FORM TP 2014095

TEST CODE **01237020**

MAY/JUNE 2014

C A R I B B E A N E X A M I N A T I O N S C O U N C I L

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

OFFICE ADMINISTRATION

Paper 02 – General Proficiency

2 hours

27 MAY 2014 (a.m.)

READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

1. This paper consists of SEVEN questions: THREE in SECTION I and FOUR in SECTION II.
2. Answer ALL THREE questions in SECTION I and any THREE questions in SECTION II.
3. Begin each answer on a new page in your answer booklet.
4. Number each answer correctly.
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 in this section.

1. (a) Name TWO channels of oral communication. **(2 marks)**

(b) List THREE ways in which communication can flo in an organization. **(3 marks)**

(c) State the information that is obtained from EACH of the following reference sources:

(i) Thesaurus **(1 mark)**

(ii) Maps **(1 mark)**

(iii) Post offic guide **(1 mark)**

(d) Superior Software Company Ltd of 20 Westmore Crescent, St Johns, Antigua, requires a clerical assistant immediately.

As the senior clerk, you are given the following information to draft an advertisement for the *Sunday Herald*.

- Interested persons may submit résumé on or before 31 May 2014, via email to www.supesoftco.com, or by mail to: PO Box 101, 20 Westmore Crescent, St Johns, ANTIGUA.
- We need an energetic, organized and technically-oriented person to perform general offic duties, word processing and spreadsheet software applications.
- Knowledge of basic accounts and a foreign language are necessary.
- Competence in oral and audio-visual communication would be an asset.

Draft the advertisement in your answer booklet, organizing it in an appropriate format, for insertion in the *Sunday Herald*. **(7 marks)**

Total 15 marks

2. (a) List THREE statutory provisions which are designed for employee protection at the workplace. **(3 marks)**

(b) State TWO factors that are used to determine the period for retaining records in the office **(2 marks)**

(c) List TWO duties of a records management clerk. **(2 marks)**

(d) Assume you are Collie Narine who resides at 17 Main Street, Santa Cruz, Trinidad. For the past two years you have been working at Raja's Auto Supplies Company at 8 Main Street in Santa Cruz, Trinidad, as an accounting clerk. During the last couple of months, you have applied to the University of the West Indies, Mona, Kingston, Jamaica, to pursue a degree programme in Business Management. You have been accepted to begin your studies in September. Write the letter of resignation you would send to your employer. **(8 marks)**

Total 15 marks

3. (a) State the meaning and function of a 'tickler reminder system'. **(2 marks)**

(b) List THREE duties that a receptionist is required to perform on a daily basis. **(3 marks)**

(c) Ed Browne says he is attending the board meeting as an 'ex officio member. Explain Ed's statement. **(2 marks)**

(d) (i) As a new employee in your organization, you notice that attendance at the monthly departmental meetings has been decreasing. You suggest to your supervisor that the following points can help to improve attendance:

- Being on time
- Having an agenda
- Maintaining focus
- Being prepared
- Greeting/welcoming staff

State how EACH of the points listed above could contribute to a successful meeting. **(5 marks)**

(ii) Assume that you are a resident of Barbados and that you intend to travel to Antigua, Jamaica and England during your upcoming vacation. You are informed that Antigua shares the same time zone as Barbados, Jamaica is one hour behind Barbados while England is fiv hours ahead of Barbados. If it is 5:30 p.m. in Barbados, what time will it be on the 24-hour clock in the following countries?

a) Antigua **(1 mark)**

b) Jamaica **(1 mark)**

c) England **(1 mark)**

Total 15 marks

SECTION II

Answer any THREE questions in this section.

4. (a) (i) List TWO specialized functions, other than maintaining confidentialit , which are performed by the human resource clerk. **(2 marks)**

(ii) In the conduct of regular duties, the human resource clerk will have to 'keep information confidential' Give TWO types of employee information that must be kept confidentia by the human resource clerk. **(2 marks)**

(b) Explain the importance of any TWO of the following concepts to the success of a business entity:

- Collection of accounts
- Credit control
- Audit **(2 marks)**

(c) The following represents an appraisal for Ann Wisdom, who is employed in the Human Resource Department at Superior Stationery Ltd, 6 Hope Avenue, St. Andrew.

Superior Stationery Ltd
6 Hope Avenue
St Andrew

APPRAISAL

Employee: Ann Wisdom **Department:** HR **Supervisor:** Oliver Hugh

Date of Hire: 2 Jan. 2013 **Date of Last Review:** 29 March 2013 **Date of Review:** 29 June 2013

Rating System:

4 = Excellent 3 = Good 2 = Satisfactory 1 = Needs Improvement

Description	Rating	Comment
Quality of work	1	
Quantity of work	2	
Attendance	3	***A***
Team spirit	4	
Organizational skills	1	
Job knowledge/expertise	2	
Attitude	2	

Overall Performance Rating: _____B_____

Areas of Strength: _____C_____

Areas that need Improvement: _____D_____

Supervisor's signature: _____E_____ Date: _____F_____

Employee's signature _____G_____ Date: _____H_____

(i) For EACH of the sections labelled A, B, C, D, E, F, G and H, write the likely responses in your answer booklet which could complete the performance appraisal for Ann Wisdom. **(6 marks)**

(ii) State THREE ways in which an appraisal serves as an effective tool in managing the performance of an employee whose appraisal results are unsatisfactory. **(3 marks)**

Total 15 marks

GO ON TO THE NEXT PAGE

5. (a) State TWO functions of the Procurement and Inventory Management Office. **(2 marks)**

(b) Explain the difference between a 'standing order' and a 'letter of credit'. **(4 marks)**

(c) Assume you are the payroll clerk at Bujmars and Associates Ltd and that you are responsible for preparing cash pay packets for weekly paid employees. In order for you to prepare the pay packets, you must have the correct denominations. On the week ending Friday 30 May 2014, the pay packets for weekly employees are as follows:

Name	Net Pay Amount ($)
1. Sasha Thomas	2 010.25
2. Rajesh Maraj	2 400.75
3. Karla Burns	3 005.15
4. Paul Deans	1 490.30

On the forms **provided as inserts**:

(i) Prepare a Currency Memorandum for the employees by giving the highest currency at all times possible. You must ensure that EACH employee gets at least ONE $500.00 note. **(6 marks)**

(ii) Prepare a Cash Summary for the National Commercial Bank at King Street, Kingstown, for the amount to be paid to the employees. **(3 marks)**

Total 15 marks

6. (a) State TWO factors that can influenc the procedures for purchasing goods and acquiring services in the Procurement and Inventory Management Office. **(2 marks)**

(b) The Marketing, Sales and Customer Service Department is responsible for various duties in the organization. Identify TWO duties of the clerk in EACH of the following offices

(i) Sales **(2 marks)**

(ii) Marketing **(2 marks)**

(c) (i) Use the form, **given as an insert**, to calculate and complete the stock card for Glow Head Phones at AAA Company Ltd. **(7 marks)**

(ii) Your company has decided to change from a manual recording system of stock control to an electronic method. Most staff members are resisting this change. Outline TWO ways in which the electronic method of stock control can benefi your organization. **(2 marks)**

Total 15 marks

7. (a) State TWO functions of EACH of the following offices:

(i) Operations **(2 marks)**

(ii) Despatch **(2 marks)**

(b) Listed below are two documents used in the Operations, Despatch and Transport Department. State the purpose of EACH document:

(i) Destination sheet **(1 mark)**

(ii) Advice note **(1 mark)**

(c) TMBT Enterprises is a newly established wholesale company which specializes in manufacturing and exporting trendy men, women and children's polo shirts globally. Frank and James Enterprises, Port of Spain, Trinidad, issued the following order two weeks ago.

ORDER

TO: TMBT Enterprises
High Street
Greenfiel
St Vincent

23 June 2014

Please supply the following: COD

QUANTITY	DESCRIPTION	UNIT PRICE
20 boxes	Ladies' polo (black and red)	$210.00
10 boxes	Men's polo (green and brown)	$250.00
5 boxes	Boys' polo (white only)	$100.00
10 boxes	Girls' polo (pink and purple)	$120.00

Order carries a 15% VAT charge on the subtotal

The goods are ready for shipment. Terms and conditions are stipulated as cash on delivery and errors and omissions excepted.

Use the form, **provided as an insert**, to calculate and write the required information on Invoice #7. Use today's date. **(9 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. .....

CURRENCY MEMORANDUM

Name	NOTES							COINS				TOTAL
	$1 000	$500	$100	$50	$20	$10	$5	.50	.25	.10	.05	$
1. Sasha Thomas												
2. Rajesh Maraj												
3. Karla Burns												
4. Paul Deans												
TOTAL												

TO BE ATTACHED TO YOUR ANSWER BOOKLET

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

CASH SUMMARY

NATIONAL COMMERCIAL BANK
KING STREET
KINGSTON

				$
_____	×	1000	=	_____
_____	×	500	=	_____
_____	×	100	=	_____
_____	×	50	=	_____
_____	×	20	=	_____
_____	×	10	=	_____
_____	×	5	=	_____
_____	×	.50	=	_____
_____	×	.25	=	_____
_____	×	.10	=	_____
_____	×	.05	=	_____
				_____
			TOTAL AMOUNT	$ _____

TO BE ATTACHED TO YOUR ANSWER BOOKLET

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Question No. 6 (c) (i) ..... Candidate No. .....

STOCK CARD

DATE	RECEIVED	ISSUED	BALANCE
1 June 2012			5 boxes containing 100 per box
4 June 2012	6 boxes containing 100 per box – [Invoice # 391] Supplier – Taylor & Taylor Ltd.		
5 June 2012		4 boxes containing 100 per box Issued to the Accounts Department [Requisition # 219]	
7 June 2012		3 boxes containing 100 per box Issued to the Human Resource Department [Requisition # 220]	
10 June 2012		2 boxes containing 100 per box Issued to Sales Offic [Requisition # 221]	
14 June 2012		1 boxes containing 100 per box Issued to Sales Department [Requisition # 223]	
___ June 2013	Closing balance (last day of the month)		

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Question No. 7 (c) Candidate No. .....

INVOICE

Invoice To: _____ From: _____

_____ _____

_____ _____

Date: _____ Invoice No.: _____

QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL

TO BE ATTACHED TO YOUR ANSWER BOOKLET