FORM TP 2015095

TEST CODE **01237020**

MAY/JUNE 2015

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 THREE questions in SECTION I and any THREE questions in SECTION II.
3. Write your answers in the spaces provided in this answer booklet.
4. Number each answer correctly.
5. DO NOT write in the margins.
6. You may use a silent, non-programmable calculator to answer questions.
7. 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.**
8. **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.

Copyright © 2014 Caribbean Examinations Council
All rights reserved.

0123702003

SECTION I

Answer ALL questions in this section.

1. (a) Computer literacy and proficienc in the use of productivity tools and offic equipment are essential skills for offic workers.

Differentiate between:

(i) Computer literacy and productivity tools

.....

.....

.....

.....

(2 marks)

(ii) Collating and addressing machines

.....

.....

.....

.....

(2 marks)

(b) Speed dialling and electronic top-up are two services that a telephone company provides. Describe the features of EACH of these services.

.....

.....

.....

.....

.....

.....

.....

(4 marks)

GO ON TO THE NEXT PAGE

DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA

(c) Your friend Eric Luwis has seen a job vacancy for a receptionist at a five-sta hotel in town. He feels that the job would be ideal for him as it satisfie his personal taste; the 'image of the firm also appeals to him.

Compose TWO questions EACH on 'personal taste' and the 'image of the firm that Eric should consider before applying for the job.

.....

.....

.....

.....

.....

.....

.....

.....

(4 marks)

(d) Your colleague who works as a clerk in the human resource (HR) department had to attend to urgent personal matters overseas. As the data entry clerk, you were deployed to her desk but without any information as to what the position entails.

(i) Suggest ONE duty not performed in the data entry position which would be required in the HR clerk's position.

.....

.....

(1 mark)

(ii) Explain ONE way in which a job description for the HR clerk's position could assist the data entry clerk to perform her 'new' role effectively.

.....

.....

.....

.....

(2 marks)

Total 15 marks

GO ON TO THE NEXT PAGE

2. (a) List THREE characteristics of an effective records management system.

.....

.....

.....

.....

.....

.....

(3 marks)

(b) (i) Explain the meaning of the term 'defamation' as it relates to legal issues.

.....

.....

.....

.....

(2 marks)

(ii) Infringement of copyright is the act of reproducing or imitating other persons' ideas or inventions without permission.

State TWO examples of works that may be copied by unauthorized persons.

.....

.....

.....

.....

(2 marks)

DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA

(c) Sam works as the records and information manager in the computer department of a large company. He reads the following extract on the minute sheet from his assistant.

*	Ten laptops purchased for supervisors over the last calendar year cannot be accounted for.
**	Reports were not submitted on a timely basis by two supervisors over the last three months.

Draft a follow-up comment that Sam could write on the minute sheet to ensure that appropriate action is taken to address the matters in the extract.

.....

.....

.....

(2 marks)

(d) You work in a large government ministry which is in the process of transferring information from filin cabinets to an electronic database.

(i) Outline FOUR precautionary measures that should be considered in moving from a manual to an electronic mode of information management.

.....

.....

.....

.....

.....

.....

.....

(4 marks)

(ii) Explain ONE benefi to the organization if computers rather than filin cabinets are used.

.....

.....

(2 marks)

Total 15 marks

GO ON TO THE NEXT PAGE

DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA

3. (a) Identify THREE records that may be regarded as corporate records.

.....

.....

.....

(3 marks)

(b) State ONE legal requirement for holding statutory meetings.

.....

.....

.....

(2 marks)

(c) State TWO pieces of information that are usually found on an e-ticket for a flight

.....

.....

.....

(2 marks)

DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA

(d) Kerry Lindo, the administrative assistant, was given instructions by the principal of Quality Academy to prepare a notice of meeting. All senior teachers must be informed that the staff meeting of the academy will be held in the boardroom on 28 August 2015 at 10:00 a.m.

Based on the information given, write the notice the administrative assistant would place on the staff notice board.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

(4 marks)

DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA

(e) A curriculum office is going on a tour of educational facilities in a country which is affected by yellow fever. He needs to obtain a visa and health certificate

Explain why it is necessary to obtain EACH of the documents mentioned above for use on the trip.

Visa: .....

.....

.....

.....

.....

Health Certificate .....

.....

.....

.....

.....

(4 marks)

Total 15 marks

DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA

SECTION II

Answer any THREE questions in this section.

4. (a) Two of the functions of the HR management offic are as follows:

- Recruitment
- Induction

Identify ONE task that must be performed for EACH of the above mentioned HR management functions. **(2 marks)**

Recruitment: .....

.....

Induction: .....

.....

(b) State TWO types of leave, other than vacation leave, for which an employee could request time off from work. **(2 marks)**

.....

.....

(c) Give TWO external factors that contribute to employee turnover. **(2 marks)**

.....

.....

.....

.....

DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA

(d) (i) On 4 April 2015, Media Services Ltd, 10 Georgetown Drive, Guyana, purchased the following items from Best Buy Co. Ltd, 17 Parkway Drive, Guyana.

- 10 memory sticks, 8 GB @ $750 each
- 15 packs HP deskjet ink cartridges @ $500 each
- 20 boxes of A4 paper @ $100 each

The terms of sale offered by Best Buy Co. Ltd are 10% trade discount and a cash discount of 5% if the net amount is paid within 10 days.

Use the **invoice below** to complete the sales transaction. **(7 marks)**

INVOICE

Invoice #:100

BEST BUY CO. LTD
17 Parkway Drive
GUYANA
Telephone: 867 123 4567

Media Services Ltd
10 Georgetown Drive
GUYANA

Terms: 5%/10/N30

4 April 2015

To supply:

QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL

(ii) If the debt is settled within 10 days, calculate the amount that Media Services Ltd would be required to pay. **(Show all working.)** **(2 marks)**

Total 15 marks

GO ON TO THE NEXT PAGE

DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA

5. (a) Explain the meaning of the term 'just-in-time' as it relates to inventory management. **(2 marks)**

.....

.....

.....

(b) State TWO disadvantages of having too much stock. **(2 marks)**

.....

.....

.....

.....

.....

.....

(c) State TWO functions of the marketing office. **(2 marks)**

.....

.....

.....

.....

.....

.....

DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA

(d) (i) Pete Danvers, a clerk in the procurement and inventory management department, was asked to order the following items from Mathews Co. Ltd, 17 Pear Drive, Antigua.

- 5 dozen #2 HB pencils @ $20 per dozen
- 2 boxes letter size envelopes @ $25 per box
- 10 reams legal size paper @ $50 per ream
- 3 packs sarasa 0.7 black ink pens @ $30 per pack

Complete the purchase order using the **form provided below**. **(7 marks)**

PURCHASE ORDER

Order No. 101

To: ..... Date: .....

Address: .....

.....

.....

Please supply the following:

QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL
		TOTAL	

.....
Prepared by

GO ON TO THE NEXT PAGE

DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA

(ii) What action should Pete Danvers take if the paper delivered was the wrong size?
(2 marks)

.....

.....

.....

.....

Total 15 marks

DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA

NOTHING HAS BEEN OMITTED.

GO ON TO THE NEXT PAGE

DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA

6. (a) List FOUR functions of the corporate communications clerk. **(4 marks)**

.....

.....

.....

.....

.....

.....

.....

.....

(b) Identify TWO tasks that the customer service clerk should perform in assisting with the maintenance of a website. **(2 marks)**

.....

.....

.....

.....

DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA

(c) Mr Charleston, an angry customer, storms into Murrell Motors and the following conversation takes place between him and the customer service clerk.

Customer Service Clerk: Good morning Mr Charleston. May I help you?

Mr Charleston: This is nonsense! This is the second time in two months I'm in here with this car. It's just two months old! You people don't seem to know what you're doing! A new car and it needs a part already! I was promised that someone would call me when the part came in and not a word have I heard from anyone!

Customer Service Clerk: Mr Charleston there's no need for you to behave like that. After all it's only a car. Besides we've been busy with other customers, and I have no idea when that part will be in. You'll just have to wait.

Mr Charleston: What! The customer service in this place stinks! I demand to see the brand manager. I want my money back now! I'll never do business with this company again!

(i) Identify THREE rules of good customer service relations which the customer service clerk at Murrell Motors failed to observe. **(3 marks)**

.....

.....

.....

.....

.....

.....

DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA

(ii) State THREE ways in which such actions will affect the company, if this clerk continues to deal with customers in the same manner Mr Charleston was treated. **(3 marks)**

.....

.....

.....

.....

.....

.....

(iii) Instead of removing the clerk from the job (firing) what THREE actions could the company take to improve this clerk's handling of customers? **(3 marks)**

.....

.....

.....

.....

.....

.....

Total 15 marks

DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA

7. (a) List THREE duties of the clerk in a despatch office. **(3 marks)**

.....

.....

.....

(b) Identify THREE items of information, apart from the price or price list, that may be found in a catalogue. **(3 marks)**

.....

.....

.....

(c) The following is an extract of an advice note.

ADVICE NOTE

OFFICE OUTFITS
24 Baldwin Avenue
Newport
St John's
ANTIGUA

Advice Note #: AN73192 Date: June 08, 2014

TO: FTC BUSINESS INSTITUTE
#18, 8th Avenue
Bellevue, St Michael
BARBADOS

Order No. 18098
Dated: October 02, 2014
Terms: 4.5% 7 days

(1) 3% 21 days
(2) Otherwise net

Despatch details
1 carton
Air 6/10/14

Suggest TWO actions that the seller could take if the goods are not despatched to the customer by 6/10/14. **(2 marks)**

.....

.....

.....

.....

GO ON TO THE NEXT PAGE

DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA

(d) The owner of FTC Business Institute wants to get some information from a supplier about products for his business, and is advised to use an enquiry. Advise him of

(i) ONE benefi he could gain by using an enquiry to get information from suppliers **(2 marks)**

.....

.....

.....

(ii) the next step to take in the purchasing procedures after deciding on the supplier. **(1 mark)**

.....

.....

.....

(e) You are assigned the responsibility of maintaining a mailing list for the sales department at Yoo Toob IT Resources Inc. A most valued customer handed you a letter, complaining of not receiving any correspondence from the company since moving to her new address.

Suggest TWO ways the company could maintain its mailing list to communicate effectively with customers. **(4 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. ☐

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA