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 2024101

MAY/JUNE 2024

CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

OFFICE ADMINISTRATION

Paper 01 – General Proficiency

1 hour 15 minutes

30 MAY 2024 (a.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. Employees in a large organization are MOST likely to have

(A) very close supervision
(B) limited career prospects
(C) a high degree of specialization
(D) direct contact with management

2. The science of outfitting the workplace to meet the needs of employees is known as

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

3. Which of the following is the MOST appropriate medium for communicating between offices?

(A) Beeper
(B) Pocket pager
(C) Telephone extension
(D) Public address system

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.

5. Which of the following is NOT a characteristic of registered mail?

(A) Offers proof of postage
(B) Facilitates safe delivery of mail
(C) Normally sent by second-class mail
(D) Offers compensation for loss or damage

6. A caller to a business asked to speak to a manager only. What type of call should the operator make?

(A) Person-to-person
(B) Conference
(C) Personal
(D) House

7. A customer called and enquired about a letter which had been sent to the firm a month ago. However, the letter could not be found. To determine if the letter was received, the mail clerk should refer to the

(A) mailing list
(B) mail register
(C) postage book
(D) correspondence digest

8. Which of the following pieces of equipment is used to arrange the pages of a document in order?

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

Item 9 refers to the following document.

TELEPHONE MESSAGE FORM	
To: R. Smith	From: J. Ben
ORGANIZATION: Ben & Sons Ltd	
PHONE: 1-888-245-8888	

MESSAGE:

The new shipment of office chairs will arrive by 11:30 a.m. on Friday

Call M. Santos for further information.

Date: 11 April 2022
Time: 1400 hours

W. Daniel

9. The person who received the phone call and recorded the message is

(A) J. Ben
(B) R. Smith
(C) M. Santos
(D) W. Daniel

10. Which of the following is an optional section in a résumé?

(A) Education
(B) Contact information
(C) List of academic awards
(D) Skills and work experience

11. Three months have passed since you applied for a job at a large firm. You have only received a letter of acknowledgement.

What is the MOST appropriate action to be taken?

(A) Write another letter of application.
(B) Write a letter to follow up on the application.
(C) Email the human resource officer to schedule an interview.
(D) Telephone the receptionist at the firm and request an update.

12. Paul is applying for a job at a local bank. Which of the following statements describes his curriculum vitae?

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

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. 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. Ask the person receiving the file to sign for it.
III. Complete an 'out' sheet and place it in the file.

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

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. In which of the following situations is cross-referencing NOT needed?

(A) The name of a supplier is changed.
(B) A female customer has a name change through marriage.
(C) A piece of correspondence relates to more than one name.
(D) A document is to be placed under a special name for easy retrieval.

17. 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

18. 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) Contact the client; apologize and inform him/her that the appointment has been cancelled.
(B) Cancel the old appointment date and time in the employer's diary.
(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.

19. 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

20. An executive has to attend an overseas meeting and will have to make reference to correspondence on file. The MOST appropriate procedure which should be used by the secretary to allow the executive to have the relevant information is to give him

(A) a summary of the correspondence
(B) copies of the correspondence from the file
(C) the relevant file and ask him to sign for it
(D) the correspondence from the file and ask him to sign for it

21. A visitor to an office wishes to see a senior executive. He asks to be introduced as 'AG'. The receptionist should respond by

(A) telling the executive that AG is there to see him
(B) refusing to contact the executive until the visitor gives his name
(C) sending the visitor to see the executive without giving the executive his name
(D) explaining that she is required by the company to record the names of visitors

22. In a meeting, which of the following persons would be allowed a casting vote?

(A) Treasurer
(B) Secretary
(C) Chairman
(D) Convenor

Items 23 and 24 refer to the following petty cash book.

Amt Rec'd	Date	Details	Total $	Stationery $	Postage $	Travelling $	Misc $
$100.00	1 March	Imprest					
	3 March	Milk and tea	10.00				10.00
	8 March	Envelopes and labels	7.50	7.50			
	12 March	Registered mail	6.00		6.00		
	20 March	Taxi fare	17.00			17.00	
	24 March	Stamps	15.00		15.00		
	28 March	Writing pads	12.00	12.00			
	28 March	Coffee and filters	10.00				10.00
	Total		77.50	19.50	21.00	17.00	20.00
	31 March	**Bal c/d**	**22.50**				

23. On 30 April, the firm received a voucher for $16.50 for the purchase of car headlights. In which analysis column of the petty cash book would this entry be made?

(A) Postage
(B) Travelling
(C) Stationery
(D) Miscellaneous

24. What sum of money is required to restore the imprest as at 1 April?

(A) $ 22.50
(B) $ 77.50
(C) $100.00
(D) $122.50

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

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

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

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. A member of staff could not remember what decision was taken on a particular subject at the last meeting. Which of the following records should she refer to for the information?

(A) Notice
(B) Agenda
(C) Minutes
(D) Chairman's agenda

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

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

29. 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

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

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

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

31. One important personal quality of an efficient receptionist is

(A) suitable grooming
(B) the ability to type
(C) excellent memory
(D) mathematical ability

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. Your employer wishes to hold a meeting in the staff room on 18 June at 8:00 a.m. Which of the following documents should be prepared and distributed prior to the meeting?

(A) Motion
(B) Recommendations
(C) Notice and agenda
(D) Apologies and agenda

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

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

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

37. Credit cards are used instead of cash when travelling abroad 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

38. There is a growing feeling among staff that concerns regarding their general welfare are being overlooked by management. What is the FIRST action the staff should take in an effort to improve the situation?

(A) Take industrial action.
(B) Bring the matter to the attention of the trade union.
(C) Request a meeting with the head of the organization.
(D) Request a meeting with the human resource manager.

Item 39 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

39. 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

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. Which of the following procedures should be used for the distribution of a purchase order?

I. Send the top copy to the supplier.
II. Put a carbon copy in the purchase order file.
III. Send the carbon copy to the accounts department of the buyer.

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

42. 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

43. Caring Caterers Limited has received its first bank statement for the year. Karen, the owner, notices two columns of figures which indicate monies deposited and withdrawn. These columns are called

(A) debit and credit
(B) savings and loans
(C) income and expense
(D) payments and accruals

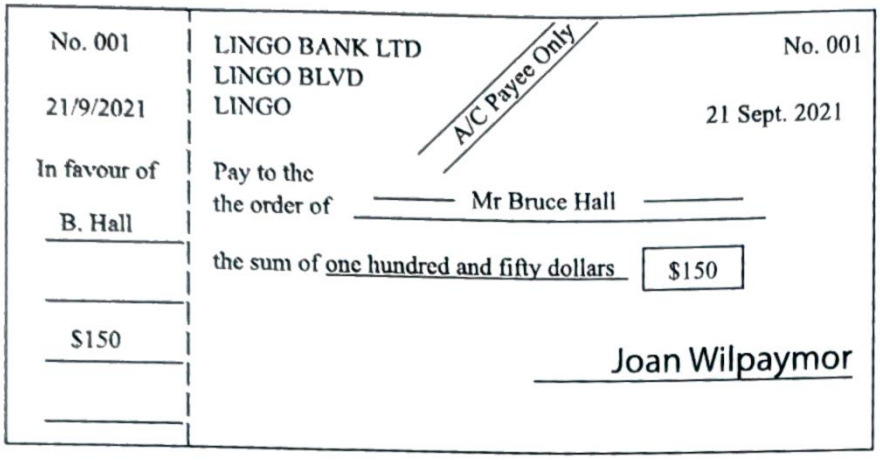
44. Requests for raw materials at a company are usually very tardy. To which manager should the clerk direct a complaint about the lateness of these requests?

(A) Sales
(B) Accounts
(C) Purchases
(D) Human resource

45. At the beginning of the year, a firm employs 50 persons. During the year, ten of these persons leave the firm. Which of the following represents the labour turnover?

(A) 25%
(B) 20%
(C) 10%
(D) 5%

Items **46** and **47** refer to the following document.



46. The person, Mr Bruce Hall, to whom the cheque is made out, is called the

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

47. On 2 October 2021, Mr Hall attempted to cash the cheque above at his bank, Savings Bank Ltd. His request was denied because

(A) the cheque was postdated
(B) his account was overdrawn
(C) it was an open cheque
(D) it was a crossed cheque

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48. The document which gives a description of items offered for sale is the

(A) order
(B) enquiry
(C) quotation
(D) catalogue

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

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

Items **50** and **51** 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	____

50. What is the 20% overhead charge?

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

51. The TOTAL cost of the job is

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

52. Which of the following documents is issued by the petty cashier as a record of purchase and issue of cash to a member of staff?

(A) Invoice
(B) Voucher
(C) Cash bill
(D) Statement

Item 53 refers to the following transactions which occurred during the month of January 2023.

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		

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

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

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54. The term 'reorder level' is used for goods

(A) requisitioned when the stock level reaches its lowest point
(B) requested when stock is almost finished
(C) ordered when stock level is finished
(D) ordered on a daily basis

55. Which of the following types of discounts is given specifically for prompt settlement of an account within a given period?

(A) Trade
(B) Sales
(C) Bulk
(D) Cash

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

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

Item 57 refers to the following clock card which shows the times of arrival and departure for an employee.

NOTE: The clock card makes no provision for a lunch hour from Monday to Friday.

CLOCK CARD

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

Period: 1–6 June 2021

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

57. How many hours did Gary spend at the office?

(A) 43
(B) 45
(C) 46
(D) 48

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

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

59. A manifest is a document which shows

I. a listing of travellers on board a vessel
II. a summary of the cargo a vessel is carrying
III. the cost of insurance and freight of the goods on board a vessel

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

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?

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

END OF TEST

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