FORM TP 2013099

TEST CODE **01237020**

MAY/JUNE 2013

CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

OFFICE ADMINISTRATION

Paper 02 – General Proficiency

2 hours

28 MAY 2013 (a.m.)

READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

1. This paper consists of EIGHT questions.
2. Answer ALL questions in SECTION I and any TWO questions in SECTION II.
3. Number each answer in your booklet correctly.
4. Begin each answer on a new page.
5. Use the blank form(s) supplied to prepare answers where necessary.
6. You may use a silent, non-programmable calculator.

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

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SECTION I

Answer ALL questions.

1. (a) The guillotine, risograph and computer are three vital pieces of equipment that are used in general and specialized office work

State the purpose of EACH piece of equipment listed above. **(3 marks)**

(b) (i) Define the term 'skill' **(2 marks)**

(ii) Word processing and time management are two important skills for office workers. State ONE reason why EACH of these skills is important to an organization. **(2 marks)**

(c) Vijay is employed as a clerical assistant in the Technical and Vocational Unit of the Ministry of Education. After six months, he is appraised by his supervisor as "someone with excellent interpersonal skills".

Outline TWO ways in which Vijay's interpersonal skills can be used to settle disputes/conflicts at his workplace. **(2 marks)**

(d) Ayana recently graduated from the School of Excellence with Grades I and II in eight CSEC subjects. She applies for a job as a teller at a local bank and is invited to attend an interview for the position. During the interview, she is asked the following questions:

(i) Why did you apply for this job?

(ii) What is your greatest strength?

(iii) What are your career goals for the next five years

For EACH of the questions listed above, write TWO appropriate responses that Ayana could give. **(6 marks)**

Total 15 marks

2. (a) Identify ONE use of EACH of the following types of paper:

(i) Bond

(ii) Parchment **(2 marks)**

(b) State THREE desirable attributes of a receptionist. **(3 marks)**

(c) (i) Outline TWO guidelines that a receptionist should follow when taking telephone messages. **(2 marks)**

(ii) Assume that you are Maya, a receptionist at Office Plus Inc. Indicate what actions you would take for EACH of the following situations:

a) An angry customer calls to report that the photocopying machine that she purchased recently from your company is faulty.

b) The human resource manager wants to get in contact with a client immediately and gives you the client's telephone number to dial. You dial the number but keep getting a busy signal.

c) A message was left at your desk to call the travel agency to confirm your supervisor's flight to an upcoming office supplies trade fair. You accidentally dial the wrong number.

d) You call to make hotel reservations at the Caribbean Spa Resort for your manager. You hear a pre-recorded message. **(8 marks)**

Total 15 marks

3. (a) State ONE use of EACH of the following as a means of telecommunication:

(i) Paging device

(ii) Facsimile/fax machine

(iii) Internet **(3 marks)**

(b) State TWO uses of a postage book. **(2 marks)**

(c) The organization in which you work is engaged in trading globally and you have to frequently make telephone contact with customers overseas.

State TWO reasons why understanding time zone differences is important to your work. **(2 marks)**

(d) You work as a mail clerk for D & O Associates which is about to relocate its offices in town. The company wishes to convert to a centralized mailing system. Mr Wray, the managing director, has asked you to assist with identifying equipment for the new office

(i) Identify FOUR modern pieces of equipment that are suitable for the new centralized mail room. **(4 marks)**

(ii) Outline how EACH piece of equipment identified in (i) above could increase the efficiency of outgoing mail. **(4 marks)**

Total 15 marks

4. (a) State THREE classifications of a records management system **(3 marks)**

(b) (i) Define the term 'archiving'. **(2 marks)**

(ii) Identify TWO types of microfilming. **(2 marks)**

(c) O & R Credit Union Limited has expanded its operations and has decided to change from a departmental to a centralized filing system. As the senior records management clerk, you have been asked to advise Mr Guy Briggs, the manager, how he could improve records management in the organization.

(i) Suggest THREE factors that should be considered in using a centralized filing system to improve records management. **(6 marks)**

(ii) Suggest ONE disadvantage of implementing a centralized filing system **(2 marks)**

Total 15 marks

SECTION II

Answer any TWO questions.

5. (a) List THREE functions of the accounts office **(3 marks)**

(b) Define EACH of the following types of cheques

(i) Post dated

(ii) Counter

(iii) Certifie **(3 marks)**

(c) Mr Dwayne Chung received the following invoice. He is required to prepare payment by cheque on 10 May 2013 for the amount due.

INVOICE

R.K.C. BUJAM & CO LTD
19 Happy Hill, Gaspillo, Trinidad

3 May 2013

In account with
Mr Dwayne Chung
7 Chester Avenue
Santa Cruz, Trinidad

Terms: 10 % discount if paid within 7 days

Quantity	Description	Unit Price $	Total $
20	Reams Legal-Size Paper	200	4 000
10	Packs Computer Printout Paper	100	1 000

(i) a) Calculate (showing your working) the amount due to R.K.C. Bujam and Company Ltd.

b) On the **form provided as an insert** prepare the cheque for the amount calculated in (i) a) above. **(7 marks)**

(ii) State TWO consequences if the amount on a cheque did not agree in words and figures (**2 marks)**

Total 15 marks

6. (a) State THREE duties of a purchasing clerk. **(3 marks)**

(b) Define the following terms as used in the purchasing department

(i) Tender

(ii) Enquiry

(iii) Quotation **(3 marks)**

(c) Below are samples of four petty cash vouchers.

No. 1

Petty Cash Voucher Date: 5 May 2013

Required for: Amount:

Cleaning $35.00

Signature: Ed Donley

Passed by: Ali Brown

No. 2

Petty Cash Voucher Date: 12 May 2013

Required for: Amount:

Stamps $15.00

Signature: Ed Donley

Passed by: Ali Brown

No. 3

Petty Cash Voucher Date: 20 May 2013

Required for: Amount:

Travelling $25.00

Signature: Ed Donley

Passed by: Ali Brown

No. 4

Petty Cash Voucher Date: 30 May 2013

Required for: Amount:

Envelopes $15.00

Masking Tape $10.00

Signature: Ed Donley

Passed by: Ali Brown

(i) Record the above transactions in the **petty cash book provided as an insert**. Total all columns and balance the petty cash book at the end of the month, restoring the imprest to the beginning balance of $120.00. **(7 marks)**

(ii) State TWO consequences of abusing the petty cash funds. **(2 marks)**

Total 15 marks

GO ON TO THE NEXT PAGE

7. (a) State EACH of the following acronyms in full and explain their meanings.

(i) LIFO

(ii) FIFO **(4 marks)**

(b) Identify TWO reasons why it is important to monitor stock levels. **(2 marks)**

(c) On 1 May 2013, Mr Harry Duggam, a manager at Perfect Block Construction Ltd, Middlesex, Antigua, sent a request for a quotation of the following items:

- 12 ergonomic office chair
- 6 four-drawer vertical filing cabinet

The request was sent to Hi-Tech Office Supplies located at 25 Kings Street, Kingstown, St Vincent.

On receipt of the quotation #10, the Sales Manager of Hi-Tech Office Supplies, Mr Ramesh Rooplal, decides to send a thank you note to Mr Duggam to let him know that he would be happy to supply his order. Mr Rooplal provides a quotation with the following terms:

- 12 ergonomic office chairs @ $500.00 eac
- 6 four-drawer vertical filing cabinets @ $1 000.00 eac
- Terms of sale: Delivered by company's delivery truck within two days of receipt of order
- Trade discount: 5%
- Cash discount: 10% if paid within one month, otherwise net cash
- Goods can be taken from the warehouse and the offer is valid for two months

Draft the quotation to Mr Duggam, using a letter format, signed by Mr Rooplal, Sales Manager. **(9 marks)**

Total 15 marks

8. (a) State THREE functions of the staff in the factory office **(3 marks)**

(b) List THREE documents that are used in the factory office **(3 marks)**

(c) An advice note with serial no. 98762RM, order no. 17B and terms = charge, was sent from OMJ Corporation, Industrial Terrace, Georgetown, telephone number (592) 333-7777 to customer SKR Central Reprographics, Freepark, Georgetown.

The shipment which was sent by van on 11 May 2013 consisted of:

- 50 reams A4 paper
- 25 reams legal paper
- 1 000 plastic file jacket
- 100 packages of note pads.

On receipt of the advice note, Jahari Baptiste, the receptionist, should sign and date the document on behalf of the company.

(i) Use the **form provided as an insert** to record the above information. **(7 marks)**

(ii) State TWO consequences to the purchaser in the event that goods are dispatched and the advice note is omitted. **(2 marks)**

Total 15 marks

END OF TEST

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

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Question No. 5 (c) (i) Candidate No. .....

No. 1000

MIDTOWN BANK LTD ……
81 Bond Street, Santa Cruz, Trinidad

Pay
to the order of _____ $

The sum of _____

_____

A/C No. 1562370

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Question No. 6 (c) (i)

Candidate No. .....

Complete the Petty Cash Book on the back of this sheet.

PETTY CASH BOOK
(Imprest System)

Dr Cr

RECEIPTS AND PAYMENTS						ANALYSIS OF PAYMENTS			
Imprest		**Date 2013**	**Details**	**Voucher #**	**Payments**	**Postage**	**Fares**	**Cleaning**	**Stationery**
$ 120	00	1 May	To Imprest						

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Question No. 8 (c) (i) Candidate No. .....

ADVICE NOTE

Seller: _____ Date: _____

_____ Serial No.: _____

_____ Order No.: _____

_____ Terms: _____

Telephone No.: _____

Buyer: _____

_____

_____ Via: _____

Please receive the following on: _____

QUANTITY	ITEM	DESCRIPTION

Received by:

Date: