FORM TP 2017091

TEST CODE **01237020**

MAY/JUNE 2017

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 SIX questions: THREE in SECTION I and THREE in SECTION II.
2. Answer ALL questions.
3. Write your answers in the spaces provided in this answer booklet.
4. Do NOT write in the margins.
5. You may use a silent, non-programmable calculator to answer questions.
6. 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.**
7. **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) Identify TWO forms of visual communication and for EACH, state its purpose.

Visual communication .....

Purpose .....

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Visual communication .....

Purpose .....

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(4 marks)

(b) Explain what is meant by the term 'vertical flow of information'.

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(2 marks)

(c) Briefly describe how decisions are made in a decentralized business structure.

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(2 marks)

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(d) Assume you are M Jennings of 7 Pineapple Grove, Potter's Village, Antigua, who presently works with Kirwan's Manufacturing Co. Ltd at 6 Daisy Crescent, St John's, Antigua, as a purchasing clerk. A few months ago you applied to the University of the West Indies, Cave Hill, Barbados to pursue a degree programme in Business Education and were accepted by the institution to start your studies at the beginning of the school year in August.

Write a letter of resignation to Mr Ted Roye, the human resource officer, in the space provided below.

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Total 15 marks

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2. (a) List THREE services that a telephone company provides.

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(3 marks)

(b) State any TWO procedures to be followed when receiving parcels in an office.

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(2 marks)

(c) State TWO examples of intellectual property.

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(2 marks)

(d) As a senior student, you are required to research and make a presentation at your Business Education Club meeting on the culture of the work situation/environment. You consider the following factors:

Time management
Social interaction
Application of knowledge and skills
Desirable attitude

Using the outline below, recommend TWO practices for EACH of the factors listed that may assist students in preparing for the world of work.

Factors	**Practices which may assist students in preparing for the world of work**
Time management	1.
	2.
Social Interaction	1.
	2.

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Factors	Practices which may assist students in preparing for the world of work
Application of knowledge and skills	1.
	2.
Desirable attitude	1.
	2.

(8 marks)

Total 15 marks

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3. (a) Define any TWO of the following terms that are associated with business meetings:

Proposal .....

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Postpone .....

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Resolution .....

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(2 marks)

(b) The personal assistant, in making air travel reservations for an executive, needs to ask a number of questions such as, 'which airline is preferred' to ensure that arrangements are done to the executive's satisfaction.

State THREE **other** questions that should be asked before making travel arrangements for an executive.

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(3 marks)

(c) There are times when appointments have to be cancelled or rescheduled.

Suggest TWO actions a receptionist should take to ensure that clients are not inconvenienced when appointments have to be rescheduled.

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(2 marks)

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(d) The following information is given to you to prepare an itinerary for Mrs Donna Chang, senior sales officer, who will be travelling over the period 10–12 July 2017.

— *Sunday 10 July*, Mrs Chang will leave home at 0600 hours on Marley's taxi #34. Check in at Caribbean Airlines desk, Norman Manley International Airport at 0645 hours. Depart flight CA 414 to Grantley Adams International Airport, Barbados at 0845 hours. Estimated time of arrival (ETA) at Grantley Adams 1145 hours. Take taxi to Bridgeport Hotel, Christ Church. Confirmation of booking attached. Meals booked. Quotation prepared for OJM Industry Ltd. Rest of day free.

— *Monday 11 July,* Breakfast meeting at hotel at 0700 hours with Mr S. Mace, local company representative. Notes attached for discussion prior to meetings. At 0830 hours, meeting at regional office with sales department representatives. Agenda attached. Luncheon at Sandale Hotel at1200 hours hosted by the Kiwanians. Transport by company car. 1400 hours meeting at Sandale hotel in the conference room with client SKR Manufacturing Ltd. Correspondence attached in portfolio. 1630 hours return to hotel by taxi.

— *Tuesday 12 July* at 0700 hours, depart hotel by taxi to Grantley Adams airport, 0730 hours check-in at CA desk; 0930 depart Grantley Adams CA 415 to Norman Manley; 1230 hours estimated time of arrival, Jamaica, to be met by company car.

Using an appropriate format, prepare the itinerary for Mrs Donna Chang in the spaces provided below and on page 12.

ITINERARY

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ITINERARY

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(8 marks)
Total 15 marks

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SECTION II

Answer any THREE questions in this section.

4. (a) The Factories Act is legislation used to regulate working conditions.

State TWO provisions of this Act.

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(2 marks)

(b) State TWO **external** factors that may influence employee turnover.

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(2 marks)

(c) A spreadsheet is one of the software packages often used in an accounts office.

Give TWO uses of a spreadsheet.

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(2 marks)

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(d) (i) Tom Brown and Joan Gray, two employees of York Sugar Factory, are paid gross wages of $780 and $900 respectively for Week 4. Income tax is charged at 15 per cent and National Insurance at 10 per cent.

Complete the following payroll sheet to calculate the net pay for each of the employees. **Show all working**.

York Sugar Factory — Payroll Sheet					
Week 4					
Name	**Gross Pay ($)**	**Income Tax ($)**	**National Insurance ($)**	**Total Deduction ($)**	**Net Pay ($)**
Tom Brown	780				
Joan Gray	900				
Total					

(5 marks)

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(ii) On 30 April 2017, Sam Desdemoine of 21 Rose Lane, Falmouth, Jamaica, placed an order (#20) to Big Joe's Juice Complex, 15 Farm Road, Lucea, Hanover, for 10 cases of apple juice but only received 8 cases.

Complete the credit note below to be sent to the purchaser for the $500 refund.

CREDIT NOTE

CN 05

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..... Date: .....

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..... Order # .....

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QUANTITY	DESCRIPTION	AMOUNT

(4 marks)

Total 15 marks

5. (a) (i) State the meaning of the term 'errors and omissions excepted (E & OE)' as used on purchases and sales documents.

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(2 marks)

(ii) Differentiate between 'cash on delivery' and 'cash with order'.

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(2 marks)

(b) State TWO factors that must be considered before selecting a supplier of goods and services for a business.

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(2 marks)

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(c) The following is an extract of an incomplete petty cash book. You are required to use the Imprest System to complete the analysis/extension columns and balance the account on 30 April 2017.

Petty Cash Book							
Cash Received ($)	**Date 2017**	**Details**	**Voucher No.**	**Totals ($)**	**Stationery**	**Postage**	**Travel**
500.00		Cash					
	1 April	Office paper	10	260.00			
	15 April	Taxi fare	11	130.00			130.00
	25 April	Stamps	12	50.00			
		Total for the month					

(6 marks)

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(d) The following information is given to an accounts clerk to fill out a cheque for a weekly paid employee.

Amount to be paid: $2501.50 Drawer: George Barrett Payee: Orinthia Brown

Use the draft provided below to complete the cheque.

Bank of County
Main Street
Kingstown

20 November 2016

Pay to the order of .....

The sum of .....

..... $ .....

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(3 marks)

Total 15 marks

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6. (a) Identify ONE type of service offered by EACH of the following financial institutions:

Cambio/bureau de change .....

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Investment company .....

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(2 marks)

(b) State TWO duties of a clerk in the customer service department.

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(2 marks)

(c) The functions of the corporate communications clerk include promoting, maintaining and improving the corporate image of the company.

List TWO tasks performed by the clerk in carrying out this role.

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(2 marks)

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(d) White's Manufacturing Co. Ltd, 168 Spanish Town Road, Kingston, Jamaica, are manufacturers of school and work uniforms in various colours and styles. On 10 June 2017, Mr Shawn McCarthy is scheduled to make uniform deliveries to several customers. He drives a Toyota Hiace pick-up van, licenses DB 18670. He is assigned a Mr John Harris as his assistant on the delivery routes.

The customers for whom deliveries are to be made are: Mace Corporation located at 56 Washington Boulevard, Kingston — an order for 60 work jump suits; 30 yellow and the remainder orange. A delivery is to be made to Stanford and Samuel Brothers Limited whose office is located at 129 Twickenham Gardens in Spanish Town, 14 miles outside of Kingston — an order for 30 men's black pants and 20 blue shirts.

After each delivery the assistant makes comments in the required column on the destination sheet, indicating whether the delivery was made, and any issues encountered during delivery.

On the destination sheet provided **below and on page 21**, fill in the appropriate information given above that would enable safe and prompt delivery of the goods ordered. The sheet is to be signed by the supervisor, Mr Jordan Rich.

DESTINATION SHEET

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Class of Vehicle		**Date**	
Registration No.		**Delivery Date**	
Driver's Name		**Destinations**	
Assistant's Name		**Distance from Twickenham Gardens to Kingston — miles plus return**	

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Customers' Name	Type of Uniforms	Quantity and Colours	Comments

Signature…….
Supervisor

(9 marks)

Total 15 marks

END OF TEST

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

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