the call is disconnected while it is being put through to the accounts department, what should the receptionist do?

(A) Leave the line open so that the customer can call again.
(B) Telephone Mr Lee, explain what happened and offer an apology.
(C) Telephone Mr Field, explain what happened and offer an apology.
(D) Contact the customer, apologize and connect to Mr Field.

10. Which of the following statements describes an applicant's curriculum vitae?

(A) A brief account of his life history and work experience
(B) A comprehensive report on his vital scores obtained during a course of study
(C) An extended list of his dossier and interests
(D) An outline of the curriculum covered at the secondary-school level

11. It is now three months since you have applied for a job at a large firm and you have only received a letter of acknowledgement. What action should you now take in an effort to obtain the job?

(A) Write another letter of application.
(B) Telephone your friend who works with the firm.
(C) Visit the company and ask to see the human resource manager.
(D) Write a letter to follow up the application.

12. 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 rate than that offered on savings accounts

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

13. Which of the following is NOT a requirement of a letter of application?

(A) It should be typed.
(B) The grammar used should be correct.
(C) It should request an opportunity for an interview.
(D) It should indicate the position for which the person is applying.

14. Which of the following guidelines should be followed by the interviewee during a job interview?

I. Remain pleasant and alert.
II. Be confident when answering questions.
III. Maintain minimal eye contact with the interviewer.

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

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

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

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

16. The correct indexing title of a file for Peter Kenneth Jaundoo A.A.S.C., LLB is

(A) Peter K. Jaundoo A.A.S.C., (LLB)
(B) Jaundoo, Peter Kenneth (A.A.S.C., LLB)
(C) P.K. Jaundoo (A.A.)(S.C.) (LLB)
(D) Jaundoo, Peter K., (A.A.S.C. LLB)

17. Which of the following methods of filing classification would be MOST suitable for a manufacturing company with distribution centres throughout the Caribbean?

(A) Subject
(B) Numerical
(C) Geographical
(D) Chronological

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

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

19. Clare Lee is paid a basic wage of $8.00 per hour for a 40-hour week and $9.60 per hour for overtime work. Last week Clare worked 48 hours. What was her total wage for the week?

(A) $ 76.80
(B) $320.00
(C) $396.80
(D) $760.00

20. A large office space with many employees working in the same area is referred to as

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

21. 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

22. A sum of money given to a cashier at the start of a day to make change is called

(A) a float
(B) a refund
(C) a deposit
(D) an imprest

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23. The accounts department has requested a file from the central filing department. Which of the following actions should the file clerk take?

I. Find out if the file is available.
II. Complete an 'out' sheet and place it in the file.
III. Ask the person receiving the file to sign for it.

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

24. Files which are no longer in use and placed in storage are referred to as

(A) stored
(B) indexed
(C) archived
(D) reserved

25. You are a receptionist and your employer has asked you to cancel his appointment with an important client.

What is the MOST suitable action to take?

(A) Cancel the old appointment date and time in the employer's diary.
(B) Contact the client; apologize and inform him/her that the appointment has been cancelled.
(C) Arrange a new appointment and inform the client of the change.
(D) Write a letter to the client advising him/her of the cancellation.

26. At the annual general meeting of Verona Enterprises, an equal number of votes were cast for and against a motion. What action should the chairperson take to break the tie?

(A) Exercise the casting vote.
(B) Ask the members to vote again.
(C) Adjourn the meeting to another date.
(D) Ask the members to ratify the motion.

27. Which of the following BEST describes the purpose of the petty cash fund?

(A) To reduce clerical work
(B) To store cash efficiently
(C) For prevention of theft by employees
(D) For making small payments conveniently

28. Which of the following terms is used to describe a committee which has been set up to deal with a specific matter?

(A) Central
(B) Ad hoc
(C) General
(D) Administrative

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29. The following table shows an extract from a petty cash book.

Goods and Services	Cleaning $	Postage $	Tea Breaks $	Travel $
Totals	30.00	15.00	19.40	22.00

The petty cash float is $100.00 and it is operated on the imprest system. What amount should the petty cashier receive to start the new period?

(A) $ 86.40
(B) $100.00
(C) $113.60
(D) $186.40

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30. The chairperson's role in a meeting is to

I. control the discussions and guide members
II. make notes of the discussion as it takes place
III. ensure all members are given an opportunity to speak

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

31. One of the duties of an accounts clerk is

(A) completing the budget
(B) preparing debit and credit notes
(C) preparing contracts of employment
(D) directing workers to the payroll clerk

32. Which of the following deductions can be made from wages without obtaining permission from the employee?

I. Income tax
II. National insurance
III. Company health scheme

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

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

(A) Invoice
(B) Enquiry
(C) Quotation
(D) Debit note

34. Mrs Kay bought a new stove on hire purchase from New & Used Appliances Ltd. She wants to authorize her bank to make monthly payments. Which of the following services should she use?

(A) Debit order
(B) Money order
(C) Standing order
(D) Credit transfer

35. The term 'verbatim minutes' refers to

(A) a record prepared in the present tense
(B) a detailed recording of the chairman's remarks
(C) an extract of important proceedings in the minutes
(D) an exact wording of the proceedings at the meeting

36. If the number of persons required to form a quorum is NOT present, the meeting must be

(A) postponed
(B) adjourned
(C) conducted as a subcommittee
(D) conducted as an extraordinary meeting

37. One of the MOST important functions of the human resource department is

(A) introducing new employees
(B) receiving visitors to the firm
(C) ensuring proper communication
(D) attending to the welfare of employees

38. An ex-officio committee member is one who

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

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

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

40. Which of the following items of business is NOT discussed at an annual general meeting?

(A) Declaration of dividends
(B) Election of directors and auditors
(C) Making arrangements for an important director
(D) Presentation and adoption of the company's reports

41. In what order should a secretary complete the following procedures when preparing for a meeting?

I. Collect stationery for use at the meeting.
II. Ensure that a venue is booked.
III. Send notices of the meeting and agenda to all members.
IV. Collect information required for use at the meeting.

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

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42. Which of the following would have a MAJOR effect on labour turnover?

(A) Appraisal report
(B) Staff development
(C) Working conditions
(D) Terms of employment

43. An itinerary gives information concerning

(A) the appointments for the day
(B) the details of a business trip
(C) work to be done by an executive
(D) departure and arrival times of flights

44. You are travelling to a destination where the time is one hour ahead of your departure time. If your plane departs at 12:00 noon and your flight takes one hour and fifteen minutes, at what time would you arrive at your destination?

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

45. When the 24-hour clock is showing 18:30 hours, the time on the 12-hour clock is

(A) 6:30 a.m.
(B) 6:30 p.m.
(C) 8:30 a.m.
(D) 8:30 p.m.

46. 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 in his account.
(D) Write a cheque for $20 to balance his statement with the bank.

Item **47** refers to the following extract from an airline schedule.

From Barbados to Jamaica

Date	Airport	Departure	Arrival	Airport
Thursday 14 July 2021	BGI	3:00 p.m.	4:25 p.m.	ANU
	ANU	7:30 p.m.	8:30 p.m.	KIN

47. The schedule above 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

48. 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 appraisal
(B) an induction
(C) a deployment
(D) a recruitment

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49. The human resource clerk has been asked to go through a list of job applicants and select those who meet the necessary requirements for a job. This process is referred to as

(A) elimination
(B) shortlisting
(C) downsizing
(D) interviewing

50. The use of a perpetual inventory system in a large department store enables

(A) goods that were purchased first to be sold first
(B) goods that were purchased last to be sold first
(C) the sale of goods on a person-to-person basis
(D) the calculation of stock levels and values at specific intervals

51. The job an employee has been doing is no longer required by the organization. The employee will

(A) be expired
(B) be reconciled
(C) be made redundant
(D) be considered obsolete

52. The Joy High School wants to build a new canteen and has received promotional material from several firms. In order to select the MOST suitable firm for the job, the school should invite firms to send

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

53. The term 'minimum level' on the stock card refers to the

(A) amount allowed to the manager
(B) lowest balance of stock allowed
(C) smallest batch that can be bought
(D) least amount of stock a business can afford

Item **54** refers to the following information on the movement of stock.

Month	**Receipts**	**Issues**
January	15 @ $35	
February	15 @ $30	
May		20

54. What is the cost of the closing stock at the end of May, using the FIFO method?

(A) $300
(B) $325
(C) $350
(D) $370

55. What is the benefit of having insurance coverage during the transportation of goods?

(A) Prevents accidents
(B) Ensures goods are not stolen
(C) Prevents the driver from selling the goods
(D) Compensates the businessman in case of a loss

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Items **56–57** refer to the following document.

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	_____
Cost per unit =	_____

56. What is the 20% overhead charge?

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

57. The TOTAL cost of the job is

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

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58. 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 of ONE unit?

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

59. An order for the supply of four new laptops was delivered on 4 January 2021. The amount due for payment, $2 680.00, is subject to a 5% discount if the bill is paid within 28 days. The total cash discount is

(A) $134.00
(B) $241.20
(C) $254.60
(D) $268.00

60. The company at which you are employed uses a COD system for selling goods.

COD means

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

END OF TEST

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

CANDIDATE'S RECEIPT

INSTRUCTIONS TO CANDIDATE:

1. **Fill in all the information requested clearly in capital letters.**

TEST CODE: | 0 | 1 | 2 | 3 | 7 | 0 | 1 | 0 |

SUBJECT: OFFICE ADMINISTRATION – Paper 01

PROFICIENCY: GENERAL

REGISTRATION NUMBER: | | | | | | | | | | |

FULL NAME: _____

(BLOCK LETTERS)

Signature: _____

Date: _____

2. **Ensure that this slip is detached by the Supervisor or Invigilator and given to you when you hand in this booklet.**

3. **Keep it in a safe place until you have received your results.**

INSTRUCTION TO SUPERVISOR/INVIGILATOR:

Sign the declaration below, detach this slip and hand it to the candidate as his/her receipt for this booklet collected by you.

I hereby acknowledge receipt of the candidate's booklet for the examination stated above.

Signature: _____
Supervisor/Invigilator

Date: _____

