CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

09 JANUARY 2017 (a.m.)

J1701237020

FILL IN ALL THE INFORMATION REQUESTED CLEARLY IN CAPITAL LETTERS.

TEST CODE | 0 | 1 | 2 | 3 | 7 | 0 | 2 | 0 |

SUBJECT OFFICE ADMINISTRATION – Paper 02

PROFICIENCY GENERAL

REGISTRATION NUMBER

SCHOOL/CENTRE NUMBER					

NAME OF SCHOOL/CENTRE

CANDIDATE'S FULL NAME (FIRST, MIDDLE, LAST)

DATE OF BIRTH

SIGNATURE _____

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FORM TP 2017019

TEST CODE 01237020

JANUARY 2017

CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

OFFICE ADMINISTRATION

Paper 02 – General Proficiency

2 hours

READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

1. This paper consists of SEVEN questions: THREE in SECTION I and FOUR in SECTION II.
2. Answer ALL questions in Section I and THREE questions in Section II.
3. Write your answers in the spaces provided in this answer booklet.
4. Do NOT write in the margins.
5. You may use a silent, non-programmable calculator to answer questions.
6. If you need to rewrite any answer and there is not enough space to do so on the original page, you must use the extra lined page(s) provided at the back of this booklet. **Remember to draw a line through your original answer.**
7. **If you use the extra page(s) you MUST write the question number clearly in the box provided at the top of the extra page(s) and, where relevant, include the question part beside the answer.**

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) For what purpose would a business purchase the following equipment?

Shredder .....

.....

Risograph .....

.....

(4 marks)

(b) Assume you were recently evaluated by your supervisor on the following attributes and rated as shown in the table below.

For EACH of the attributes listed below, suggest ONE way in which you could improve to become that excellent employee you are aspiring to be.

Attributes	Fair	Weak	Ways to Improve
Work ethic	*		....
Integrity	*		....
Deportment		*	....
Self-esteem		*	....

(4 marks)

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(c) Ramon Rigby is a fun-loving, kind and sociable boss. He converses a lot with his workers and often gives advice to individuals to get their work done efficiently. Everyone develops a family-approach to getting tasks done. Jane Willis, an employee, has a personal problem and shares it with her boss, Mr Rigby. The following day, Jane hears about her problem from two of her co-workers. She is devastated.

(i) Identify the cause of conflict or the inappropriate act in the work situation.

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(1 mark)

(ii) In what TWO ways could the organization be affected by the breakdown in the relationship between Mr Rigby and Ms Willis?

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(2 marks)

(iii) Describe ONE action Mr Rigby could take to restore the relationship between himself and Ms Willis.

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(2 marks)

(d) The managers of Gorgeous Flowers Ltd are in the process of replacing their telephone operator with an automated answering service.

In **not more than 15 words**, write a greeting to be recorded for the flower shop.

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(2 marks)

Total 15 marks

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2. (a) Identify TWO barriers to communication that may interfere with the effective transfer of information in an organization.

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(2 marks)

(b) Organizations that handle large volumes of mail usually automate their mailroom to enhance efficiency in operation by providing mail-handling machines.

(i) State the function of EACH of the following mail-handling machines: franking, collating, sealing

Franking machine .....

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.....

Collating machine .....

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Sealing machine .....

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(3 marks)

(ii) State TWO steps followed when doing a mail merge.

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(2 marks)

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(c) Assume you are Kamal Scott of 17 Tulip Avenue, St James, Barbados. You are presently working as an accounts clerk at Phillip's Publishing House, 19 Central Highway, Bridgetown, St Michael. Although you are deeply committed to your job, you cannot help but request two weeks in July to attend to some urgent personal matters.

Using the current date, write a letter applying for the leave in the space provided below.

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(6 marks)

(d) Although a centralized system generally ensures that persons' files are stored securely, there may still be a need to keep highly confidential files in a separate location, which gives rise to issues of confidentiality.

What TWO actions could an organization take to ensure that the confidentiality of files is maintained at all times?

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(2 marks)

Total 15 marks

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3. (a) Two major roles of reception are to maintain effective interpersonal relationships between the organization and the public, and to promote a positive image of the business.

For EACH role shown in the table below, give TWO guidelines to a prospective receptionist on how he/she could perform the role effectively.

Major Role	Tips to Perform the Roles Effectively
Maintain effective interpersonal relationships	.....
	.....
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Promote a positive image of the business	.....
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(4 marks)

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(b) A passport is a document that may be required for travel.

Identify THREE items of information, other than the traveller's name, that may be obtained from a passport.

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(3 marks)

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(c) As the new Student Council Secretary, use the following information to draft a **combined** Notice and Agenda of meeting for the Mount Orion High School. Ensure that the information is placed under the appropriate headings and that the items on the agenda are written based on parliamentary procedures or Robert's Rule of Order.

> The next meeting of the Student Council will be held in the Senior Students' Meeting Room at 1500 hours on Friday, 25 June 2017 to discuss the proposed changes to the school's IT policy. Refreshments will be provided. Please call me on extension 2574 if you are unable to attend. Items for the agenda include: welcome, minutes of the previous meeting, matters arising, proposed changes to the school's IT policy, any other business, date and time of next meeting, apologies for absence, Joshua Brinks, Council Secretary

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(8 marks)

Total 15 marks

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SECTION II

Answer any THREE questions in this section.

4. (a) Identify TWO attitudes that a clerk in the human resource management office should possess.

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(2 marks)

(b) Explain the MAIN difference between a job description and a job specification.

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(2 marks)

(c) State TWO factors that a firm should take into consideration before choosing a supplier for goods and services.

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(2 marks)

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(d) On 30 December 2016, the Sure-Fix Electrical Co. Ltd of 101 Andrew Avenue, Chaguanas, Trinidad, Telephone 868-688-2594, placed order number 259 for A-1 Electronics Co. Ltd. of 15 Main Street, Santa Cruz, Trinidad, to supply as follows:

10 electric stoves @ $2500 each
6 washing machines @ $3000 each
12 flat screen television sets @ $5000 each
A trade discount of 12 ½ % is allowed

Complete the Purchase Order form provided below to show the amount paid for the order. **You are required to show all calculations.**

PURCHASE ORDER

Order # .....

Sure-Fix Electrical Company Ltd
101 Andrew Avenue
Chaguanas
TRINIDAD
868 688 2594

To .....

.....

.....

.....

Date .....

Quantity	Description	Unit Price ($)	Total Price ($)
		Total	
Trade Discount 12 ½ %			
		Grand Total	
Prepared by: John Doe			
Approved by: Joan Rae			

(9 marks)

Total 15 marks

GO ON TO THE NEXT PAGE

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5. (a) State TWO advantages of using e-commerce to procure goods and services.

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(2 marks)

(b) Give TWO reasons why it is important to manage the stock of all items in an organization.

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(2 marks)

(c) One of the MAIN functions of the marketing office is to advertise the company's goods and services using a variety of sources, for example, television or radio.

Suggest TWO reasons why firms would utilize television or radio, as against the print media for advertising their products.

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(2 marks)

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(d) A seller, JenOMic Office Equipment & Supplies Ltd of 50 Main Street, San Fernando, Trinidad and Telephone: 868-639-3400, sent a quotation #199 to ShaMac's Office Services, 20 Central Avenue, Gasparillo South, Trinidad, with Telephone: 868-688-8500, dated 30 December 2016 and thanking them for the opportunity to quote the following:

2 Hi-speed photocopiers OJM123 @ $10,500 each

5 ergonomic office chairs $1,050 each

Terms of sale: Delivered by company's delivery van within two days
Sales tax of 15% is applied to all products

The goods can be taken from the warehouse.

This offer is valid for one month.

We will be happy to supply your order.

Jack O'Bryan, Sales Officer

Use the information given above to prepare the Quotation provided **on page 17**.

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Telephone: .....

QUOTATION

Quotation # ..... Date .....

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Telephone .....

Quantity	Description	Unit Price ($)	Amount ($)
		Subtotal	
		Sales tax	
		Grand Total	

Remarks:

(9 marks)

Total 15 marks

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6. (a) The procurement office is responsible for stock control which also involves overseeing goods inwards.

List THREE functions that the procurement office must perform when the goods arrive.

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(3 marks)

(b) List THREE duties the despatch clerk must perform to ensure that statutory requirements are met.

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(3 marks)

(c) The cash discount terms offered by Caribbean Traders are 4% 7 days, 2% 21 days, otherwise net. Customer Alan Blackwood made purchases totalling $1 050 on 5 April 2017. He must also pay a delivery charge of $75.

Calculate his total payment if he settles his account on 10 April.

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(3 marks)

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(d) In 2016, Caribbean Traders lost some of its customers because of poor communication with the public.

Briefly discuss ONE way in which EACH of the following functions of the corporate communications clerk may contribute to attracting new customers and reclaiming previous customers.

Promote corporate image

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Produce a company newsletter or magazine

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Maintain the company's website

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(6 marks)

Total 15 marks

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7. (a) Identify THREE skills that are required by a clerk in the sales office.

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(3 marks)

(b) Outline THREE reasons why the despatch office should collaborate with the sales office.

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(3 marks)

(c) Ms Sandra Ballantyne, the sales office clerk at Stationery Selections Unlimited, recorded an order received by telephone from customer RT Agencies on the telephone message form shown below. She immediately began to prepare an Invoice #1364, VAT Reg No, 33901 but was unexpectedly called away to deal with another matter.

Complete the invoice **on page 21**, for Stationery Selections Unlimited using the information given on the message form.

TELEPHONE MESSAGE

FOR: Sales Manager/Department

CALLER INFORMATION:

Mr [√] Mrs [ ] Ravi Thani

Company R T Agencies, PO Box 156, Calder, St Vincent

Called for you	[√]	Please call	[√]
Returned your call	[ ]	Will call back	[ ]
Needs to see you	[ ]	Sent an email	[ ]
Sent a fax	[ ]	Left a message (below)	[√]

Message: Would like to order 3 HP Officejet Pro laser colour printers @ $390 each; 200 reams Chamex 8½ ×11 in copying paper @ $12.75 ea, 150 Carib Isle 100-page duplicate delivery note books @$15.25; 2 Fujitsu fi-7160 scanners @ $2187.00

Date: 11 May 2017 Time: 2:04 pm

Signed: Sandra Ballantyne

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Stationery Selections Unlimited

124 Brunton Lane
Gros Islet
ST LUCIA
TEL: (222) 555-7765 email: slustationery@hotmail.com

INVOICE

Invoice No. 1364

VAT Reg. No.: ..... Date: 2017

Invoice prepared for:

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Terms: 5% 7 days, 2½ % 28 days, otherwise net
Delivery: Maximum 7 days after confirmation of order

Quantity	Item	Unit Price $	Total Price $
3	HP Officejet Pro laser colour printer	390.00	1170.00
200	Chamex 8½×	12.75	2550.00
150	Carib Isle 100-page duplicate delivery note books	15.25	.....
2	Fujitsu fi-7160 scanners	2187.00	4374.00
	Subtotal		.....
	VAT @ 15.5%		.....
	Total		.....
Prepared by: Sandra Ballantyne			
Approved by:			

(9 marks)

Total 15 marks

END OF TEST

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

EXTRA SPACE

If you use this extra page, you MUST write the question number clearly in the box provided.

Question No. ☐

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CANDIDATE'S RECEIPT

INSTRUCTIONS TO CANDIDATE:

1. **Fill in all the information requested clearly in capital letters.**

TEST CODE: | 0 | 1 | 2 | 3 | 7 | 0 | 2 | 0 |

SUBJECT: OFFICE ADMINISTRATION – Paper 02

PROFICIENCY: GENERAL

REGISTRATION NUMBER: | | | | | | | | | | |

FULL NAME: _____

(BLOCK LETTERS)

Signature: _____

Date: _____

2. **Ensure that this slip is detached by the Supervisor or Invigilator and given to you when you hand in this booklet.**

3. **Keep it in a safe place until you have received your results.**

INSTRUCTION TO SUPERVISOR/INVIGILATOR:

Sign the declaration below, detach this slip and hand it to the candidate as his/her receipt for this booklet collected by you.

I hereby acknowledge receipt of the candidate's booklet for the examination stated above.

Signature: _____
Supervisor/Invigilator

Date: _____

0123702024