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FORM

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

TEST CODE

MAY/JUNE 2010

CARIBBEAN EXAMINATIONS COUNCIL

SECONDARY EDUCATION CERTIFICATE EXAMINATION

OFFICE ADMINISTRATION

Paper 01 – General Proficiency

75 minutes

25 MAY 2010 (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.

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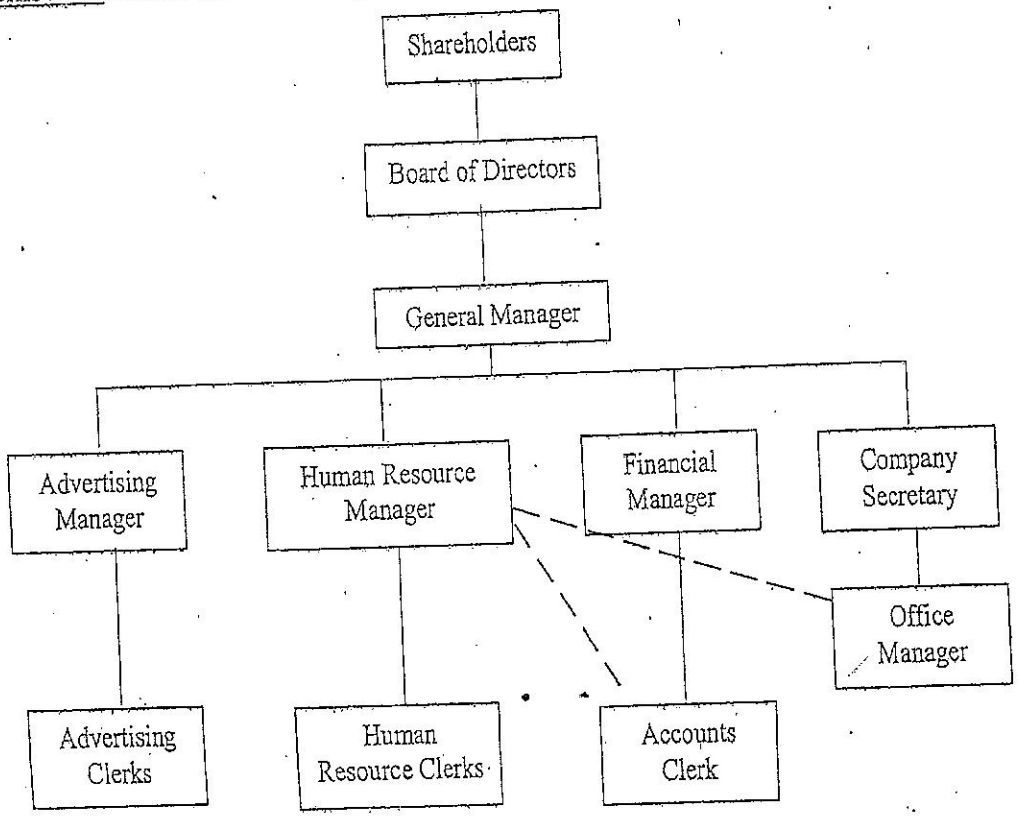
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1. A clerk in the human resource department overhears that a friend in another department who reports late for work every day is to be given a warning and notice of dismissal if his punctuality does not improve. What should the clerk do?

(A) Avoid him until the matter is resolved.
(B) Drop hints of action to be taken against late comers.
(C) Do not say anything and leave him to receive the official letter.
(D) Warn him of the action to be taken by the human resource department.

Items 2 - 3 refer to the following organizational chart of James Co Ltd.



2. The proprietors of James Co Ltd are the

(A) Clerks
(B) Directors
(C) Managers
(D) Shareholders

3. What type of organization do the broken lines in the organizational chart of James Co Ltd represent?

(A) Matrix
(B) Functional
(C) Committee
(D) Line and Staff

GO ON TO THE NEXT PAGE

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

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

5. Which of the following attributes is NOT required of all beginning office workers?

(A) Punctuality
(B) Leadership qualities
(C) A pleasant disposition
(D) Ability to calculate accurately

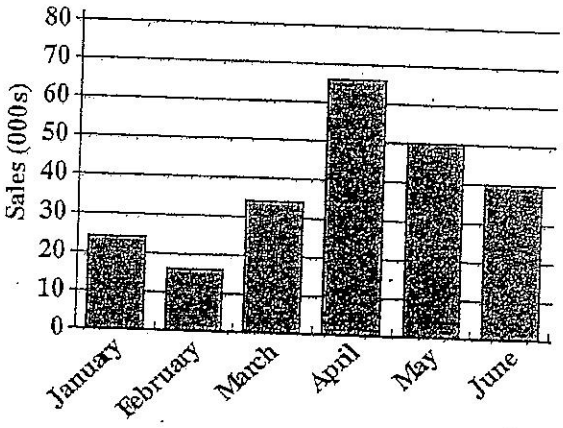
6. The term 'span of control' refers to the

(A) lines of communication between the manager and his/her subordinates
(B) effective number of subordinates the manager can supervise efficiently
(C) manager's influence, right or power to perform a particular task
(D) system of grading management and subordinates on different levels

7. Where is the subject line placed in a letter?

(A) Before the date
(B) After the address
(C) After the salutation
(D) Before the salutation

Items 8 - 9 refer to the diagram below.



8. The diagram shown above is a

(A) bar chart
(B) line graph
(C) pictogram
(D) histogram

9. The means of communication illustrated in the above diagram is known as

(A) oral communication
(B) visual communication
(C) written communication
(D) electronic communication

10. In which of the following situations would the relationship between employees be described as a 'vertical' relationship?

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

11. A PBX system is used to facilitate

(A) oral communication
(B) storage of documents
(C) retrieval of documents
(D) written communication

Items 12 - 13 refer to the situation below.

The secretary of Brands International was having difficulty placing a direct overseas call, so she asked the operator to place the call for her. She wanted to speak to Mr John King only. The operator was successful in placing the call.

12. The MAJOR difference between the operator assisted call and the direct call would be that the operator assisted call would

(A) be timed
(B) incur an additional fee
(C) be monitored by the operator
(D) have to be paid for immediately

13. By asking to speak to Mr King only, the call placed was a

(A) house call
(B) personal call
(C) conference call
(D) person to person call

14. Which of the following machines is used to secure packages or parcels?

(A) Sealing
(B) Collating
(C) Stamping
(D) Franking

15. Ms Jan Brown is the marketing specialist of Bath Soaps. She wants to send a sample questionnaire about a product, manufactured by the company, to the public. Which of the following types of postal services should she use?

(A) Express mail
(B) Registered letter
(C) Business reply service
(D) Special delivery service

16. Which service does the Post Office provide to firms which enables them to collect mail outside of normal delivery times?

(A) Poste restante
(B) Post office box
(C) Redirection of mail
(D) Accelerated surface post

17. A file is said to be inactive when

(A) it is of no further use
(B) it has not been released for filing
(C) it has been withdrawn for reference purposes
(D) the correspondence is too little to open a new file

18. Which of the following considerations is LEAST important when choosing a filing system?

(A) Easy to operate
(B) Capability of expansion
(C) Availability of filing equipment and supplies
(D) Suitability for the nature of the business

19. Which of the following activities would be the responsibility of the supervisor of records management?

I. Classifying records
II. Controlling the filing system
III. Protecting records
IV. Deleting records no longer needed

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

20. Suspension filing is

(A) correspondence being held in a temporary file
(B) file folders hanging from a rail in a filing cabinet
(C) the action of removing a folder from the filing cabinet
(D) collection and storage of files being done at specified times

21. When a file has been requested, important information about the loan of the file should be recorded on

(A) an out card
(B) a guide card
(C) an index card
(D) a card indicator

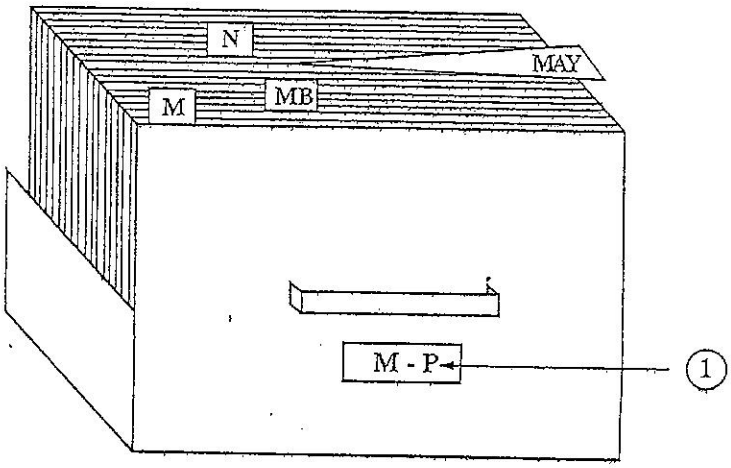
Item 22 refers to the following form.

Date taken	Folder number or name	Taken by	Date returned

22. The form indicated above is an example of

(A) an index card
(B) an absent card
(C) a minute sheet
(D) a cross-referencing sheet

Item 23 refers to the following diagram.



23. In the diagram above, a drawer of a filing cabinet, the number ① indicates

(A) drawer guides
(B) primary guides
(C) file title guides
(D) secondary guides

24. The term cross-referencing refers to files that are filed under

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

25. The receptionist MUST ensure that the reception area is tidy at all times because

(A) it is his/her responsibility
(B) visitors will feel comfortable
(C) visitors can move more freely
(D) it gives a good impression of the firm

26. One of the duties of an accounts clerk is

(A) completing invoices for goods
(B) preparing debit and credit notes
(C) preparing contracts of employment
(D) directing workers to the payroll clerk

27. The BEST location for a receptionist's desk is near to the

(A) manager's office
(B) records department
(C) entrance of the building
(D) busiest part of the building

28. The term 'verbatim minutes' refers to

(A) a record prepared in the present tense
(B) a detailed recording to the chairman's remarks
(C) an extract of important proceedings in the minutes
(D) an exact wording of the proceedings at the meeting

29. If the number of persons required to form a quorum is NOT present, the meeting must be

(A) postponed
(B) adjourned
(C) conducted as a subcommittee
(D) conducted as an extraordinary meeting

30. Which of the following terms is used to describe a committee which has been set up to deal with a specific matter?

(A) Ad hoc
(B) Central
(C) General
(D) Administrative

31. All of the following items of business are discussed at an annual general meeting EXCEPT

(A) declaration of dividends
(B) election of directors and auditors
(C) making arrangements for a very important person
(D) presentation and adoption of the company's reports and accounts for the previous year

32. At a meeting the chairperson suggested that unfinished business be discussed at another meeting. The meeting has therefore been

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

33. The clerk responsible for making travel arrangements for a staff member omitted to make a hotel reservation. The officer was due to depart at 10:30 am for Martinique. The error was discovered at 10:00 am on the same day. Which of the following actions should the clerk take to solve the problem?

I. Leave matters as they are.
II. Make arrangements to explain the problem to the officer on his arrival in Martinique.
III. Contact the officer at the local airport and inform him of the error.
IV. Call the hotel, explain the situation and make the reservation.

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

34. It is important to keep an attendance register at meetings to

(A) prepare name cards for members
(B) ascertain the arrival times of members
(C) arrange the seating accommodation for members
(D) ensure a permanent record of members present

35. An executive has to attend an overseas meeting and will have to make reference to correspondence on file. Which of the following procedures would BEST be used to allow him to have the relevant information?

(A) Make copies of the correspondence.
(B) Make a summary of the correspondence.
(C) Give him the relevant files and ask him to sign for them.
(D) Give him the correspondence from the files and ask him to sign for it.

36. A manufacturing company is required to provide all of the following statutory provisions for the protection of its employees EXCEPT

(A) safety shoes
(B) injury allowance
(C) protective clothing
(D) housing allowance.

37. Shortlisting of applications is carried out

(A) when making the list of applicants to be interviewed
(B) after the applicants have been interviewed
(C) as applications for an advertised post are received
(D) when preparing personal record cards for new employees

38. Some firms offer a programme which aims to assist new employees in becoming familiar with their jobs. This programme is referred to as

(A) an appraisal
(B) an induction
(C) a deployment
(D) a recruitment

Item 39 refers to the following document.

TITLE:	Purchasing Clerk
DEPARTMENT:	Purchasing
HOURS OF WORK:	8.00am - 4.00 pm, 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

39. The document above is an example of a

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

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40. Which of the following sequences should be used when planning interview appointments?

I. Inform each applicant of the date and time of the interview.
II. Give the receptionist the names of applicants and the time each is expected.
III. Plan that each interview lasts at least half an hour.
IV. Make a note of the exact time set for each applicant.

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

41. 'Int' in the debit column of a bank statement refers to interest

(A) owed to the bank
(B) paid to the creditor
(C) deducted by the bank
(D) deposited by a creditor

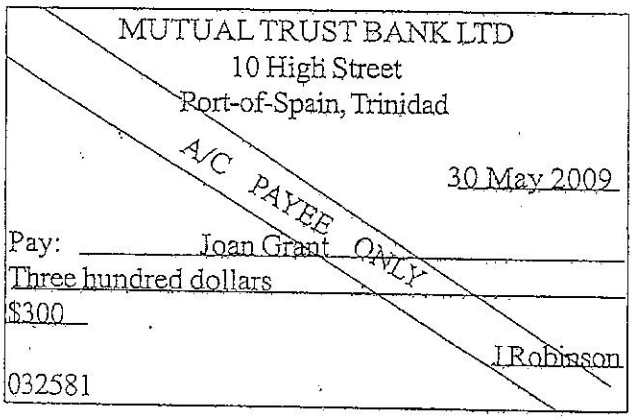
42. Which of the following is a statutory deduction?

(A) Income tax
(B) Standing orders
(C) Saving schemes
(D) Credit union dues

43. A customer who has credit facilities by a firm should expect to receive a record of payments and purchases made each month on

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

Item 44 refers to the diagram below.



44. The above cheque is payable to

(A) anyone who presents it
(B) the person who has endorsed it
(C) anyone with an account at the bank
(D) the account of the person named on the cheque

45. 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

46. 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.

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

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

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

48. The maximum level recorded on the stock card helps the accounting clerk to

(A) allow sufficient funds for an item
(B) control the amount used on an item
(C) maintain good communication with stores
(D) ensure the amount to be ordered is not exceeded

49. The term 'minimum level' on the stock card refers to the

(A) smallest batch that can be bought
(B) lowest balance of stock allowed
(C) amount allowed to the manager
(D) least amount of stock a business can afford

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 goods.

51. The Joy High School wants to build a new canteen and has received promotional material from several firms. In order to select the most suitable firm for the job, the school should invite firms to send

(A) tenders
(B) price lists
(C) catalogues
(D) statements

52. A person who was dismissed from a previous job is filling out an application form for another job. He is required to state the reason for leaving the last place of employment. It is best to

(A) ignore the question
(B) answer 'not applicable'
(C) give the correct reason
(D) make a reasonable excuse

53. A Personal Data Sheet should be

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

54. If a seller requires new goods to be paid for in advance, s/he sends the customer

(A) an invoice
(B) an advice note
(C) a delivery note
(D) a pro forma invoice

55. Which of the following forms should be used to report an incident in which an employee was injured?

(A) Claims Form
(B) Accident Report Form
(C) Employee Liability Form
(D) Accident and Insurance Form

Items 56 - 58 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	600.00
Sponge	250.00
Thread	60.00
LABOUR REQUIRED:	
Stitcher	200.00
Total Cost of Labour	200.00
Add 20% for Overhead	_____
Total Cost of Job	_____
Cost per unit =	_____

56. The document above is an example of a

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

57. The total cost of the job is

(A) $ 710.00
(B) $ 910.00
(C) $1,110.00
(D) $1,332.00

58. The 20% overhead charge is

(A) $140.00
(B) $182.00
(C) $222.00
(D) $266.40

59. It is now three months since you have applied for a job at a large firm and you have only received a letter of acknowledgement. What action should you now take in an effort to obtain the job?

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

60. A letter of acceptance is sent when a person

(A) receives salary through the bank
(B) plans to attend an interview for a job
(C) agrees to take up an offer of appointment
(D) receives original documents which were sent with an application

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