1. Which of the following services are functions performed by the general office?

(A) Delivering goods
(B) Manufacturing goods
(C) Producing information
(D) Designing new products

2. Matchbox Ltd is structured so that each department has control over its own mail, typing, photocopying and filing. This method of organizing office functions is described as

(A) functional
(B) centralized
(C) decentralized
(D) divisionalized

3. An organizational chart shows the

(A) position of each employee
(B) the names of department heads
(C) order in which work is carried out
(D) lines of responsibility of different positions

4. 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

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

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

6. Which of the following pieces of computer hardware is an output device?

(A) CPU
(B) Mouse
(C) Monitor
(D) Keyboard

7. In an office where large quantities of printed materials have to be cut to size, it would be MOST useful to have access to a

(A) guillotine
(B) letter opener
(C) sharp-edged knife
(D) large pair of scissors

8. The main DISADVANTAGE of oral communication is that there is no

(A) record
(B) privacy
(C) reliability
(D) impression

9. 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.

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10. The difference between A4 paper and A5 paper is

I. A5 width in landscape is the same as A4 width in portrait
II. A4 paper is smaller than A5 paper
III. A5 paper is half the size of A4 paper

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

11. Which of the follwing items would be included in a memorandum?

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

12. A businessman is travelling to a country which 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

13. Which of the following is NOT a source of information on job opportunities?

(A) Thesaurus
(B) Newspaper
(C) Trade journal
(D) Company newsletter

14. The internet may BEST be described as

(A) a local network of web pages
(B) an internal area network to send e-mail
(C) a network that can help control viruses
(D) an international network that can connect computers

15. Which of the following is an example of a fringe benefit?

(A) Promotional offers
(B) Holiday arrangements
(C) Training opportunities
(D) Use of company vehicle

16. It is now three months since a graduate applied for a job at a large firm. The graduate received only a letter of acknowledgement. What action should the graduate take to indicate that he/she is still interested in the job?

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

17. Which of the following positions is responsible for receiving and relaying messages and making appointments?

(A) Receptionist
(B) Office hostess
(C) Office messenger
(D) Company secretary

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

(A) Box files
(B) Microfilm
(C) Accordion files
(D) Suspension folders

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 rate than that offered on savings accounts

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

20. 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.

21. The term 'cross-referencing' refers to documents that are filed

(A) as inactive
(B) as miscellaneous
(C) under the same heading
(D) under different headings

22. Which of the following would a receptionist use to record information about visitors to a firm?

(A) Call card
(B) Personal diary
(C) Reception register
(D) Schedule of activities

23. Travellers cheques are used instead of cash when travelling abroad because they

(A) have a greater value than cash
(B) will be replaced by the bank if lost
(C) are preferred to cash in foreign countries
(D) give the traveller a high status rating in the foreign country

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

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

25. A visitor arrives at the office without an appointment. What is the MOST suitable action for the receptionist to take?

(A) Take him/her to see the manager immediately.
(B) Invite the visitor to wait until he/she contacts someone to assist.
(C) Give the visitor a chance to wait before meeting a member of staff.
(D) Tell the visitor that he/she can only receive attention if an appointment is made.

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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 his 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. In a meeting, the role of a proxy is to

(A) present the agenda
(B) put forward motions
(C) act on behalf of an absent member
(D) collect votes from all in attendance

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

29. 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

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

I. control the discussions and guide members
II. make notes of the discussion as they take 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. The clerk responsible for making travel arrangements omitted a hotel reservation for an officer. The officer was due to depart at 10:30 a.m. The error was discovered at 10:00 a.m. on the same day. What should the clerk do to address the problem?

I. Call the hotel, explain the situation and make the reservation.
II. Contact the officer at the local airport and inform him of the error.
III. Make arrangements to explain to the officer when he arrives at his destination.

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

32. 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

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33. Mrs Kay purchased 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) Credit transfer
(D) Standing order

34. Which of the following is used by Caribbean businessmen who travel between various English-speaking Caribbean countries?

(A) Visa
(B) Passport
(C) Entry permit
(D) National identification card

35. The clerk in the human resource office is responsible for

(A) preparing cheques
(B) keeping petty cash
(C) listening to complaints
(D) keeping personnel records

36. Which of the following internal factors are MOST likely to contribute to high employee turnover?

(A) Low salaries and poor working conditions
(B) The state of the country's economy and lack of training
(C) Poor fringe benefits and the high level of taxation on salaries
(D) Promotional opportunities and competition for job placement

37. In a cash book, all monies received are indicated as a

(A) credit
(B) deposit
(C) debit entry
(D) credit entry

38. 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

39. When additional money is paid to an employee for more work completed in fewer hours than specified, at what rate is the amount calculated?

(A) Flat
(B) Bonus
(C) Overtime
(D) Double time

40. Arrange the following list in the correct alphabetical order for filing.

I. Dr A. Dalton
II. Tree Felling Company
III. Georgina Dress Shop
IV. 8-hours Cleaning Service

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

41. What should a clerk do if the number of items being delivered is less than that shown on the delivery note?

(A) Reprimand the delivery agent and refuse to accept the delivery.
(B) Return the goods and ask for urgent delivery of the correct order.
(C) Accept the delivery and ask the company to send the outstanding items.
(D) Write the shortage on the delivery note before signing for receipt of the goods.

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Items 42–43 refer to the following transactions which occurred during the month of January 2015.

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		

42. The extract shown above is an example of a

(A) cash book
(B) summary sheet
(C) statement of account
(D) bank reconciliation statement

43. Assuming that there are no further transactions, what is the opening balance on the account on 1 February?

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

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44. When cash is paid from the chief cashier to the petty cashier, the transaction should be recorded as a

I. debit in the cash book
II. credit in the cash book
III. debit in the petty cash book
IV. credit in the petty cash book

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

45. What steps should a businessman 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.

46. Which of the following details is NOT included on the cash disbursement sheet used in petty cash?

(A) The unused balance
(B) A summary of the funds spent
(C) The date on which the money was paid
(D) The name of the person receiving the funds

Item 47 refers to the following extract from a petty cash book.

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

47. 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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Items **48–50** refer to the following form.

Stock Record

Description: Pencil Case Supplier: Pink Star Ltd
Stock Ref: 12/80 Max: 100 Min: 15

Reorder Level: 25

Date	Order No.	In	Out	Balance
2014				
1 September				50
3 September	6p/32	75		125
4 September	7d/8		50	75
5 September	Fp/9		50	25
8 September	Ks/12	20		45

48. A reorder for pencil cases should be placed on

(A) 1 September
(B) 3 September
(C) 4 September
(D) 5 September

49. How many pencil cases were issued on 5 September?

(A) 20
(B) 25
(C) 30
(D) 50

50. What is the total number of pencil cases that were issued?

(A) 80
(B) 100
(C) 120
(D) 141

Item **51** refers to the following information on the movement of stock.

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

51. 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

52. The operations office is responsible for planning and organizing the

(A) delivery of goods
(B) marketing of goods
(C) production processes
(D) contracts of employment

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Items 53–54 refer to the following information.

GARDEN SUPPLIES & PLANT CARE SERVICES
21 Happy Street
Bushey Park

To: Mr D Lee
50 New Lane
Mountain View

10 May 2013

Order No.: 483

	Description	Unit	Total
1	Model G – Lawn Mower	$ 556.00	$ 556.00

Terms: 25% discount if paid within 7 days
10% within 14 days
N/30

E & OE

53. The term 'E & OE' on the invoice indicates that

(A) Mr Lee should not regard this document as a request for payment.
(B) Garden Supplies & Plant Care Services can later correct any error made when preparing the bill.
(C) Garden Supplies & Plant Care Services may not have included all the items that Mr Lee ordered.
(D) Mr Lee can hold Garden Supplies & Plant Care Services to the terms of sale as shown on the invoice.

54. How much should Mr Lee pay if the bill is settled on 16 May?

(A) $255.60
(B) $339.00
(C) $417.00
(D) $556.00

Items 55–57 refer to the following document

CUSTOMER'S NAME:	Zina's Upholstery
JOB: Twelve (12) Cushions	JOB NO: 170
TIME REQUIRED TO COMPLETE JOB:	Two (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 =	_____

55. The document above is an example of a

(A) job card
(B) cost card
(C) time card
(D) record card

56. What is the 20% overhead charge?

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

57. The TOTAL cost of the job is

(A) $ 710
(B) $ 910
(C) $1 110
(D) $1 332

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58. The table below is an extract from an airline schedule which shows that the aircraft will stop in Antigua (ANU) on its way to Jamaica (KIN) from Barbados (BGI).

Schedule: Barbados to Jamaica

Date	Airport	Departure Time	Arrival Time	Airport
Thursday 14 March 2015	BGI ANU	3:00 p.m. 7:30 p.m.	4:25 p.m. 8:30 p.m.	ANU KIN

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

59. P. Hawk has a manufacturing business. His raw material cost $1 900. Rates and rent total $2 000 and factory wages amount to S2 500. The number of units produced is 640.

What is the cost per unit?

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

60. 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

END OF TEST

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