FORM TP 2014019

TEST CODE **01237020**

JANUARY 2014

CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

OFFICE ADMINISTRATION

Paper 02 – General Proficiency

2 hours

08 JANUARY 2014 (a.m.)

READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

1. This paper consists of TWO sections with FOUR questions in each section.
2. You are required to answer SIX questions in all: ALL questions in SECTION I and any TWO questions in SECTION II.
3. Number each answer in your booklet correctly.
4. Begin the answer to each question on a new page.
5. Use the form(s) supplied to write answers where necessary.
6. You may use a silent, non-programmable calculator to answer questions.

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) (i) Define the term 'organizational structure'. **(2 marks)**

(ii) Describe how the size of a small business may affect the way it deploys its staff. **(2 marks)**

(b) State the purpose of EACH of the following pieces of office equipment:

(i) Shredder **(1 mark)**

(ii) Overhead Projector **(1 mark)**

(iii) Risograph **(1 mark)**

(c) Sasha Wray is employed at OJC Company Limited, which operates in the city. At the end of the year she was appraised by her supervisor. She obtained a low score for punctuality and regularity in her evaluation. Suggest FOUR ways in which she may improve her punctuality and regularity. **(4 marks)**

(d) Outline TWO ways in which the following skills can improve efficiency in the office.

(i) The ability to operate a variety of office machines **(2 marks)**

(ii) The ability to solve problems **(2 marks)**

Total 15 marks

2. (a) (i) State the purpose of the following machines when dealing with outgoing mail in a large office:

a) Sealing machine **(1 mark)**

b) Addressing machine **(1 mark)**

(ii) List THREE guidelines the user needs to follow when preparing to rent and operate a new franking machine. **(3 marks)**

(b) State the difference between an electronic mail and a facsimile. **(2 marks)**

(c) The students and teacher of Form 4A were involved in cleaning their classroom on 13 December 2013 at 2:00 p.m. Ted Brown, a student, was standing on a table to remove a box of old projects from the cupboard when he lost his balance and fell on his back. He was then taken by two students to the sick bay. On arrival, the nurse gave him two pain tablets but he still complained of severe pains. The nurse called his parents and on their arrival she recommended that Ted be taken to see the family doctor.

Assume you are Shane Miller, the prefect of the class, and you witnessed the accident. Write a report of the accident for your principal. **(8 marks)**

Total 15 marks

3. (a) List THREE duties a receptionist may be asked to perform. **(3 marks)**

(b) State TWO reasons a desk diary is a good reminder system. **(2 marks)**

(c) Give TWO instances when a breach of confidentiality may arise at the workplace. **(2 marks)**

(d) (i) As a records management clerk, Wayne Biggs works at a large company which trades with international clients. He was asked to create a filing system for his company.

Listed below are some of the clients with whom the company does frequent business:

- Rajesh Rooplal, Gasparillo, Trinidad
- Isaac Rowe, Newark, New Jersey, USA
- Peter Lake, Buenos Aires, Argentina
- Joy Chandlers, Havana, Cuba
- Indira Lall, New Delhi, India

Imagine you are Wayne Biggs, choose an appropriate filing system and arrange the clients' names as they would appear in that system. **(6 marks)**

(ii) At the company where you work as a records management clerk, you were given the names of the newest clients to be cross-referenced. Give the cross-referencing order for the names of the following clients.

- Keisha Browne-Smith
- Saleem Nherd, Nhurd **(2 marks)**

Total 15 marks

4. (a) Define the following terms which are associated with meetings:

(i) Adjourn **(1 mark)**

(ii) Chairperson **(1 mark)**

(iii) Ex-Officio **(1 mark)**

(b) (i) List TWO types of monetary instruments, other than cash, that can be used for overseas travel. **(2 marks)**

(ii) State TWO types of services that are provided by travel agencies. **(2 marks)**

(c) Assume you are Karol Drummond. You are responsible for taking minutes of monthly meetings at Super Tech Company Limited, 50 Hope Boulevard, St Michael, Barbados. On 3 December 2013, you needed to attend to an urgent medical appointment and you asked your colleague, Ann Reid, with the permission of the chairperson, Mr Guy Sobers, to take notes at the meeting for you.

The following are the notes given to you:

- Meeting held in the conference room on Monday, 3 December 2013 at 1400 hours.
- All members were present, except Mr Jim Brown who was out of the country on company business.
- Minutes of last meeting read, Ms Rose moved that it be adopted as correct, and was seconded by Mr Lopez.
- Matters arising from minutes: Lateness and tardiness at work, health and safety, canteen facilities, correspondence and sports day.
- New business: Increase in business journal subscription from $15 to $20. There was no other business.
- Date of next meeting: 8 February 2014, chairperson declared the business closed at 1530 hours.

Using an appropriate format, prepare a draft of the minutes for the chairperson. **(8 marks)**

Total 15 marks

SECTION II

Answer any TWO questions in this section.

5. (a) List FOUR methods by which payments can be made and received through the bank. **(4 marks)**

(b) State the difference between a debit note and a credit note. **(2 marks)**

(c) You have been asked to assist in preparing workers' wages at your company. The following information was given for two employees who are paid weekly:

Period: 3 – 7 January

Name	Hours Worked
Neal Burke	45
Herbert Grant	42

Each employee is paid:

- $2 000 for a 40-hour work week, Monday to Friday
- Overtime is paid at the rate of $40 per hour
- The weekly contribution for union dues is $10
- PAYE is computed at 20 per cent of gross weekly wages
- Each employee pays $5 towards recreational facilities

Complete the payroll form, **given as an insert**, by calculating and inserting all required information. **(9 marks)**

Total 15 marks

6. (a) Define EACH of the following terms:

(i) Cash on delivery (COD) **(1 mark)**

(ii) Discounts **(1 mark)**

(iii) Errors and omissions excepted (E&OE) **(1 mark)**

(b) List THREE reference sources that a purchasing department may consult when acquiring goods and services. **(3 marks)**

(c) (i) You are a purchasing clerk at the RKS Marketing Company and you have been asked by your supervisor, Mr Jayden Weeks, to prepare a Purchase Requisition, No. 57, for the following items for his signature:

- 12 boxes of recordable compact discs
- 4 dozen ball point pens (black ink)
- 1 box of B5 envelopes
- 3 cases of printer cartridges (black)

Use the Purchase Requisition form, **given as an insert**, to complete the order. Use today's date. **(5 marks)**

(ii) A purchasing clerk was given the responsibility to make requisitions for goods and services on a timely basis from the head office in the city, however, he was often negligent in carrying out his duties.

Explain TWO effects a late requisition could have on a company's operations. **(4 marks)**

Total 15 marks

7. (a) (i) List THREE functions of the marketing office. **(3 marks)**

(ii) State ONE purpose of EACH of the following pieces of equipment used in the sales and marketing office:

a) Computer **(1 mark)**

b) Calculator **(1 mark)**

c) Scanner **(1 mark)**

(b) (i) Julius & Hains Company Limited, 6 Market Street, Kingston 10, purchased over $9 000 of goods for its fifth anniversary to be celebrated on 28 February 2014. A cash discount of 15% was promised to the company for payments made within five days of purchase. The company was promised a further special discount of $550 to commemorate Julius & Hains' anniversary. As the sales clerk:

a) Calculate the cash discount for the period. **(2 marks)**

b) Calculate the total discounts offered. **(2 marks)**

c) Find the overall total amount due for the goods. **(2 marks)**

Show all working.

(ii) As a sales clerk you wondered why discounts are given despite the fact that companies are making a loss. Explain THREE ways a company can benefit from offering discounts. **(3 marks)**

Total 15 marks

8. (a) (i) List THREE functions of the factory office. **(3 marks)**

(ii) State THREE duties of a clerk in the factory office. **(3 marks)**

(b) In the Caribbean, it is the culture for parents to migrate to foreign countries and later send back foodstuff and other goods to relatives by sea. A Bill of Lading should accompany goods to be supplied.

(i) As a shipping clerk, employed at a local shipping agency, advise the families who ship items of THREE consequences they may encounter should the Bill of Lading not accompany the goods sent. **(3 marks)**

(ii) Outline THREE guidelines which would further ensure that the goods arrive in good condition to the consignee. **(6 marks)**

Total 15 marks

END OF TEST

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

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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

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Insert for Question 5 (c)

Centre Number _____

Candidate's Number _____

PAYROLL

Period: _____

Name	Hours Worked	Rate of Pay (Weekly) $	Overtime Rate $	Gross Pay $	Deductions			
					PAYE $	Union Dues $	Other $	Net Pay $
Neal Burke	45	2 000				10	5	
Herbert Grant	42	2 000				10	5	

TO BE ATTACHED TO YOUR ANSWER BOOKLET