TEST CODE **01237020**

FORM TP 2008107

MAY/JUNE 2008

CARIBBEAN EXAMINATIONS COUNCIL

SECONDARY EDUCATION CERTIFICATE EXAMINATION

OFFICE ADMINISTRATION

Paper 02 – General Proficiency

2 hours

30 MAY 2008 (a.m.)

INSTRUCTIONS TO CANDIDATES

1. Number each answer in your booklet correctly.
2. Begin each answer on a new page.
3. Use the blank form(s) supplied to prepare answers where necessary.
4. Answer ALL questions in SECTION I and any TWO questions in SECTION II.
5. The use of a silent non-programmable electronic calculator is allowed.

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

Copyright © 2007 Caribbean Examinations Council®.
All rights reserved.

SECTION I

Answer ALL questions in this section.

1. (a) One method of distributing information is through e-mail messages. State TWO other ways in which information is distributed

   (i) within an organisation. **(2 marks)**

   (ii) to customers. **(2 marks)**

   (b) List THREE basic skills that are required of a general office clerk in a modern office. **(3 marks)**

   (c) Assume that you are Massey Sarn, office assistant. You received a voice mail from Mr. Fitz, office manager, who is overseas. He asked you to send e-mail messages to all managers to inform them that the weekly meeting has been postponed. In addition, they must forward their departmental reports to him via e-mail by 30 June 2008.

   Compose an e-mail message to be sent to all managers as requested by the office manager. **(8 marks)**

Total 15 marks

2. (a) Give the meaning of the following terms:

(i) Telephone etiquette **(2 marks)**

(ii) 'Smile with your voice' **(2 marks)**

(b) List THREE categories of information contained in a telephone directory. **(3 marks)**

(c) Assume that you are Julia Murray of 128 Melrose Lane, Roseau, Dominica. Write a letter of application in response to the following advertisement that appeared in the *Daily Record*, on 20 May, 2008.

VACANCY

Applications are invited from suitably qualified persons to fill the position of

GENERAL OFFICE CLERK

at

MODERN INFO SYSTEMS LTD

Applicants must have:

General Education – at least 5 CXC General Proficiency subjects including Office Administration
An effective command of the English Language

Applications with proof of qualifications and two recent references should reach

The Human Resource Manager,
Modern Info Systems Ltd.,
New Village,
P.O. Box 513,
Roseau, Dominica

NO LATER THAN 10 July, 2008.

(8 marks)

Total 15 marks

3. (a) Define EACH of the following terms that relate to meetings:

(i) Adjourn **(2 marks)**

(ii) Motion **(2 marks)**

(b) Identify THREE reasons why departmental meetings are important to staff. **(3 marks)**

(c) The Office Improvement Committee at your workplace is developing a Procedures Manual that will be used to train new employees in customer relations. You have been asked to develop a checklist of steps for the manual. Indicate SIX steps to be followed when screening and receiving visitors.

(i) In your answer booklet, use the format given below to develop the checklist.

CHECKLIST

Did the employee?	Yes	No
1.		
2.		
3.		
4.		
5.		
6.		

(6 marks)

(ii) Write brief instructions for using the checklist. **(2 marks)**

Total 15 marks

4. (a) Identify THREE stages in the information cycle of a records management system. **(3 marks)**

(b) List FOUR types of supplies used in the storage of records. **(4 marks)**

(c) You have been assigned the task of organising some files for the human resource department of your company. Following is the list of potential providers:

The National Training Agency
St. Joseph's Employment Agency
First Class Trainers
C & S Truiners

Arrange the files of these providers in the correct order for:

(i) indexing **(4 marks)**

(ii) filing **(4 marks)**

Total 15 marks

GO ON TO THE NEXT PAGE

SECTION II

Answer any TWO questions in this section.

5. (a) State THREE situations in the workplace that may result in the need for disciplinary action by the human resource department. **(3 marks)**

(b) List THREE pieces of information that are included in a Contract of Employment. **(3 marks)**

(c) On 30 April, 2008 the Payroll Clerk at Saithy's Hardware visited the bank and withdrew money from Account No. 540673LT to pay wages to the following persons:

NAMES	WAGE AMOUNTS
Barry Hart	$375.00
Perry Lewis	$249.00
Ricky Ali	$400.00
Henry Tidd	$195.00

When the clerk returned to the office he prepared a wage package for each employee.

Use the form provided to complete:

(i) The wage cash analysis sheet provided. Use the highest denomination in each case. **(6 marks)**

(ii) The signed withdrawal slip provided for the total sum of money to be withdrawn. **(3 marks)**

Total 15 marks

6. (a) State THREE functions of the sales clerk in engaging in customer follow-up. **(3 marks)**

(b) The facsimile, answering machine and risograph are pieces of equipment that are used in an organisation. Select any ONE of these and state THREE ways in which it contributes to efficiency in the sales and marketing office. **(3 marks)**

(c) The information below relates to the stock record of Harding Stationers Ltd. Calculate the value of the closing stock at May 31, 2008, using the Last In First Out (LIFO) method of stock valuation. **You are required to show workings in your answer booklet.**

Harding Stationers Ltd.

Stock Record Card

Ruled Paper, Coloured

Maximum Level: 200 reams

Minimum Level: 50 reams

DATE	RECEIVED	DATE	SOLD	REMAINING STOCK	TOTAL VALUE
May 3	25 @ $40. each				
May 14	10 @ $45. each				
		May 15	5 @ $45. each		
May 27	40 @ $50. each	May 31	10 @ $50.		
Closing stock					

(9 marks)

Total 15 marks

7. (a) (i) Name the symbol shown below.



6 9 7 5 384

(1 mark)

(ii) State TWO ways in which the above symbol is used in stock control.
(2 marks)

(b) Identify THREE documents that are used in the purchasing procedure. **(3 marks)**

(c) As an employee of the promotions and marketing department of New Age Products Inc., you have been asked to develop a new portfolio of promotional strategies for the latest cellular telephone on the market called 'Hi Life'. Your competitors are offering free phones and 1000 minutes of free talk time.

(i) State FOUR promotional activities that may be organised by New Age Products Inc., for the launch of the cellular telephone. **(4 marks)**

(ii) Prepare an advertisement on any media for example radio, television, print, for the cellular telephone to inform buyers about its latest technology, size, appearance, availability and price. **(5 marks)**

Total 15 marks

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

(b) List THREE documents used when sending air freight to another country.
(3 marks)

(c) The production manager at Fit Right Garments Ltd. has to make decisions based on the production cost of ONE sports t-shirt. She prepares the Job Cost Card shown below.

FIT RIGHT GARMENTS LTD.

JOB COST CARD

Job No ..... **321** **Number of Units** **600**
Job Title ..... **Sports t-shirts**
Description ..... **Crew neck cotton t-shirts assorted colours and sizes**

DATE	REF	PARTICULARS	UNIT	UNIT COST	COST
MAY 31, 2006	TS 500			$	$
		Material			
		Stretch cotton	300 metres	5.00	1500.00
		Cotton thread	40 reels	2.00 each	80.00
		Stretch collars	600	.50 each	300.00
		Fabric dye	20 boxes	2.00 each	40.00
		Labour	50 hours	20.00	1000.00
		Total Costs			
		Factory overheads			
		Add: 20%			
		Total costs of job			
		COST PER UNIT			

(i) **In your answer booklet,** show the procedure used to calculate EACH of the following:

a) Total costs **(1 mark)**

b) Factory overheads at 20% **(1 mark)**

c) Total costs of job **(1 mark)**

d) Cost per unit **(2 marks)**

(ii) The production manager plans to sell the t-shirts at $10.00 each. Calculate whether there will be a profit or loss at this price, and if so, how much. **(2 marks)**

(iii) State TWO reasons for the production manager's liaising with the accounts department on this job. **(2 marks)**

Total 15 marks

END OF TEST

5. (c) (i) & (ii)

Question No. ..... Candidate No. .....

(i)

CASH ANALYSIS

NOTES	CASH	
X $100		
X $20		
X $10		
X $1		
COINS		
TOTAL		

(ii)

WITHDRAWAL SLIP

ACCOUNT NUMBER

Date 30 April, 2008

Branch: Belmopan

NAME Saithy's Hardware

DEBIT the above mentioned account with the sum of

_____

_____ **DOLLARS**

Sign here *Troy Campbell*

$

ALGERIAN BANK

TOTAL DEBIT