FORM TP 2016019

TEST CODE 01237020

JANUARY 2016

CARIBBEAN EXAMINATIONS COUNCIL

# CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

## OFFICE ADMINISTRATION

## Paper 02 – General Proficiency

*2 hours*

**READ THE FOLLOWING INSTRUCTIONS CAREFULLY.**

1. This paper consists of SEVEN questions: THREE in SECTION I and FOUR in SECTION II.
2. Answer ALL THREE questions in SECTION I and any THREE questions in SECTION II.
3. Write your answers in the spaces provided in this answer booklet.
4. Number each answer correctly.
5. Do NOT write in the margins.
6. You may use a silent, non-programmable calculator to answer questions.
7. If you need to rewrite any answer and there is not enough space to do so on the original page, you must use the extra lined page(s) provided at the back of this booklet. **Remember to draw a line through your original answer.**
8. **If you use the extra page(s) you MUST write the question number clearly in the box provided at the top of the extra page(s) and, where relevant, include the question part beside the answer.**

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

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## SECTION I

**Answer ALL questions in this section.**

**1.** (a) (i) State TWO office support functions of the centralized office.

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**(2 marks)**

(ii) State TWO disadvantages of using the centralized office system.

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**(2 marks)**

(b) An organization is structured according to levels of staff. Describe EACH of the following levels of staff:

(i) Superior

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(ii) Assistant

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(iii) Co-worker

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(iv) Subordinate

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**(4 marks)**

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(c) Reid and Co. Ltd just started its operations and had to decide on the type of office layout to implement. The company implemented the traditional office layout.

Suggest THREE ways in which the traditional office layout could promote effective monitoring and supervision at the company.

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**(3 marks)**

(d) Explain how the effectiveness of an organization can be increased through the following electronic channels of communication:

(i) Telecommuting

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(ii) Telemarketing

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**(4 marks)**

**Total 15 marks**

**2.** (a) Suggest TWO cultures that are observed in EACH of the following:

(i) A school

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(ii) A business organization

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**(4 marks)**

(b) State ONE characteristic of EACH of the following information management data systems:

(i) Batch processing

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(ii) Data input

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(iii) Archiving

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**(3 marks)**

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**2.** (a) Suggest TWO cultures that are observed in EACH of the following:

(i) A school

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.....

(ii) A business organization

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**(4 marks)**

(b) State ONE characteristic of EACH of the following information management data systems:

(i) Batch processing

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(ii) Data input

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(iii) Archiving

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**(3 marks)**

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(c) Sienna Hepburn, who lives at 24 Highfield Close, Kingston 6, Jamaica, applied to Myers and Mason Manufacturing Co., 16 Kranston Avenue, Kingston 10, Jamaica, for the position of accounts clerk. The post was advertised in the *Jamaica Daily Globe* on Sunday 2 January 2016. In her excitement, Sienna mailed the application immediately to Mr Richard Richmond, the human resource manager. It is now three weeks and she has had no response.

Assume you are Sienna Hepburn, write a letter to the organization enquiring about the progress of the application.

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**(8 marks)**

**Total 15 marks**

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**3.** (a) State the function of EACH of the following:

(i) A tickler file

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(ii) An out sheet

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(iii) A card indicator

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**(3 marks)**

(b) State FOUR ways in which a receptionist can maintain positive interpersonal relationships between an organization and the public.

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**(4 marks)**

(c) Kathryn Ramlal was recently employed as a receptionist at Grey's Medical Complex. She was asked to cancel the following appointments made for 4 January 2016.

**4 January 2016** **APPOINTMENT BOOK**

| Time | First Name | Last Name | Telephone No. | Doctor |
|---|---|---|---|---|
| 9:00 | Ian | McGregor | 242-2240 | Ian Green |
| 10:40 | Sonia | Brown | 383-1127 | Ian Green |
| 11:00 | | | | |
| 12:00 | Janet | Hawthorn | 243-1414 | Michelle White |
| 1:45 | Geraldine | Thompson | 383-1719 | Michelle White |

The nurse in charge asked Kathryn to reschedule all these appointments to 11 January 2016; rescheduling all the morning appointments for the afternoon session, and the afternoon for the morning session. The reason given was that Dr Michelle White would not be available in the afternoon session on 4 January and Dr Green agreed to switch times with her on 11 January. Dr Green also made his appointments in error, as his office will be closed on 4 January.

(i) Rescheduling the appointments can cause negative feelings between the nurse and clients.

Recommend FOUR suitable ways in which the nurse could communicate the changes to the clients to resolve the rescheduling problem satisfactorily.

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**(4 marks)**

(ii) On the **appointment sheet provided on page 11**, reschedule the appointments made for 11 January 2016 as outlined in the scenario. **(4 marks)**

**Total 15 marks**

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**Appointment Book for Question 3 (c) (ii)**

**APPOINTMENT BOOK**

**Grey's Medical Complex**

Date: _____

| Time | First Name | Last Name | Telephone No. | Doctor |
|---|---|---|---|---|
| 9:00<br>9:30<br>10:00 | | | | |
| 10:30<br>10:40<br>11:00 | | | | |
| 11:30<br>12:00<br>12:30 | | | | |
| 1:00<br>1:45<br>2:00 | | | | |

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## SECTION II

**Answer any THREE questions in this section.**

**4.** (a) (i) Define the terms 'quorum' and 'ad hoc' as they relate to meetings.

Quorum

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Ad hoc

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**(2 marks)**

(ii) State TWO protocols that are followed **during** meetings.

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**(2 marks)**

(iii) Identify TWO duties to be performed by the secretary **before** the meeting date.

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**(2 marks)**

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(b) Sashanna Alexander won a trip to Trinidad and Tobago for being the most outstanding customer service employee at Moulton Car Rental Ltd. The company made a tentative booking for her to stay at a five-star hotel and offered to pay all expenses for the trip including the air fare and a rental car. She was allowed US$3,000 spending money in traveller's cheques.

(i) Sashanna decides to take her trip at the beginning of February and has just a short time in which to make the final arrangements. The company had done most of the planning but she now has to complete the final arrangements.

Using the information provided above, prepare a checklist of FIVE outstanding actions that Sashanna must take to complete her travel arrangements.

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**(5 marks)**

(ii) Assume you are Sashanna, share FOUR experiences you had which show the benefits of using the traveller's cheques while on your trip.

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**(4 marks)**
**Total 15 marks**

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**5.** (a) State TWO roles of the procurement office.

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**(2 marks)**

(b) Give the meaning of EACH of the following terms:

Cost, insurance and freight (CIF)

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Free on board (FOB)

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**(4 marks)**

(c) David Kingsley is the payroll clerk at Brydson & Sons Co. Ltd. He is responsible for the payroll of three employees. The monthly payroll for these staff members is as follows:

| | |
|---|---|
| Juliett Butler | $8,550 |
| Garney Green | $10,000 |
| Beverly Williams | $9,840 |

(i) David has to prepare a currency memorandum for the three employees. Each employee must receive 10 five-hundred dollar bills. The remaining amounts should be paid using the next highest denominations. Complete the **form provided below** to show the disbursement of cash to these employees.

**Currency Memorandum**

| Name | $500 | $100 | $50 | $20 | $10 | Total Cash |
|---|---|---|---|---|---|---|
| Juliett Butler | 10 | | | | | $8,550 |
| Garney Green | 10 | | | | | $10,000 |
| Beverly Williams | 10 | | | | | $9,840 |
| TOTAL | 30 | | | | | |

**(5 marks)**

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(ii) Complete the cash summary sheet below to be taken to the bank to withdraw the exact amount of cash needed to pay employees.

**Cash Summary Sheet**

| No. of Notes | | Notes ($) | Total Cash ($) |
|---|---|---|---|
| | × | 500 | |
| | × | 100 | |
| | × | 50 | |
| | × | 20 | |
| | × | 10 | |
| **Total** | | | |

**(4 marks)**

**Total 15 marks**

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**6.** (a) State TWO duties that a clerk in the customer services department is required to perform.

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**(2 marks)**

(b) One of the functions of the transport office is to collect relevant documents from the despatch office.

(i) Identify TWO of those documents other than the destination sheet.

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**(2 marks)**

(ii) Explain the purpose of a destination sheet.

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**(2 marks)**

(c) (i) Bujmar Manufacturing Co. Ltd created a line of sportswear for the 100-strong Caribbean track team to the Olympics, with colours that reflect the spirit and pride of Caribbean people.

As the marketing clerk, compose an advertising gimmick, not exceeding 25 words, that reflects the spirit and pride of the Caribbean and its people.

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**(5 marks)**

(ii) Create a brand name that represents the Caribbean and its people for the line of sportswear.

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**(1 mark)**

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(iii) What THREE precautions could Bujmar Manufacturing Co. Ltd put in place to ensure the safe movement of the sportswear to the team's headquarters?

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**(3 marks)**

**Total 15 marks**

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7. (a) State THREE items of information that are found on a customs form.

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**(3 marks)**

(b) List THREE key responsibilities of the operations office.

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**(3 marks)**

(c) (i) The following information was sent from Superior Office Supplies, 10 Duke Street, St John's, Antigua, to Mr Richard Dillard, 1A Barbuda Crescent, St John's, Antigua.

| | |
|---|---|
| Date: 2 January 2016 | Invoice No. 50 |
| Order No. 11 | Delivered by company truck |
| To supply: 3 four-drawer filing cabinets at $800 each | |
| 6 ergonomic office chairs at $300 each | |
| Less12 ½ % quantity discount | |
| Add 15% VAT | |
| E & OE | |

Use the **form provided on page 19** to complete the invoice. **(7 marks)**

(ii) What would be the consequence if the term 'E & OE' was omitted from the invoice?

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**(2 marks)**

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**Form for Question 7 (c) (i)**

**INVOICE**

No. _____

_____

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_____

_____

To: _____ Date:

_____ Order No.:

_____ Delivered by:

_____

| Quantity | Description | Unit Price ($) | Total ($) |
|---|---|---|---|
| | | | |
| | | | |
| | | | |
| | 12 ½ % quantity discount | | |
| | | | |
| | 15% VAT | | |
| | | TOTAL | |
| E & OE | | | |

**Total 15 marks**

**END OF TEST**

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

## EXTRA SPACE

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**Question No.** [ ]



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