B

AFFIX SEAL HERE

CANDIDATE—PLEASE NOTE!

You must sign below and return this booklet with the Answer Sheet. Failure to do so may result in disqualification.

Signature

FORM TP 97106

TEST CODE 000901

MAY/JUNE 1997

CARIBBEAN EXAMINATIONS COUNCIL

SECONDARY EDUCATION CERTIFICATE EXAMINATION

OFFICE PROCEDURES

Paper 01 - Basic and General Proficiencies

75 minutes

20 JUNE 1997 (a.m.)

READ THE FOLLOWING DIRECTIONS CAREFULLY

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

2. 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.

3. On your answer sheet, find the number which corresponds to your item and blacken 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 the cheque
(C) allow a particular person to cash it
(D) supply a special endorsement

Sample Answer

Ⓐ ● Ⓒ Ⓓ

The best answer to this item is "provide a means of tracing the cheque", so answer space (B) has been blackened.

4. If you want to change your answer, be sure to erase your old answer completely and fill in your new choice.

5. 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, omit it and go on to the next one. You can come back to the harder item later. Your score will be the total number of correct answers.

6. This test consists of 60 items. You will have 75 minutes to answer them.

7. Do not be concerned that the answer sheet provides spaces for more answers than there are items in this test.

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

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1. Which of the following conditions is MOST likely to exist in a large company?

(A) Few opportunities for promotion
(B) Very close supervision
(C) Direct contact with management
(D) High degree of specialization

2. Which of the following are likely to be at a high level if there are good interpersonal relationships between the supervisor and subordinate employees?

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

3. You are a clerk in a small organisation. Your supervisor is the Secretary, and the head of the organisation is the General Manager. You feel that some improvements can be made in the filing system. What should you do?

(A) Discuss your ideas with the Secretary.
(B) Make the changes you feel are necessary.
(C) Continue with the current system until you are asked for an opinion.
(D) Discuss your ideas with the General Manager.

4. Which of the following types of paper should be used to prepare copies from an ink stencil?

(A) Carbon
(B) Flimsy
(C) Gloss
(D) Absorbent

5. You have been asked to make copies of reports for different members of staff. They have indicated the dates and times by which they would like to have the copies. Which of the following procedures should you use to ensure that staff members receive their reports on time?

(A) Deal with all work in the order received.
(B) Arrange all work in order of requested priority and work in that order.
(C) Do shorter and simpler tasks first.
(D) Deal with the requests from the senior officers first.

6. For what purpose should a memorandum be used?

(A) Informal communication with business associates in other firms
(B) Short notes to personal friends
(C) Confirmation of business matters that do not require a formal letter
(D) Communication within a firm

7. A receptionist may BEST be described as a/an

(A) personal secretary
(B) office host/hostess
(C) records clerk
(D) receiving clerk

8. For what purpose should a complimentary slip be used?

(A) Congratulating the recipient
(B) Accompanying enclosures sent without a letter
(C) Acknowledging receipt of payment
(D) Accepting an invitation

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9. Which of the following should be counted when calculating the chargeable words in an overseas telegram?

I. Initials
II. Numerals
III. Standard words
IV. Punctuation signs

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

10. The switchboard operator has been trying to connect Mr Smith to his bank manager, but she keeps getting the busy tone. What action should she take?

(A) Hold all other calls until she reaches the bank manager.
(B) Call the operator at the telephone company and explain the problem.
(C) Advise Mr Smith to make the call on the following day.
(D) Advise Mr Smith to visit the bank on the following day.

11. Which of the following are advantages of a franking machine?

I. There is no need to keep large quantities of stamps.
II. Less money is spent on postage.
III. A record is made of where the mail is being sent.
IV. Stamps do not have to be pasted on to the envelopes.

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

12. Jamie works as a switchboard operator at Office Supplies Limited. Which of the following is the correct way for Jamie to answer an incoming call on the switchboard?

(A) "Hello, good morning, can I help you?"
(B) "Good morning, Office Supplies Limited."
(C) "This is Jamie speaking, good morning."
(D) "Good morning, Jamie speaking."

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

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

14. A firm wishes the Post Office to provide information on the date and time of delivery of a tender. Which of the following postal services should be used?

(A) Special delivery
(B) Recorded delivery
(C) Registered mail
(D) Surface mail

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Item 15 refers to the following message:

15. PLYMAN
MIAMI

HOLD ORDER 567529 12TH INST
REVISED ORDER FOLLOWS STOP
ADVISE IF ITEM AVAILABLE FOR
IMMEDIATE DELIVERY

STANBUL

You have been asked at 1600 hours to send the message above by telegram. Which of the following actions would be the MOST appropriate?

(A) Send immediately by full rate.
(B) Send immediately by 'night letter' rate.
(C) Wait until morning and send by full rate.
(D) Give the messenger for action on his way to work in the morning.

Item 16 refers to the following request.

Please make arrangements to prepare copies of a top quality brochure which will be used at an executives' conference.

16. The paper which should be used to prepare the copies is

(A) flimsy
(B) absorbent finish
(C) smooth finish, light weight
(D) smooth finish, medium weight

17. Which of the following items of stationery are required for setting up a filing system?

I. Dividers
II. Out cards
III. File jackets
IV. Cross-reference sheets

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

18. For what purpose should a tickler file be used?

(A) Keeping temporary records
(B) Serving as a reminder system
(C) Storing confidential information
(D) Keeping permanent records

19. 'Suspension filing' may be described as the placing of

(A) folders in a temporary file in a cabinet
(B) documents which will not be used for a while in a cabinet
(C) folders in hanging pockets in a cabinet
(D) documents for follow-up in a file

20. Which of the following procedures describes the correct sequence for filing?

(A) Inspecting, coding, indexing, cross-referencing and filing
(B) Inspecting, indexing, coding, cross-referencing and filing
(C) Cross-referencing, indexing, coding, inspecting and filing
(D) Cross-referencing, coding, indexing, inspecting and filing

21. Information from staff files has been leaked on many occasions. Which of the following actions are MOST likely to reduce the problem?

I. Use the alphabetic filing system for staff files.
II. Use the numeric filing system for staff files.
III. Store all staff files in the central filing department.
IV. Store all staff files in the personnel department.

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

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22. Correspondence from Jackson-Ward Manufacturers should be filed under

(A) J and cross-referenced under W
(B) W and cross-referenced under J
(C) M and cross-referenced under J
(D) M and cross-referenced under W

23. In which order should the following names be filed?

I. Capt. Richard P Dundee
II. The Dundee Cake Co
III. Dundee and Dundee Ltd
IV. James Dundee & Sons

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

24. Which of the following is a duty of a receptionist?

(A) Preparing a list of business associates
(B) Making policy decisions for the office
(C) Assisting persons who telephone or visit the office
(D) Preparing itineraries for management

25. 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) explaining that company regulations require her to record the names of callers
(C) sending the visitor to see the executive without giving the executive his name
(D) refusing to contact the executive until the visitor gives his name

26. Which of the following agencies should a businessman consult in order to obtain US $15 000 in foreign currency?

I. A commercial bank
II. The Ministry of Trade
III. The Central Bank/Ministry of Finance
IV. The Ministry of Foreign Affairs

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

27. A receptionist forgot to notify an executive of an appointment with a consultant. When the consultant arrives the receptionist should immediately

(A) ask if the executive would see the consultant
(B) let the consultant know that she forgot to tell the executive
(C) offer to make another appointment for the consultant
(D) tell the consultant that she made a mistake about the date

28. 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

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29. Which of the following courses of action should always be taken by the receiving clerk, if there is a discrepancy in a shipment being received?

(A) Consult the purchasing manager for instructions.
(B) Accept the goods and reprimand the agent for his negligence.
(C) Return the goods and await delivery of the correct shipment.
(D) Make a notation on the delivery note before signing it.

30. When is the election of the Executive Committee of a club usually held?

(A) When at least one officer resigns
(B) At the Annual General Meeting
(C) When members feel it is time for a change
(D) If the present officers are considered incompetent.

31. Which of the following actions should be taken at a meeting if the same number of persons who voted for a motion voted against the motion?

(A) A member will submit a closure.
(B) The motion will 'lie on the table'.
(C) The meeting will have to be adjourned.
(D) The chairman will be allowed a casting vote.

32. What FINAL action MUST be taken before the minutes of a board meeting can be declared an accurate record of the matters discussed at the meeting?

(A) A draft of the minutes must be seen by the chairman before they are circulated.
(B) A draft of the minutes must be circulated to all board members for their comments.
(C) The minutes must be compared with the chairman's agenda.
(D) The minutes must be confirmed at the next board meeting.

33. As secretary of your school club, which of the following actions should you take AFTER a meeting?

I. Prepare the minutes of the meeting just concluded.
II. Draft the agenda for the next meeting.
III. Ensure that decisions taken at the meeting are carried out.
IV. Change any motions made if necessary.

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

34. Which of the following items of information could be obtained from an airline schedule?

I. The cost of fares for the airline
II. The flight number of the airline for a particular route at a specified time
III. The identification of the aircraft used by an airline
IV. The times at which the airline flies to and from different airports.

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

35. Which of the following would be the BEST source of information on hotel accommodation for a person who is planning to visit foreign countries?

(A) The white pages of each country's telephone directory
(B) Local hotels which have branches in the countries to be visited
(C) Brochures obtained from local travel agents
(D) Brochures obtained from the local tourist information centre

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36. Which of the following items of information would you give to a travel agent to make airline reservations for a staff member who has to travel overseas?

I. Class of travel
II. Preference of carrier
III. Employee's position
IV. Schedule of places to be visited

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

37. Which of the following would NOT be included in a contract of employment?

(A) Regular hours of work
(B) Overtime hours
(C) Information on pension scheme
(D) Salary

38. 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

39. Which of the following, if offered by a company, would be considered fringe benefits?

I. Salary
II. Induction training
III. Contributory pension plan
IV. Contributory medical insurance

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

40. Which of the following sequences should be used when planning interview appointments?

I. Inform each applicant of the date and time of the interview.
II. Give the receptionist the names of applicants and the time each is expected.
III. Plan that each interview lasts at least half an hour.
IV. Make a note of the exact time set for each applicant.

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

41. Which of the following departments would be responsible for credit control?

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

42. Which of the following are usually functions of the Accounts Office?

I. Controlling credit
II. Purchasing supplies
III. Controlling stock
IV. Making PAYE deductions

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

43. To correct an error which has been made when writing a cheque, one should

(A) make the correction and initial it
(B) erase the error and make the correction
(C) cross out the error and make the correction above it
(D) make the correction and ask the bank teller to initial it

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44. A junior employee has to leave the office to travel out of town on the Company's business. The transportation cost is $8.00. How should the employee obtain this amount?

(A) Obtain a voucher from the petty cashier, fill it out and present it to her for payment.
(B) Pay the transportation cost from personal money and request a refund from her supervisor at a later date.
(C) Request the money in writing from her supervisor who will write up a cheque for the amount.
(D) Fill out a voucher, get approval from her supervisor and present it to the petty cashier for payment.

Item 45 refers to the extract from a petty cash book shown below.

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

45. The totals above were extracted from a petty cash book at the end of a period. The petty cash float is $100 and it is operated on the imprest system. Which of the following amounts should the petty cashier receive to start the new period?

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

46. If an employer submits to his bank a list of employees and the amount payable to each, and requests his bank to make payment to his employees' bank accounts, which banking service would he be using?

(A) Credit card
(B) Standing order
(C) Credit transfer
(D) Direct debiting

47. A petty cashier whose Imprest is $100 has $20 cash in her tin. She has four petty cash vouchers for $15, $25, $10 and $15. What is the amount of money NOT accounted for?

(A) $15
(B) $20
(C) $35
(D) $80

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

(A) is very reliable and efficient
(B) could not supply some of the goods ordered
(C) will alter the amount payable if it is not accurate
(D) is requesting that the account be paid promptly

49. Which of the following items of information should be put on an index of suppliers'

I. Terms of delivery
II. Terms of payment
III. Date of reference of orders
IV. Names and addresses of suppliers

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

50. 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.F.
(C) Ex works
(D) C.I.F.

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Item 51 refers to the stock card below.

Stock Record

Description: Bond paper
Stock Ref: 8/12

Supplier: Getfers Ltd.
Max: 100 reams
Min: 20 reams

Date 1993	Order No.	In	Out	Balance
Jan 01				
Jan 02	40/21	78		22
Jan 03	5c/8			100
Jan 04	BE/10		14	86
Jan 05	Tec/4		20	66
Jan 07	A/20		15	51
Jan 08	So/4		30	21
Jan 10	Ag/2		2	19
			4	15

51. The stock clerk should have placed an order for paper on

(A) Jan 05
(B) Jan 07
(C) Jan 08
(D) Jan 10

52. A stylus is used for writing/drawing on a

(A) stencil for an ink duplicator
(B) document to be photocopied
(C) master for a spirit duplicator
(D) metal plate for an offset litho.

53. In a sales transaction, the correct sequence for the flow of documents between the purchaser and the supplier is

(A) order, quotation, inquiry, invoice
(B) inquiry, order, quotation, invoice
(C) order, inquiry, invoice, quotation
(D) inquiry, quotation, order, invoice

54. Which of the following abbreviations is MOST likely to be included on an invoice?

(A) R.S.V.P.
(B) E & O.E.
(C) N.C.R.
(D) R.D.

55. An invoice for $100, dated March 31 and offering terms 2/10 N/30, was paid on April 9. How much would the purchaser have to pay?

(A) $ 90
(B) $ 98
(C) $100
(D) $110

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56. A buyer purchased goods from a foreign country on terms F.O.B. For which of the following charges MUST the buyer be responsible?

I. Cost of the goods
II. Insurance of the goods
III. Freight charges
IV. Carriage to docks

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

Item 57 refers to the cost card below.

UNIT COSTS FOR DOORS		
Material Cost	$75.00	
Labour Cost	15 hours	$1.50 per hour
Overhead Cost	15 hours	$5.00 per hour
Total Cost		
Profit		50%
Unit Price		

57. From the information given above, the 'Unit Price' will be

(A) $ 86.25
(B) $172.50
(C) $183.75
(D) $258.75

58. Which of the following is NOT included in a job description?

(A) Title of the job
(B) Results of the job interview
(C) Statement of the duties
(D) Name of the employee's supervisor

59. Which of the following should NOT be found on a Job Card?

(A) Materials to be used
(B) Cost of the item
(C) Instructions to the operator
(D) Completion time

60. Assume that you attended two job interviews and have been offered a position by both firms to start work in two weeks' time. What action should you take with regard to the job offer you are NOT accepting?

(A) Go to the firm and ask to speak to the Manager and explain the situation.
(B) Write a letter to the firm saying that you cannot accept the position offered.
(C) Telephone the firm and state that you will not be accepting the position.
(D) Say nothing and do not report for work.

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