Q

CANDIDATE – PLEASE NOTE

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

Signature

MAY/JUNE 2011

CARIBBEAN EXAMINATIONS COUNCIL

SECONDARY EDUCATION CERTIFICATE EXAMINATION

OFFICE ADMINISTRATION

Paper 01 – General Proficiency

75 minutes

24 MAY 2011 (p.m.)

READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

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

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

3. 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.

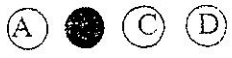
4. On your answer sheet, find the number which corresponds to your item and shade the space having the same letter as the answer you have chosen. Look at the sample item below.

   Sample Item

   A cheque is usually crossed in order to

   (A) prevent theft
   (B) provide a means of tracing it
   (C) supply a special endorsement
   (D) allow a particular person to cash it

   Sample Answer

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

5. If you want to change your answer, erase it completely before you fill in your new choice.

6. 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, go on to the next one. You may return to the omitted item later. Your score will be the total number of correct answers.

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

1. In a sole trader business, the decision of what to purchase is usually made by the

(A) cashier
(B) proprietor
(C) stock control clerk
(D) purchasing manager

2. Employees in a large organization are MOST likely to have

(A) very close supervision
(B) limited career prospects
(C) a high degree of specialization
(D) direct contact with management

3. In a letter, the attention line is typed

(A) before the salutation
(B) after the date
(C) after the subject
(D) before the date

4. Which of the following documents are used in a sales transaction?

I. Requisition form
II. Quotation
III. Invoices
IV. Delivery note

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

5. In an office where large quantities of printed materials have to be cut to size, which of the following would be the MOST appropriate tool to use?

(A) Guillotine
(B) Letter opener
(C) Sharp-edged knife
(D) Large pair of scissors

Item 6 refers to the following salary information.

Gross Pay	-	$1 570.00
PAYE	-	$ 115.00
NIS	-	$ 43.00
Pension	-	$ 33.50

6. The employee is also given a travel allowance of $200.00. The employee's net pay is

(A) $1 378.00
(B) $1 578.50
(C) $1 762.00
(D) $1 962.00

7. A sum of money given to a cashier at the start of a day to make change is called a/an

(A) float
(B) refund
(C) deposit
(D) imprest

8. Which of the following documents originates from the carrier as a contract between the carrier and the supplier when goods are to be shipped?

(A) Consignment note
(B) Despatch note
(C) Delivery note
(D) Bill of lading

9. Which of the following is NOT a characteristic of registered mail?

(A) It offers proof of postage.
(B) It facilitates safe delivery of mail.
(C) It is normally sent by second-class mail.
(D) It offers compensation for loss or damage up to a specified amount.

10. A clerk in the human resource department overhears that a friend in another department who reports late for work every day is to be given a warning and notice of dismissal if his punctuality does not improve. Which of the following is the MOST appropriate action for the clerk to take?

(A) Warn the friend of the action to be taken by the human resource department.
(B) Drop hints of action to be taken against late comers.
(C) Avoid the friend until the matter is resolved.
(D) Say nothing and leave the friend to receive the official letter.

11. You are travelling to a destination whose time is one hour ahead of your departure time. If your plane departs at 12:00 noon and your flight takes one hour and fifteen minutes, at what time would you arrive at your destination?

(A) 1415 hours
(B) 1215 hours
(C) 1315 hours
(D) 0215 hours

12. An applicant's curriculum vitae is

(A) a brief description of his life history and work experience
(B) a comprehensive report on his vital scores obtained during a course of study
(C) an extended list of his dossier and interests
(D) a description of the curriculum covered at secondary school level

13. A confidential letter addressed to your employer is received in a torn condition. As the secretary, you should

(A) return the letter to the mail department
(B) attach a note to the envelope and deliver by hand to your employer
(C) put the letter into a new envelope and take it to your employer
(D) refuse to accept the envelope from the mail department

14. When responding to a job advertisement, a Personal Data Sheet should be

(A) attached to the letter of application
(B) posted under separate cover
(C) brought along with your original certificates
(D) given to the receptionist on the day of the interview

15. Which of the following guidelines should be followed during a job interview?

I. Be pleasant and alert.
II. Be courteous when answering questions.
III. Maintain eye contact with the interviewer.
IV. Avoid giving one-word answers.

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

16. The accounts department has requested a file from the central filing department. Which of the following actions should the file clerk take?

I. Find out if the file is available.
II. Complete an 'out' sheet and place it in the file.
III. Ask the person receiving the file to sign for it.
IV. Send the file with a request for it to be returned in an hour's time.

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

17. A small package containing important documents is to be mailed to Canada from a Caribbean island. Which postal service would be MOST suitable?

(A) Recorded mail
(B) First class mail
(C) Registered mail
(D) Parcel post

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

(A) Horizontal cabinet
(B) Microfilm
(C) Box files
(D) Accordion files

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

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

20. Which of the following are needed to maintain the reception area?

I. A sign with the word "Enquiries"
II. A lavishly decorated room
III. Comfortable chairs
IV. Newspapers, magazines and company literature

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

21. For which of the following would reminder systems be used in business?

I. To assist those employees suffering from mild memory loss
II. To allow important matters to be followed up
III. To remember dates and names
IV. To remember times of appointments and addresses

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

22. Which of the following items should a receptionist keep for reference in the reception area?

I. Organization chart
II. Flow chart showing product movement
III. Alphabetical index for numerical filing
IV. Index of callers' cards

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

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 higher status rating in the foreign country

24. As a supervisor, you are expected to assess workers for a merit award. Which of the following is NOT taken into consideration?

(A) Punctuality and regularity
(B) Initiative in solving problems
(C) Salary scale
(D) Personal qualities

25. Which of the following records show an employee's duties, grade and salary?

I. The employment contract
II. The job specifications
III. The company manual

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

Item 26 refers to the following document.

TITLE:	Purchasing Clerk
DEPARTMENT:	Purchasing
HOURS OF WORK:	8:00am - 4:00pm, Monday - Friday
RESPONSIBLE TO:	Purchasing Assistant
JOB SUMMARY:	To assist in the procurement of goods and services for the company

DUTIES:

1. Preparation and processing of purchasing requisitions
2. Maintaining stock records
3. Maintaining a database on suppliers

26. The document above is an example of a

(A) job analysis
(B) job description
(C) job specification
(D) personnel specification

27. Which of the following is the BEST method of payment for purchasing a box of paper clips for a company?

(A) Cash
(B) Cheque
(C) Credit card
(D) Money order

28. An ex-officio committee member is one who

(A) is appointed by a majority vote
(B) votes on behalf of an absent member
(C) attends meetings by virtue of an office
(D) manages the proceedings of the meeting

29. Which of the following deductions can be made from wages without obtaining permission from the employee?

I. Company health scheme
II. National insurance
III. Income tax
IV. Union dues

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

30. At a meeting held on November 25, 2010, the appointment of a secretary was discussed. Which of the following documents should be consulted to obtain the information that was discussed at the meeting so that follow-up actions can be taken?

(A) The Chairman's Agenda
(B) The Notice of the meeting
(C) The Minutes of the meeting
(D) The Agenda for the meeting

31. At a meeting, the Chairperson has suggested that unfinished business be discussed at another meeting. The meeting has therefore been

(A) altered
(B) amended
(C) postponed
(D) adjourned

32. The chief cashier has reimbursed the petty cashier's imprest. How must this transaction be recorded?

I. Debit Cash Book
II. Credit Cash Book
III. Debit Petty Cash Book
IV. Credit Petty Cash Book

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

33. The MAIN reason for controlling credit is to

(A) give credit to all customers
(B) deal with delinquent customers
(C) minimize bad debts of customers
(D) meet financial commitments to creditors

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. Your employer is on a business trip in another Caribbean territory and urgently requires additional money. The BEST way to send money to her is by

(A) international bank draft
(B) credit transfer
(C) debit transfer
(D) electronic money transfer

36. A supplier has received an order from a customer, whose credit rating he does not know. What is the BEST course of action for the supplier to take to reduce his chances of not being paid?

(A) Send the goods and draw a time draft on the customer.
(B) Ask the customer to give the names of three of his creditors.
(C) Send the goods C.O.D. and request payment by certified cheque.
(D) Let the customer sign a promissory note, payable at a specific bank.

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

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

38. ONE of the MOST important functions of a human resource department is

(A) receiving visitors to the firm
(B) ensuring proper communication
(C) introducing new employees
(D) attending to the welfare of employees

39. Which of the following situations would cause a file to be classified as inactive?

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

40. The issues to be addressed at a meeting can be found in the

(A) notice
(B) agenda
(C) minutes
(D) schedule

41. The MAIN advantage of microfilming is that it

(A) is simple to operate
(B) reduces the size of stored documents
(C) is the cheapest method of filing
(D) provides greater security for records

42. Which of the following documents is sent by the seller when the customer has been undercharged?

(A) Invoice
(B) Quotation
(C) Enquiry
(D) Debit note

43. The function of the factory office is to

(A) assemble goods for despatch
(B) purchase and manufacture goods
(C) organize the production processes
(D) establish links with reputable suppliers

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

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

Items 45 - 46 refer to the following transactions which occurred on Account Number 346/987/010.

Date	Details	Description	Debits	Credits	Balance
1 Jan	Balance				150.00
3 Jan	Interest			5.00	
5 Jan	Withdrawal	ATM	140.00		
12 Jan	Cheque	13572		200.00	
15 Jan	Cheque	87431	50.00		
27 Jan	Service charge		10.00		

45. The diagram shown above is an example of a

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

46. Assuming that there are no further transactions, the opening balance on the account on February 01 will be

(A) $105.00
(B) $155.00
(C) $195.00
(D) $285.00

---

47. When the 24-hour clock is showing 18:30 hours, the time on the 12-hour clock is

(A) 6:30 a.m.
(B) 6:30 p.m.
(C) 8:30 a.m.
(D) 8:30 p.m.

48. How should the name, Dr F.D. Singh, appear on a filing folder?

(A) Singh, F.D. (Dr)
(B) (Dr), F.D. Singh
(C) F.D. Singh, (Dr)
(D) (Dr) Singh, F.D.

49. Which of the following machines would be MOST suitable for producing ten copies of a printed quotation form for internal distribution?

(A) Computer
(B) Ink duplicator
(C) Photocopier
(D) Spirit duplicator

50. 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 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 items.

51. The term 'carriage paid' means that the

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

52. To pay his account in cash, a customer tendered:

5 - $20.00 bills
3 - $10.00 bills
10 - $5.00 bills
9 - $1.00 bills
20 - 5¢ pieces

What sum of money did the customer pay?

(A) $189.00
(B) $190.00
(C) $191.00
(D) $195.00

Item 53 refers to the extract from a petty cash book shown below.

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

53. 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

54. Which of the following agencies should an employer 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) II and IV only
(C) II and III only
(D) III and IV only

55. Which of the following actions should a receptionist take if a visitor, with no appointment, asks to meet with an executive who has a strict policy of seeing clients only by appointment?

I. Inform the visitor of the executive's policy.
II. Ask the visitor to be seated in the hope that the executive would attend to him.
III. Ask the visitor if someone else may be of help to him.
IV. Make an appointment for him for another day.

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

56. An employee's gross earnings was $182.80. His statutory deductions totalled $22.00 and voluntary deductions totalled $9.80. How much was his net pay?

(A) $151.00
(B) $160.80
(C) $173.00
(D) $214.60

57. Which of the following forms of transport is MOST suitable for distributing perishable goods locally?

(A) Trucks
(B) Pick-up vans
(C) Air-conditioned cars
(D) Cold-storage vehicles

Item 58 refers to the following extract from an airline schedule.

From Barbados to Jamaica

Date	Airport	Departure	Arrival	Airport
Thursday 14 July 2010	BGI	3:00 p.m.	4:25 p.m.	ANU
	ANU	7:30 p.m.	8:30 p.m.	KN

58. The schedule above shows that the aircraft will stop in Antigua (ANU) on its way to Jamaica (KN) from Barbados (BGI). 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 materials cost $1 900. Rates and rent total $2 000, and factory wages amount to $2 500.

The number of units produced is 640. What is the cost of one unit?

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

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

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

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