OFFICE PROCEDURES
MULTIPLE CHOICE
PAPER I

TIME : 75 MINUTES
(1 1/4 HOURS)

C
2007

2000

1. An application for the position of dispatch clerk was addressed to the company. To whom should the mail clerk send this application?

(A) Shipping supervisor
(B) Administrative officer
(C) Marketing manager
(D) Personnel manager

2. In which of the following situations would the relationship between two employees be described as a 'lateral relationship'?

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

3. Which of the following pieces of equipment may be used to imprint slogans on envelopes?

(A) Franking machine
(B) Electric typewriter
(C) Addressograph
(D) Duplicating machine

4. Which of the following statements would apply to the ink-stencil method of duplicating?

I. It is a cheap method of producing a large number of copies.
II. The master can be used only once.
III. The copies fade when exposed to sunlight.
IV. Corrections cannot easily be made on the master.

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

5. Microfilming is used primarily for

(A) starting a new filing system
(B) economising on the use of storage space for files
(C) sorting files for numerical filing
(D) destroying old records

6. Mr. Lee of the Sales Department asked the telephonist to transfer a call from a customer to Mr. Field of the Accounts Department. If the call is disconnected while it is being put through to the Accounts Department, what should the telephonist do?

(A) Telephone Mr. Lee, explain what happened and offer an apology.
(B) Telephone Mr. Field, explain what happened and offer an apology.
(C) Leave the line open so that the customer can call again.
(D) Ask Mr. Lee for the customer's number, call, apologise and connect to Mr. Field.

7. To determine if a reference book has information on a specific topic, one should consult the

(A) foreword
(B) title page
(C) bibliography
(D) index

8. In business a memorandum is used

(A) for short letters
(B) in place of post-cards
(C) for internal communication
(D) as a memory aid

9. Which of the following duties should be carried out by the mail clerk?

I. Check that all enclosures are received.
II. Stamp the correspondence to show the date received.
III. Record remittances and send them to the bank.
IV. Check if return addresses on the envelopes correspond with the addresses in the letters.

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

10. On opening the mail, the clerk discovers an envelope marked "Urgent" with no correspondence enclosed. Which of the following courses of action should be taken?

(A) Contact the firm indicated in the return address on the envelope and explain the error.
(B) Place a written report in the pending tray to the head of your department.
(C) Expect that the company will send it as soon as the error is discovered.
(D) Place the envelope in the waste basket and proceed with the opening of the other envelopes.

11. A business letter which begins with the salutation "Dear Sirs" should end with the complimentary close

(A) Yours sincerely
(B) Your affectionately
(C) Yours faithfully
(D) Faithfully yours

12. As a wages clerk, you are instructed to remove some PAYE Income Tax documents to make room for new ones. Which of the following employees' tax documents should you dispose of?

I. Current employees who are on minimum wages
II. Employees who have been transferred to other branch offices
III. Employees who have left the company over the last five years
IV. Employees who have retired for more than six years

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

13. A PBX system is used to facilitate

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

14. A cheque which has been sent to your firm is made payable to another firm. What action should be taken?

I. Forward the cheque to the firm to which it is made payable.
II. Change the name on the cheque, initial it, and notify the sender.
III. Make a note of the error in the Remittances Book.
IV. Return the cheque to the sender.

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

15. What should a receiving clerk do if a shipment has fewer packages than indicated on the receiving document?

I. Ignore the discrepancy.
II. Refuse the entire order.
III. Notify the accounts department.
IV. Record the difference on the delivery note.

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

16. A draft of revised procedures for handling mail is to be prepared and submitted to the Office Manager. Which of the following formats should be used?

(A) Letter
(B) Report
(C) Statement
(D) Note

17. Your diary indicates that a certain file is needed today, but the officer who made the request is on sick leave for one week. Which of the following actions should you take?

(A) Keep the file and give it to him as soon as he returns.
(B) Check to see if someone else can take the necessary action.
(C) Make an entry in the file that he was sick and return the file to store.
(D) Make an entry in your diary to release the file two weeks hence.

18. Which of the following gives the procedure for filing in correct sequence?

I. Check
II. Sort
III. Code
IV. Cross-reference
V. File
VI. Index

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

19. Which of the following procedures could the file clerk BEST use to avoid delays in finding correspondence from Mary Browne-Smith?

(A) Make a copy of each piece of correspondence and file it under Browne-Smith, Mary and - Smith Browne, Mary.
(B) File correspondence under Browne-Smith, Mary and cross-reference it under - Smith Browne, Mary.
(C) File correspondence under Mary Browne-Smith without re-arranging the name to avoid confusion.
(D) File correspondence under -Smith Browne, Mary and cross-reference it under Browne-Smith, Mary.

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. The filing system in your office is to be changed from the alphabetical system to the numerical system. How would this change affect the filing system?

(A) There would be less confusion from similar names on file.
(B) It would be cheaper.
(C) Expansion of files would be easier.
(D) The filing clerk would remember numbers easily.

22. Which of the following would be recorded on a minute sheet in a file?

(A) Extracts of reports of meetings
(B) A list of correspondence contained in the file
(C) A summary of each item of correspondence in the file
(D) Notes between staff members on correspondence contained in the file.

23. Which of the following are MOST likely to be kept in departmental files?

(A) Personal records
(B) Dead files
(C) Customer files
(D) Specialised documents

24. Under which of the following conditions would a cross-reference sheet be prepared?

(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 current correspondence refers to previous correspondence.

25. A telephone call comes to the receptionist for a visitor, Mr. Lee, who is with the sales manager in his office. What action should the receptionist take?

(A) Put the call through to the sales manager's office.
(B) Make a note of the call and give it to Mr. Lee.
(C) Ask Mr. Lee to take the call on another telephone line.
(D) Ask the caller to call back at a given time.

GO ON TO THE NEXT PAGE

26. The salesman from Beverages Manufacturing Co., Ltd. has arrived for his appointment to see the Manager, Mr. Hill. However, Mr. Grant of Healthy Foods Co., is meeting with Mr. Hill. Which of the following would be the BEST response for the receptionist to make?

(A) "I am sorry, Mr. Hill is busy at present. He is having a discussion with Mr. Grant of Healthy Foods Co."
(B) "Mr. Hill is busy. You will have to wait. Please take a seat."
(C) "I am sorry, Mr. Hill will be busy for a few minutes. Will you have a seat?"
(D) "Mr. Hill is busy with a caller. You can either wait a few minutes or make a new appointment."

27. The correct procedure for a receptionist to use when introducing a visitor is to announce the person's

(A) name
(B) name and company
(C) name, title and company
(D) name, company and title

28. Which of the following names can be used to refer to the reception area?

I. Lobby
II. Information desk
III. Service entrance
IV. Enquiries desk

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

29. 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

30. 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

31. The notice and agenda of an Annual General Meeting of a public company should be sent to shareholders at LEAST

(A) 2-3 days before the meeting
(B) 6-14 days before the meeting
(C) 21 days before the meeting
(D) one month before the meeting

32. In what order should the following items on an agenda be arranged?

I. Any other business
II. Minutes of last meeting
III. Matters arising from the minutes
IV. Space allocations and equipment

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

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

(A) adjourned
(B) postponed
(C) conducted as a sub-committee
(D) conducted as an extra-ordinary meeting

34. 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

35. Which one of the following documents is NOT used in the Works Control Office?

(A) Job cards
(B) Planning master
(C) Destination sheet
(D) Progress advice

36. You are travelling to a country which is one hour ahead of your 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) 0215 hours
(B) 1215 hours
(C) 1315 hours
(D) 1415 hours

37. The purpose of a visa is to

(A) record entry and exit to and from a country
(B) verify that all taxes were paid in your country.
(C) introduce a person to a foreign country
(D) grant permission to enter a country

38. Which of the following bits of information is NOT required by the Human Resource Officer when recruiting staff?

(A) Disciplinary procedures
(B) Duties and responsibilities
(C) Attitudes and skills
(D) Qualifications of applicants

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

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

40. Which of the following is NOT a function of the Human Resources office?

(A) Preparing cheques for training specialists
(B) Evaluating training programmes
(C) Arranging for employee induction
(D) Preparing staff records

41. A 'post-dated cheque' is one 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

42. In which of the following situations should the customer's account be credited?

I. Damaged goods were returned by the customer.
II. Containers, on which a deposit was charged, were returned by the customer.
III. The customer was undercharged for goods supplied.
IV. The customer was charged twice for the same goods.

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

43. A customer wishes to pay a shopkeeper with a cheque which was paid to him. What must he do before passing the cheque to the shopkeeper?

(A) Write 'A/c Payee Only' on the back of the cheque.
(B) Replace his name on the cheque with the shopkeeper's name and initial the change.
(C) Sign his name at the back of the cheque and request that payment be made to the shopkeeper.
(D) Present the cheque to the shopkeeper with a letter asking the bank to give him the money.

44. Balance B/F $60
March 2, Invoice $150
March 4, Invoice $78
March 20, Debit Note $11.60

The above information was extracted from B. Smith's statement of account. The amount outstanding on March 21 is

(A) $156.40
(B) $179.60
(C) $276.40
(D) $299.60

45. Which of the following bank services should be used to pay specified personal bills each month?

I. Ask the bank to act as an executor.
II. Use standing order facilities.
III. Ask the bank to pay the creditors on demand.
IV. Lodge post-dated cheques for creditors with the bank.

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

46. The MAIN reason for controlling credit is to

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

Item 47 refers to the following table.

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

47. 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 48 refers to the table below. The information shown below appears on a stationery stock card.

Maximum: 50 reams				Minimum: 20 reams
DATE	DETAILS	RECEIVED	ISSUED	BALANCE
01.03.95				45
08.03.95	Sales Department		10	35
10.03.95	Typing Pool		12	23
10.03.95	A.S. Bounty & Sons Ltd.	25		48
01.04.95	Purchasing Department		8	40
12.04.95	Typing Pool		10	30
23.04.95	Personnel Department		10	20

48. How many reams must be ordered on April 23 to restore stock on maximum?

(A) 20
(B) 30
(C) 45
(D) 50

49. Which of the following items would a stock clerk be responsible for ordering?

I. Postage stamps
II. Pens
III. Typewriters
IV. Typewriting ribbons

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

50. What is the correct action to be taken by a receptionist who has run low on stationery?

(A) Send immediately to suppliers for a further order.
(B) Ask the Petty Cashier for money to buy stationery.
(C) Complete a requisition and hand it to the stock clerk.
(D) Buy the stationery at her expense and make a claim later.

51. Which of the following sets of information is NOT required when preparing purchasing requisitions?

(A) Date, reference, quantity
(B) Description, department, signature
(C) Transport, tax, arrival time
(D) Sender, catalogue number, supplier

52. Which of the following abbreviations is MOST likely to be included on an invoice?

(A) R.S.V.P.
(B) E. & O.E.
(C) N.C.R.
(D) R.D.

53. Which of the following documents is sent to the buyer when goods are purchased?

(A) An invoice
(B) A quotation
(C) An enquiry
(D) A debit note

54. A time card is used when calculating the

(A) salaries for monthly paid workers
(B) machine hours needed for a job
(C) time required to complete a job
(D) wages for hourly paid workers

55. An invoice dated 6 May was billed for $500 and allowed a trade discount of $2\frac{1}{2}\%$. The terms were 2/10, N/30. If the customer pays the bill on 19 May, the amount payable is

(A) $470.75
(B) $477.75
(C) $480.25
(D) $487.50

56. The factory office is responsible for planning and organising the

(A) production processes
(B) marketing of goods
(C) contracts of employment of the workers
(D) costs of production

57. Which of the following sequences gives the order in which the duties of a dispatch clerk would be performed?

I. Prepare
II. Frank
III. Check
IV. Record
V. Sort

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

58. Which of the following should appear in a resumé?

I. Name of applicant
II. Position for which application is made
III. School(s) applicant attended
IV. Name of applicant's parent or guardian

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

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

60. Which of the following appear in the debit column of a bank statement?

I. Standing orders honoured
II. Amounts deposited
III. Interest received
IV. Cheques drawn

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

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