CANDIDATE – PLEASE NOTE!

PRINT your name on the line below and return this booklet with your answer sheet. Failure to do so may result in disqualification.

TEST CODE **01237010**

FORM TP 2020096

MAY/JUNE 2020

CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

OFFICE ADMINISTRATION

Paper 01 – General Proficiency

1 hour 15 minutes

22 MAY 2020 (p.m.)

READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

1. This test consists of 60 items. You will have 1 hour and 15 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 (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 that item later.

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

Copyright © 2019 Caribbean Examinations Council
All rights reserved.

1. Which of the following services is a function performed by the general office?

   (A) Delivering goods
   (B) Manufacturing goods
   (C) Producing information
   (D) Designing new products

2. Matchbox Ltd is structured so that each department has control over its own mail, typing, photocopying and filing. This method is described as

   (A) functional
   (B) centralized
   (C) decentralized
   (D) divisionalized

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

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

4. A clerk in a small organization feels that some improvements should be made to the filing system. What is the MOST appropriate action for him to take?

   (A) Discuss his ideas with the supervisor.
   (B) Make the changes he feels are necessary.
   (C) Discuss his ideas with the general manager.
   (D) Continue with the old system until he is asked for an opinion.

5. The science of fitting the workplace to meet the needs of employees is known as

   (A) networking
   (B) ergonomics
   (C) telecommuting
   (D) social responsibility

6. Which of the following is LEAST likely to be considered when management is deciding on suitable office layouts?

   (A) Availability of space
   (B) Number of employees
   (C) Availability of financial resources
   (D) Personal preferences of employees

7. Dissemination of information in any organization may be BEST described as

   (A) ensuring that information is safe
   (B) collecting all information in the office
   (C) distributing information to all departments
   (D) sharing important information with the public

8. Which of the following is NOT a characteristic of registered mail?

   (A) Offers proof of postage
   (B) Facilitates safe delivery of mail
   (C) Normally sent by second-class mail
   (D) Offers compensation for loss or damage

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

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

10. Which of the following pieces of equipment may be used for stamping mail?

(A) Jogger
(B) Collator
(C) Duplicator
(D) Franking machine

11. An application for the position of despatch clerk was addressed to a company. To whom should the mail clerk forward this application?

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

12. Mrs Jones was selected for the position of receptionist of an engineering firm. On accepting the job, she was given a document outlining the work she was expected to perform. This document is called a job

(A) listing
(B) evaluation
(C) description
(D) specification

13. A confidential letter addressed to the employer is received in a torn condition. The mail clerk should

(A) return the letter to the mail department
(B) refuse to accept the envelope from the mail department
(C) put the letter into a new envelope and deliver it by hand to the employer
(D) attach a note to the envelope and deliver it by hand to the employer

14. An important document must be sent to an overseas customer via post office mail. The document should be sent by

(A) first-class mail
(B) second-class mail
(C) poste restante service
(D) standard mail service

15. Filing through the use of microfilming is valuable for the storage of

(A) official records which are frequently used
(B) passport-sized photographs of staff members
(C) information which must be kept for many years
(D) customers' accounts from which statements are to be made

16. It is now three months since a graduate applied for a job at a large firm. The graduate received only a letter of acknowledgement. What action should the graduate take to indicate that he/she is still interested in the job?

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

17. You are being interviewed for a job and no mention is made of promotional opportunities. Which of the following actions should be taken if you are interested in having such information?

(A) Ask about it before the close of the interview.
(B) Assume that promotion will be automatic.
(C) Visit the office and question the employees.
(D) Ask about it in a follow-up letter after the interview.

18. Which of the following situations would cause a file to be classified as inactive?

(A) A supplier now sells a wider range of goods.
(B) The organization has stopped buying from a particular supplier.
(C) A company with which the organization conducts business has changed its name.
(D) A company with which the organization conducts business has changed its business address.

19. Which of the following services would usually be offered to customers who have fixed deposit accounts at a commercial bank?

I. Permission to write cheques on the accounts
II. Withdrawals on demand with interest earned
III. Higher interest rates than those offered on savings accounts

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

20. The term 'cross-referencing' refers to documents that are filed

(A) as inactive
(B) as miscellaneous
(C) under the same headings
(D) under different headings

21. What is the purpose of maintaining a reception register in an organization?

(A) Recording the number of persons who visit the organization
(B) Identifying the firms which conduct business with the organization
(C) Recording the names of persons who did not make an appointment
(D) Locating the names of persons who attend functions of the organization

GO ON TO THE NEXT PAGE

22. For which of the following reasons would the chairman of the board of a company normally postpone a meeting?

(A) The chairman's agenda has not been prepared.
(B) Two of the directors of the company are absent.
(C) The secretary has misplaced the list of members.
(D) The number of persons needed to form a quorum is not present.

167

Items **23–24** refer to the following office register. Use the 24-hour clock to answer the questions.

Date	Name of Caller	Organization	Time of Arrival	Time of Departure	Referred to
2019					
2 Dec	K. Place	Hayman Ltd	9:20 a.m.	9:50 a.m.	S. Gray
2 Dec	G. Redd	P.C. Co. Ltd	9:50 a.m.	10:15 a.m.	C. Cashy
2 Dec	T. French	Nanny Assoc.	10:20 a.m.	10:55 a.m.	A. Pratt
2 Dec	M. Rayon	Moon Co. Ltd	12:00 p.m.	12:50 p.m.	T. Ridley
2 Dec	A. Thomlee	Jay Bank	1:15 p.m.	1:45 p.m.	G. Birch
2 Dec	L. Mills	Lance Ltd	2:10 p.m.	2:30 p.m.	L. Ewin

23. How many minutes did G. Redd spend at the office?

(A) 25
(B) 35
(C) 45
(D) 65

24. What time did L. Mills depart the office?

(A) 02:30 hours
(B) 12:30 hours
(C) 14:30 hours
(D) 23:00 hours

25. An advantage of centralized filing is that

(A) it takes less time to retrieve files
(B) more space and equipment are required
(C) all records are stored and managed in one place
(D) records are stored and managed in each department



26. 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

27. An ex-officio committee member is one who

(A) is appointed by a majority vote
(B) votes on behalf of an absent member
(C) attends meetings by virtue of a position
(D) manages the proceedings of the meeting

28. 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

29. Which of the following persons is responsible for approving and signing the minutes of a meeting?

(A) Clerk
(B) Proxy
(C) Treasurer
(D) Chairperson

30. At a meeting on 25 November 2019, discussions were held concerning the appointment of a secretary. What document should be consulted to obtain the information that was discussed at the meeting so that follow-up action can be taken?

(A) The chairman's agenda
(B) The notice of the meeting
(C) The minutes of the meeting
(D) The agenda for the meeting

31. The clerk responsible for making travel arrangements for a staff member forgot to make a hotel reservation. The officer was due to depart at 10:30 a.m. for Martinique. The error was discovered at 9:30 a.m. on the same day. What should the clerk do to address the problem?

I. Leave matters as they are.
II. Call the hotel, explain the situation and make the reservation.
III. Contact the officer at the local airport and inform him of the error.

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

32. The chairperson's role in a meeting is to

I. control the discussions and guide members
II. make notes of the discussion as it takes place
III. ensure all members are given an opportunity to speak

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

GO ON TO THE NEXT PAGE

33. Which of the following items would be recorded as a motion in the minutes of a meeting?

(A) An alteration to a resolution
(B) An amendment to the minutes
(C) A formal proposal made by a member
(D) An addition to a resolution after it has been passed

34. Which of the following functions is NOT performed by the human resources department?

(A) Preparing job cards
(B) Arranging training
(C) Providing welfare facilities
(D) Shortlisting job applications

35. There is a growing feeling among staff that concerns over their general welfare are being overlooked by management. What is the FIRST action the staff should take in an effort to improve the situation?

(A) Take industrial action.
(B) Bring the matter to the attention of the trade union.
(C) Request a meeting with the head of the organization.
(D) Request a meeting with the human resources manager.

36. An employee works for 30 hours per week at a rate of $10 per hour. If he pays 8% of his gross wage as PAYE, then his net wage is

(A) $262
(B) $276
(C) $292
(D) $324

37. In a cash book, all monies received are indicated as a

(A) credit
(B) deposit
(C) debit entry
(D) credit entry

38. Which of the following methods of filing classification would be MOST suitable for a manufacturing company with distribution throughout the Caribbean?

(A) Subject
(B) Numerical
(C) Geographical
(D) Chronological

39. The term 'imprest' means

(A) a special sum in the bank
(B) money set aside for petty cash purposes
(C) a fixed amount of money budgeted by a cabinet
(D) a fixed amount of money used for bulk purchases

40. As a junior employee you are required to file correspondence from the following companies.

I. Dr A. Dalton
II. Tree Felling Company
III. Georgina Dress Shop
IV. 8-hours Cleaning Service

The correct alphabetical order for filing is

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

41. 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 the 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.

42. Which of the following steps should a businessman take if his cash book and bank statement show a difference of $20?

(A) Reconcile his bank statement with his cash book.
(B) Regard the $20 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 to balance his statement with the bank.

43. Which of the following BEST describes the purpose of the petty cash fund?

(A) To reduce clerical work
(B) To store cash efficiently
(C) To prevent theft by employees
(D) To make small payments conveniently

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

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

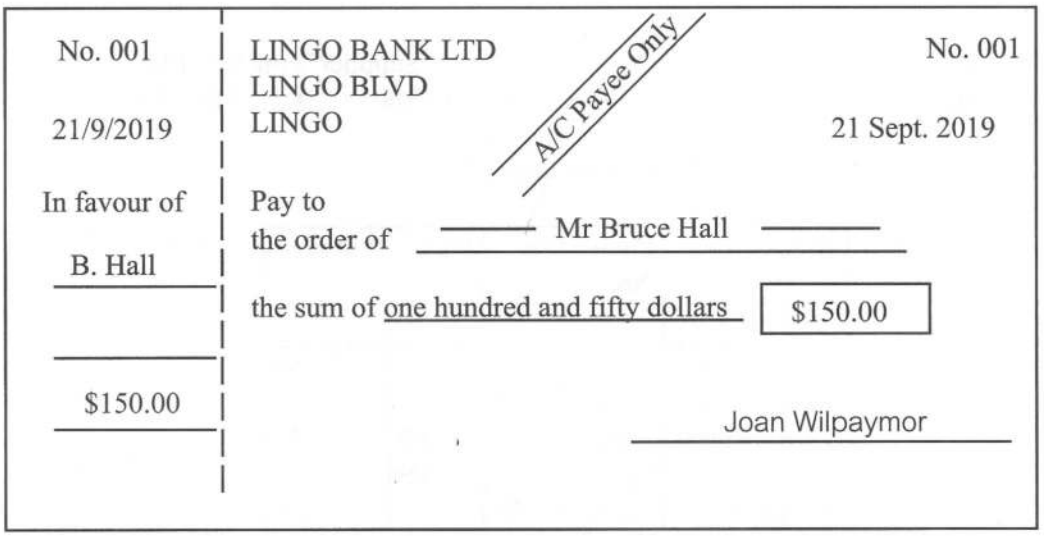
(A) I only
(B) I and II only
(C) I and III only
(D) II and III only

45. Which of the following deductions can be made from wages without obtaining permission from the employee?

(A) Company health scheme
(B) Automobile insurance
(C) Income tax
(D) Rent

GO ON TO THE NEXT PAGE

Items **46–47** refer to the following cheque.



46. Mr Bruce Hall, to whom the cheque was made out, is referred to as the

(A) payer
(B) payee
(C) banker
(D) acceptee

47. On 2 October 2019, Mr Hall attempted to cash the cheque above at his bank, Savings Banks Ltd. His request was MOST likely denied because

(A) it was a crossed cheque
(B) the cheque was postdated
(C) his account was overdrawn
(D) the cheque was stale-dated

48. A sum of money given to a cashier at the start of a day to make change is called

(A) a float
(B) a refund
(C) a deposit
(D) an invoice

Items **49–50** refer to the following form.

Stock Record

Description: Pencil Case
Stock Ref: 12/80

Supplier: Pink Star Ltd
Max: 100 Min: 15

Reorder Level: 25

Date	Order No.	In	Out	Balance
2019				
1 September				50
3 September	6p/32	75		125
4 September	7d/8		50	75
5 September	Fp/9		40	35
8 September	Ks/12	20		55

49. How many pencil cases were issued on 5 September?

(A) 35
(B) 40
(C) 50
(D) 90

50. The total number of pencil cases received was

(A) 95
(B) 125
(C) 185
(D) 340

GO ON TO THE NEXT PAGE

Items **51–52** refer to the following invoice.

No. 198

GARDEN SUPPLIES & PLANT CARE SERVICES
21 Happy Street
Bushy Park

To: Mr D. Lee
50 New Lane
Mountain View

10 May 2019

Your Order No.: 483

Quantity	Description	Unit	Total
		$	$
1	Model G — Lawn mower	556.00	556.00

Terms: 25% discount if paid within 7 days
10% within 14 days
N/30

E & OE

51. The term 'E & OE' on the invoice indicates that

(A) Mr Lee should not regard this document as a request for payment
(B) Garden Supplies & Plant Care Services can later correct any error made when preparing the bill
(C) Garden Supplies & Plant Care Services may not have included all the items that Mr Lee ordered
(D) Mr Lee can hold Garden Supplies & Plant Care Services to the terms of sale as shown on the invoice

52. How much should Mr Lee pay if the bill is settled on 16 May?

(A) $255.60
(B) $339.00
(C) $417.00
(D) $556.00

Item **53** refers to the following transactions which occurred during the month of January 2019.

Date	Details	Description	Debit ($)	Credit ($)	Balance ($)
1 January	Balance				150
3 January	Interest			5	
5 January	Withdrawal	ATM	140		
12 January	Cheque	13572		200	
15 January	Cheque	87431	50		
27 January	Service charge		10		

167

53. Assuming that there are no further transactions, what would be the opening balance on the account on 1 February?

(A) $105
(B) $155
(C) $195
(D) $285

---

54. The operations office is responsible for planning and organizing the

(A) costs of production
(B) marketing of goods
(C) employees' contracts
(D) production processes

55. P. Hawk has a manufacturing business. His raw materials cost $1900. Rates and rent total $2000, and factory wages amount to $2500.

0007

The number of units produced is 640. What is the cost of ONE unit?

(A) $ 4
(B) $ 6
(C) $10
(D) $13

Item **56** refers to the following information on the movement of stock over a three-month period.

Month	Receipts	Issues
January	15 @ $45	
March	15 @ $40	
May		25

56. What is the closing stock at the end of May using the LIFO method?

(A) $390.00
(B) $225.00
(C) $212.50
(D) $200.00

57. Which of the following documents is used to report an accident in which an employee is injured?

(A) Claims form
(B) Insurance form
(C) Evaluation form
(D) Employee liability form

58. The duties of a clerk in the despatch office include(s)

I. preparing credit notes
II. maintaining a database of couriers
III. liaising with the relevant departments

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

167

59. The table below is an extract from an airline schedule which shows that the aircraft will stop in Antigua (ANU) on its way to Jamaica (KIN) from Barbados (BGI).

Schedule: Barbados to Jamaica

Date	Airport	Departure Time	Arrival Time	Airport
Thursday 14 March 2019	BGI ANU	3:00 p.m. 7:30 p.m.	4:25 p.m. 8:30 p.m.	ANU KIN

How long will the aircraft be on the ground in Antigua?

(A) 3 hours 5 minutes
(B) 4 hours 25 minutes
(C) 5 hours 30 minutes
(D) 7 hours 30 minutes

60. What is the main difference between order forms and requisition forms?

(A) Order forms are usually not signed while requisition forms are signed.
(B) Requisition forms are usually not signed while order forms are signed.
(C) Requisition forms are used externally while order forms are used internally.
(D) Order forms are used externally while requisition forms are used internally.

0007

END OF TEST

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