2007 2007 1993

1. The MAIN purpose of a franking machine is to

(A) print attractive designs on letterheads
(B) collate pages
(C) strip papers into small pieces
(D) print the amount of postage on envelopes

2. A friend who started working two weeks ago received an offer for another job for which she was interviewed previously. She plans to stay in the job she now has. What should she do about the new offer?

(A) Visit the personnel officer and apologise for not taking the job.
(B) Telephone the personnel officer, say thanks and advise that she will not be taking the job.
(C) Write a letter thanking the personnel officer but declining the offer of the job.
(D) Decide that if the company does not hear from her they will know she is not taking the job.

3. Jamie works as a switchboard operator at Office Supplies Limited. Which of the following would be the correct way for Jamie to answer an incoming call on the firm's 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."

4. For which of the following duties is a chairman of a meeting responsible?

I. Approving the agenda
II. Seconding all motions
III. Signing the adopted minutes of the last meeting
IV. Directing and controlling the proceedings at the meeting

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

5. In which of the following situations would files be transferred to the inactive section?

(A) The organisation has stopped buying from a particular supplier.
(B) A supplier now sells a wider range of goods.
(C) A company with which the organisation deals has changed its name.
(D) A company with which the organisation deals has changed its business address.

6. A customer who has credit facilities with a firm should expect to receive a record of payments and purchases made each month on a/an

(A) invoice
(B) advice note
(C) statement of account
(D) reconciliation statement

7. You have been elected secretary of your school's thrift society. Which of the following gives the correct order for conducting the business of the meeting?

I. Matters Arising
II. New Business
III. Approval of the Minutes
IV. Any Other Business

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

8. 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 employee's duties
(D) Name of the employee's supervisor

9. A memorandum is used for :

(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

10. The amount of outgoing mail in a firm has increased greatly. Which of the following steps should be taken to improve efficiency of posting?

I. Assign more mail clerks to stick the postage stamps on all outgoing mail.
II. Ask each department to try to reduce the amount of outgoing mail.
III. Set a specific time when outgoing mail will be collected from all departments.
IV. Frank outgoing mail.

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

11. 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

12. Which of the following statements applies to a contract of employment?

(A) It is binding on the employee only.
(B) It is binding on the employer only.
(C) It is not binding on the employee or the employer.
(D) It is binding on both the employee and the employer.

13. What steps should a businessman take if his cash book and bank statement show a difference of $20.00?

(A) Reconcile his bank statement with his cash book.
(B) Regard the $20.00 as interest on his current account.
(C) Inform the bank that an error has been made in his account.
(D) Write a cheque for $20.00 to balance his statement with the bank.

Items 14 - 16 refer to the following invoice.

No. 198

GARDEN SUPPLIES & PLANT CARE SERVICES
21 Happy Street
Bushey Park

To: Mr D Lee
50 New Lane
Mountain View

10th May, 1993

Your Order No: 483

Qty	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. & O.E.

14. The letters "E & O.E." on the invoice indicate that

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

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

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

16. What is the LATEST date by which Mr Lee is required to pay this bill?

(A) 17th May, 1993
(B) 24th May, 1993
(C) 31st May, 1993
(D) 9th June, 1993

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17. 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

18. Which of the following should be done if no mention is made of promotional opportunities when you are being interviewed for a job and you are interested in having such information?

(A) Assume that promotion will be automatic.
(B) Ask about it if you are offered the job.
(C) Ask about it before the close of the interview.
(D) Ask about it in a follow-up letter after the interview.

19. When a file has been requisitioned, the name of the borrower, together with other important information should be recorded on a/an

(A) out card
(B) call card
(C) index card
(D) card indicator

20. The Head Office of a Caribbean company uses a geographical filing system. In which order should index cards for the following be filed?

I. Anthony Jackson, Queen Street, Bridgetown, Barbados
II. Brown Brothers Ltd., Broad Street, Roseau, Dominica
III. Carlton Associates, Grenville Street, Basseterre, St Kitts
IV. Smith and Co. Ltd., High Street, St John's, Antigua

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

21. Which of the following conditions is MOST likely to exist where people work in a large company?

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

22. Which of the following procedures should be used to find a telephone number in the yellow pages for Thompson Electrical Services?

I. Look for the main section headed Services.
II. Look for the main section headed Electric.
III. Look for Thompson Electrical Services.

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

23. Assume that it is your first day at work and you have been asked to make copies of reports and documents for different members of staff. Staff members have indicated the dates and times by which they would like to have the copies. Which of the following procedures should you use to facilitate maximum efficiency?

(A) Accept and deal with all work in the order received.
(B) Arrange all work in order of requested priority and work in that order.
(C) Fix strict time limits for the acceptance and delivery of work.
(D) Deal with the requests from the senior officers first.

24. A cross-reference sheet is prepared when

(A) two pieces of correspondence are to be put in the same file
(B) one piece of correspondence can be put on two or more files
(C) correspondence is to be seen by more than one person
(D) the correspondence in a file is no longer required

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25. The term 'carriage paid' means that the

(A) carrier must be paid by the purchaser before the goods can be despatched
(B) price quoted does not include overseas transport
(C) carrier must be paid before the goods are delivered
(D) price quoted includes delivery to the customer's door

26. A quorum is constituted of the

(A) minimum number of members to be present for a meeting to be called to order
(B) specific executive members who must be present for a meeting to be conducted
(C) executive members of the committee present at the meeting
(D) number of members present at a meeting

27. A receptionist forgot to notify an executive of an appointment. When the caller arrives the receptionist should

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

28. Which of the following would be recorded as a motion in the minutes of a meeting?

(A) An alteration to a resolution
(B) An amendment to the minutes
(C) An addition to a resolution after it has been passed
(D) A formal proposal made by a member

29. Your regular lunch hour is from 1200 hours to 1300 hours, but you have an appointment between 1300 and 1400 hours today. As a junior clerk you should request

(A) a friend who has lunch from 1300 to 1400 hours to switch lunch hours with you
(B) the Personnel Manager to change your working hours
(C) the Supervisor to permit a change in your lunch hour
(D) a friend to explain your absence if anyone asks for you

30. The receptionist has been told that Mr Bell, the Sales Manager, will be out of the office for the day. What action should the receptionist take to deal with persons calling to speak to Mr Bell on that day?

(A) Say that Mr Bell is out of office and offer to take a message for him.
(B) Explain that Mr Bell will be out of office for the day and ask them to call on him the following day.
(C) Put the calls through to Mr Bell's extension and expect that someone in the sales department will answer.
(D) Advise that Mr Bell is out of office and ask if anyone else can help.

31. To locate an item of correspondence in a file one should refer to the

(A) index sheet
(B) routing slip
(C) tickler file
(D) file register

32. 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 another vote.

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33. Members who cannot attend a meeting at which officers will be elected but who wish to vote can do so by

(A) poll
(B) proxy
(C) order
(D) ballot

34. 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.

35. Your firm has a PABX switchboard. A telephone call has come to your department's extension for a staff member, Mr Khan, who is in another department. Which of the following replies should you give?

(A) "Sorry, Mr Khan works in another department. Please hold the line while I transfer your call."
(B) "Sorry, we do not have anyone by that name in this department."
(C) "Sorry, Mr Khan is not in this department, can I help you?"
(D) "Sorry, you have the wrong department. Please hang up and call back."

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

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

37. The formal relationship between the personnel department and other departments of an organisation is BEST described as a

(A) line relationship
(B) direct relationship
(C) vertical relationship
(D) functional relationship

38. The correct procedure for a receptionist to use when introducing a visitor to a staff member is to announce the

(A) visitor's name
(B) visitor's name and company
(C) visitor's name, title and company
(D) visitor's name, company and title

39. A 'post-dated cheque' is a cheque which

(A) carries a date after that on which it is written
(B) carries a date before that on which it is written
(C) is mailed on the day on which it is written
(D) is mailed after the date on which it is written

40. In an office, in which of the following situations would the relationship between two employees be described as a 'lateral relationship'?

(A) One is more senior than the other.
(B) Each has a similar status in the firm.
(C) Each has an important job in the company.
(D) One has been employed longer than the other.

41. The MAIN advantage of communication by telex rather than by telephone is that the message by telex is

(A) more detailed
(B) in written form
(C) less expensive
(D) more up to date

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42. Which of the following actions is NOT proper telephone etiquette when answering a business telephone?

(A) Answer the telephone as soon as it rings.
(B) Thank a customer for calling.
(C) Have the person calling hang up first.
(D) Answer the phone with a cheery 'hello'.

43. Which of the following duties would be carried out by a clerk who works in the personnel department of an organisation?

I. Recruiting new staff
II. Drawing up contracts of employment
III. Receiving articles for the company magazine
IV. Recording information on staff record cards

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

44. The following are steps to be followed by a company when purchasing goods:

I. Issue purchase requisition.
II. Place purchase order.
III. Issue stock requisition.
IV. Write cheque for cost of goods.

Which of the following is the correct order of these steps?

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

45. In the Caribbean, which of the following can usually be obtained through a travel agency for travel overseas?

I. Airline tickets
II. Hotel reservations
III. Foreign currency
IV. Visas to visit foreign countries

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

46. The 'cancelled cheques' that one receives with a bank statement are those cheques which

(A) the bank dishonoured
(B) the bank exchanged for cash
(C) are more than 3 months old
(D) the account holder did not negotiate

47. Which of the following statements BEST describe(s) a bill of lading?

I. Contract between the sender of goods and the owner of the vessel
II. Receipt for prepaid shipping charges
III. Request to the crew to load the goods
IV. Proof that the goods have been delivered overseas

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

48. For which of the following types of overseas telephone calls does a telephone company usually charge the highest rate?

(A) Customer dials the overseas telephone number and speaks with anyone who answers.
(B) Customer calls the operator at the telephone company and asks for assistance in making the connection with the desired overseas telephone number.
(C) Customer gives the operator at the telephone company the name of a person to whom he/she wishes to speak on the desired overseas telephone number.
(D) Customer calls the operator at the telephone company, gives the desired overseas telephone number to which the call is to be placed, and requests the telephone operator to give the time and charges at the end of the call.

Item 49 refers to the following table.

Days	M	T	W	T	F	S
Hours	8	8	10	8	8	6

49. The above table gives the number of hours an employee worked in one week. What is the gross pay if the rate of pay is $10.00 an hour for an 8-hour day, Monday to Friday, and time-and-a-half for overtime and Saturday?

(A) $480.00
(B) $520.00
(C) $560.00
(D) $720.00

Item 50 refers to the extract below.

	Cleaning $	Postage $	Tea Breaks $	Travel $
Totals	30.00	15.00	19.40	22.00

50. The totals above were extracted from a petty cash book. 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

51. A complimentary slip is used to

(A) congratulate the recipient
(B) accompany enclosures sent without a letter
(C) acknowledge receipt of payment
(D) accept an invitation

52. Which of the following gives the sequence of acceptable practices in taking disciplinary action against a member of the office staff who receives a salary?

I. Oral warning
II. Written warning
III. Oral suspension
IV. Written dismissal

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

Item 53 refers to the stock card below.

Stock Record

Description: Bond paper
Stock Ref: 8/12

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

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

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

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

54. 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

55. A caller comes into an office asking to see a senior executive on a routine matter. He has no appointment. What is the MOST appropriate course of action for a receptionist to follow?

(A) Send him to see the executive when a gap appears between appointments.
(B) Refer him to the officer in the department that deals with that aspect of the business.
(C) Inform him that he cannot see the employer at all that day.
(D) Make an appointment for him at a convenient time.

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

I. Capt. Richard P Dundee
II. The Dundee Cake Co
III. Dundee and Dandee 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

57. In an alphabetic filing system under which letter would the file for James Taylor-Webber and Sons be filed?

(A) J
(B) S
(C) T
(D) W

58. You have been asked to collect the information to be used to prepare an itinerary for a group of persons who will be arriving for a conference which your company is hosting. Which of the following items of information must you try to obtain?

I. Hotel at which the visitors will be staying
II. Visitors' flight numbers, arrival and departure times
III. Schedule of activities for the conference

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

59. 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

60. In a manufacturing firm which of the following statements BEST describes a 'job card'?

(A) A list of information and instructions for production issued from the office
(B) A list of duties and responsibilities of an employee
(C) The record prepared by an employee listing the tasks completed in a month
(D) The record prepared by the production office giving an analysis and cost of each job

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