FORM TP 2012099

TEST CODE **01237020**

MAY/JUNE 2012

CARIBBEAN EXAMINATIONS COUNCIL

SECONDARY EDUCATION CERTIFICATE EXAMINATION

OFFICE ADMINISTRATION

Paper 02 – General Proficiency

2 hours

24 MAY 2012 (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 question 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 in this section.

1. (a) State THREE characteristics of an efficien records management system. **(3 marks)**

(b) (i) List TWO types of filin classifications. **(2 marks)**

(ii) For EACH filin classificatio listed above, identify ONE type of record that is file using that classification. **(2 marks)**

(c) (i) Copy the following table in your answer booklet. Using the format provided, complete the table to show the correct indexing order of EACH name.

Correct Indexing Order				
NAMES	**1**	**2**	**3**	**4**
Dr A. Lenna Facey				
Ministry of Education				
Fabes & Chang Ltd				
Jascinth Stone-Cummings				

(4 marks)

(ii) Prepare the cross-reference sheet for Jascinth Stone-Cummings. **(1 mark)**

(iii) Arrange the THREE remaining names in alphabetical order. **(3 marks)**

Total 15 marks

2. (a) State the meaning of EACH of the following terms in relation to meetings:

(i) ad hoc **(1 mark)**

(ii) ex officio **(1 mark)**

(iii) proxy **(1 mark)**

(iv) motion **(1 mark)**

(b) The 15th Annual General Meeting of the International Insurance Company of 10 College Crescent, Mona, Kingston 7, will be held on Friday, 24 August 2012 at 10:00 a.m. in the Boardroom of the Pegasus Hotel, Main Street, Montego Bay. The following resolutions are to be discussed at the meeting:

– That the Directors' report for the year ended 30 June 2012 be approved and adopted.

– That the existing auditors not be reappointed.

Prepare the notice of meeting which is to be sent out by order of the board and signed by O. Perkins, secretary. Include any TWO agenda items. **(8 marks)**

(c) State THREE legal requirements for convening an Annual General Meeting. **(3 marks)**

Total 15 marks

3. (a) (i) List THREE main duties of a receptionist. **(3 marks)**

(ii) It is important for the receptionist to have a good temperament. Identify TWO other attributes that a receptionist should possess. **(2 marks)**

(iii) State TWO security measures that should be practised by the reception staff. **(2 marks)**

(b) The following are appointments for today:

- 9:15 a.m. Jas Bucknor, Ministry of Finance, Kingston 4, to see the Chief Accountant.
- 8:30 a.m. Nichola Rhodd of Speedy Hardware, 27 Job's Avenue, May Pen, Tel. 984-3240 to see the Business Development Manager.
- Sean Hanson, Youth Development Centre, Kingston 5, Tel. 907-7070 to see the Chief Technical Director, half an hour after Ms Rhodd's appointment time.
- 1000 hours Winnie Hall, Tel. 983-1220 to see the Purchasing Manager.
- 1150 hours Rajesh Maraj of Total Delight Restaurant, Santa Cruz, Tel. 966-2334 to see the General Manager.

Use the **form provided as an insert**, to enter the appointments above for the S & K Company, Spanish Town, Jamaica. Convert all times to the 24 hour clock and place in order of time. **(8 marks)**

Total 15 marks

4. (a) (i) State TWO advantages of the open plan office. **(2 marks)**

(ii) State TWO disadvantages of the cellular office **(2 marks)**

(b) State THREE functions of the offic when carrying out business activities. **(3 marks)**

(c) You are a receptionist of a large organization in Bridgetown, Barbados. Management has employed a junior clerk to help you with your duties. Write a memorandum to the junior clerk indicating FOUR main rules she should follow when answering the company's telephone. **(8 marks)**

Total 15 marks

SECTION II

Answer any TWO questions in this section.

5. (a) (i) Outline TWO duties of the accounts clerk. **(2 marks)**

(ii) Identify TWO tasks that the computer can help the accounts clerk accomplish in the Accounts Office. **(2 marks)**

(b) The spreadsheet is one of the most useful tools available to accounts personnel because they can be used for numerous purposes. State any TWO of these purposes. **(2 marks)**

(c) (i) Consider the following cash book and bank statement for the OMB Company Ltd. Prepare a reconciliation statement starting with the bank statement balance.

CASH BOOK (BANK COLUMNS ONLY)

DATE	PARTICULARS	FOL	BANK	DATE	PARTICULARS	FOL	BANK
1 Feb 2011	Balance	b/d	$300.00	27 Feb 2011	M. Potter		$80.00
29 Feb 2011	P. Williams		$500.00	29 Feb 2011	S. Downs		$100.00
				29 Feb 2011	Balance	c/d	$620.00
			$800.00				$800.00
1 March 2011	Balance	b/d	$620.00				

BANK STATEMENT

DATE	PARTICULARS	DEBIT (DR)	CREDIT (CR)	BALANCE
1 Feb 2011	Balance			$300.00
27 Feb 2011	M. Potter	$80.00		$220.00
29 Feb 2011	Deposit		$500.00	$720.00

(6 marks)

(ii) State THREE reasons why the Cash Book and the Bank Reconciliation Statement may differ. **(3 marks)**

Total 15 marks

GO ON TO THE NEXT PAGE

6. (a) Identify TWO duties of a clerk in the Purchasing and Stock Control Office **(2 marks)**

(b) (i) List TWO factors that the purchasing clerk must consider when ordering goods. (**2 marks)**

(ii) Outline the procedure that a department should follow when making an internal request for supplies that

a) are in stock

b) are not in stock. **(2 marks)**

(c) (i) The stock records at Northern Supplies Company Ltd are updated when items are received or sold.

As purchasing clerk, you use the record of transactions made to prepare a quarterly report on the value of stock.

On the form provided as an insert, use the information in the table below to calculate the value of the stock using the FIFO method.

RECEIPTS		**ISSUES**	
AC-DC		AC DC Motors	
2011		2011	
5 September	10 @ $50.00	20 October	20
17 October	15 @ $60.00	22 November	12
21 November	12 @ $40.00	–	–
10 December	12 @ $70.00	–	–

(**6 marks)**

(ii) Your supervisor gave you the following list of items to record on the stock control card:-

- 60 one-litre bottles of dish washing liquid – order No. 210A6 received 3 April 2012.
- The marketing department completed a requisition for 40 bottles of dish washing liquid on 14 April 2012.
- 100 one-litre bottles of dish washing liquid – order No. 6D120 was ordered on 28 April 2012.

Copy the stock control card given below in your answer booklet and use the information above to complete it.

STOCK CONTROL CARD

DISH WASHING LIQUID

Date	Order No.	Received	Used Total	Balance

(3 marks)

Total 15 marks

7. (a) Identify THREE functions of the Marketing Office. **(3 marks)**

(b) State THREE reasons why a clerk in the Sales and Marketing Department should maintain a mailing list. **(3 marks)**

(c) (i) Explain the difference between a 'trade discount' and a 'cash discount'. **(2 marks)**

(ii) Mr Charles Brown has sent the Sales Department at Pristine Attire an order for 25 shirts. The price list shows a unit price of $50.00. Customers who order at least 20 shirts receive a 20% trade discount. In addition, sales are subject to a 5% cash discount with a further 15% special discount allowed to customers who settle their accounts within 14 days. Mr Brown has no prior credits or debits in hand.

Calculate the amount Mr Brown will pay if he takes advantage of all the discounts. **Show all working.** **(7 marks)**

Total 15 marks

8. (a) Outline THREE functions of the Factory, Despatch and Transport Office. **(3 marks)**

(b) Identify THREE duties, other than routine offic duties, of a clerk in the Transport Office. **(3 marks)**

(c) (i) You are Patrica Peterson, a clerk employed by Gummy Corporation, Bridge Street, Castries, St Lucia. The offic telephone number is 758-453-7869.

Your supervisor has asked you to inform Petal Smith of Mary Ann Street, Hanover, that her goods will be delivered by truck on 5 June 2012. The order (Order No. 034B) which contains 500 bags of gummy bears @ $5.00 per bag is to be received by Ms Sylma Charles.

On the form provided as an insert, complete the advice note for the information above. **(6 marks)**

(ii) As clerk in the Despatch and Transport department, you have been asked to assist in the design of a gate pass to grant permission for persons and vehicles to leave the compound. Suggest THREE items of information that should be included on the gate pass. **(3 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. 6 (c) (i) Candidate No. .....

NORTHERN SUPPLIES COMPANY LTD.

Purchasing Department

Record of Transactions FIFO Method

for the period September – December 2011

Item: Cell Phone Cases

Date	Receipts	Issues	Balance	Value
5 September				
17 October				
20 October				
21 November				
22 November				
10 December				

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

ADVICE NOTE

Seller: _____ **Telephone No.** _____

_____

_____

Buyer: _____ **Order No.** _____

_____

_____

Please receive the following on: _____

Quantity	Item	Unit Price	Total

Received by: _____

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SECONDARY EDUCATION CERTIFICATE EXAMINATION

OFFICE ADMINISTRATION

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Question No. 3 (b) ..... Candidate No. .....

S & K Company
Spanish Town
Jamaica

APPOINTMENT BOOK

Date: _____

Time	Name	Address	Telephone No.	To See