FORM TP 2016095

TEST CODE **01237020**

MAY/JUNE 2016

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.

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SECTION I

Answer ALL questions in this section.

1. (a) (i) List THREE attitudes an offic worker should possess.

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(3 marks)

(ii) State THREE ways in which social responsibility may be displayed in the workplace.

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(3 marks)

(b) State ONE purpose for which an offic clerk may use EACH of the following charts:

Bar chart

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Pie chart

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(2 marks)

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(c) The type of communication climate that exists in an offic may influenc morale and productivity.

Explain TWO ways in which fostering an open communication climate may enhance the morale and productivity in an office

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(4 marks)

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(d) Mesha-Gay Butler is employed as a clerk at Moses and Dwyer Co. Ltd. Her supervisor is Mr Timothy Allen. The offic does not have any electronic recording equipment and she has to answer the telephone and take messages when necessary. As she is about to leave for lunch at 1:00 p.m. the telephone rings. She receives a message from Mr Sean Browne, the managing director at ACMR Financial Services Ltd.

Mr Browne instructs Mesha-Gray to inform her supervisor, Mr Allen, that the two new accounts that are to be opened have now been approved and the documents prepared. He should have one other person accompany him to have their signitures affixe to the document.

Use the information given in the scenario to complete the telephone message form provided below.

MESSAGE FORM

TO: .....

FROM: .....

ORGANIZATION: .....

ADDRESS: .....

PHONE: ..... EXT: .....

MESSAGE: .....

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Message Taken By: .....

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(3 marks)

Total 15 marks

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2. (a) State TWO ways in which a tickler fil may be used as an effective reminder system.

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(2 marks)

(b) (i) Identify THREE factors that are taken into consideration when retaining records.

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(3 marks)

(ii) State TWO conditions that would influenc the decision to dispose of a file

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(2 marks)

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(c) Indira recently graduated from the St Gabriel School for Girls. She is invited for an interview as a clerk at the prestigious company Lazarus and Fletcher. Indira thought that she should do some research on the company before the interview.

(i) Suggest FOUR ways in which prior research would enhance Indira's level of confidenc during the interview.

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(4 marks)

(ii) Indira also researched the possible questions that she may be asked.

Suggest TWO possible questions that Indira may be asked at the interview.

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(4 marks)

Total 15 marks

NOTHING HAS BEEN OMITTED.

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3. (a) State TWO roles performed by EACH of the following persons at a meeting:

Treasurer

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Ex-offici member

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(4 marks)

(b) Describe THREE follow-up tasks a secretary may be required to complete after a meeting.

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(3 marks)

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(c) Thomas Reid is assigned to assist the secretary at Chin Sang Travel Co. located in Basseterre, St Kitts. His boss, Mr Chad Sang, is preparing to travel on business to promote interisland tourism within the Caribbean region. He instructed Thomas to perform the following tasks:

- Call airline and confir travel dates and hotel reservations
- Prepare meeting documents for his trip
- Get monetary instruments needed for travel
- Prepare his travel folder
- Ensure his passport is valid

(i) Indicate how EACH of the above tasks, when completed properly by Thomas, would assist Mr Sang in preparation for his promotional activities abroad.

Call airline and confir travel dates and hotel reservations

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Prepare meeting documents for his trip

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Get monetary instruments needed for travel

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Prepare his travel folder

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Ensure his passport is valid

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(5 marks)

(ii) THREE resources that Mr Chad Sang would need on his trip to promote interisland tourism are: a promotional video, list of names, addresses and telephone contacts in each island, and a flas drive.

How would EACH of the above resources help Mr Sang to achieve the objectives of his trip?

Promotional video

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List of names and contact information

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Flash drive

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(3 marks)

Total 15 marks

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SECTION II

Answer any THREE questions in this section.

4. (a) Defin the term 'collective agreement'.

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(2 marks)

(b) State TWO benefit to be derived from the Factories Act designed for factory workers.

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(2 marks)

(c) Identify TWO International Labour Organization (ILO) conventions that protect the rights of workers.

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(2 marks)

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Marsha Riley is employed at Shamer and Shamer Corporation as a human resource clerk where she reports to the human resource administrative assistant. She is required to work from 8:00 a.m. to 4:30 p.m., Monday to Friday, with one hour for lunch. The salary scale is $12 500 to $13 500 per month.

(d) Using the above information, complete the **job specification** provided below for Marsha Riley. Include FOUR details of her duties and responsibilities and any special skills and qualification that a clerk would bring to the organization. Also, provide a brief job summary. Use today's date. **(7 marks)**

JOB SPECIFICATION
Shamer and Shamer Corporation

Job Title:

Department:

Work Hours:

Leave Entitlement:

Salary Range:

Reports To:

Qualifications:

Special Skills Required:

Duties & Responsibilities:

Job Summary:

Date:

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(e) One function of the central bank is to print and issue currency/money.

Suggest TWO circumstances under which the central bank may perform this function.

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(2 marks)

Total 15 marks

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5. (a) (i) Identify TWO attributes of a purchasing clerk.

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(2 marks)

(ii) State TWO **main** duties of a purchasing clerk.

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(2 marks)

(b) Defin EACH of the following terms associated with bank statements:

Credit transfer

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Outstanding cheques

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(2 marks)

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The following are extracts of a cash book and a bank statement as at 1 July 2015.

CASH BOOK

Dr **Cr**

Date	Particulars	Folio	Bank	Date	Particulars	Folio	Bank
2015				2016			
1 July	Balance	b/d	$500	12 July	B. Myers		$50
14 July	S. Yee		$700	18 July	M. Alleyne Cheque 3279		$300
				28 July	Balance	c/d	$850
			$1 200				$1 200
1 August	Balance	b/d	$850				

BANK STATEMENT

Date	Particulars	Debit	Credit	Balance
2015				
1 July	Balance b/f			$500
15 July	M. Alleyne	$300		$200
22 July	Cheque deposit		$600	$800

(c) Study the extracts carefully. Describe the following transactions.

(i) Cash Book: B. Myers: $50

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(ii) Cash Book: S. Yee: $700

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(iii) Bank Statement: M. Alleyne: $300

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(3 marks)

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(d) Use the cash book and bank statement on page 18 to prepare a bank reconciliation statement, starting with the updated cash book balance.

Show all calculations.

UPDATED CASH BOOK

Dr **Cr**

Date	Particulars	Folio	Bank	Date	Particulars	Folio	Bank

(2 marks)

BANK RECONCILIATION STATEMENT

(4 marks)

Total 15 marks

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6. (a) List FOUR functions of the despatch office

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(4 marks)

(b) State TWO purposes for recording the minimum level on a stock control card.

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(2 marks)

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(c) (i) On 4 April, the human resource department submitted requisition No. 004, as shown in Figure 1, to request stationery for a training seminar for 20 employees scheduled for 27 April.

STATIONERY REQUISITION

Req. No. 004

Date: 4 April 2016

From *Human Resource Department*

To *Stationery Store*

QUANTITY	DESCRIPTION
24	Expo dry erase whiteboard markers
4	Reams 81/2" × 11" white copy paper
24	Notepads 8"× 4" (White)
24	Stabilo blue ink pens (m)

Signed *Magella Payne* Date *4 April 2016*

Figure 1. Requisition form

Using the information in Figure 1, complete the stock control card in Figure 2 to account for the notepads that have been issued. **(5 marks)**

STOCK CONTROL CARD

Item: 8″ × 4″ Notepads (white)

Store Ref: 325
Location: G4

Maximum: 40
Reorder Level: 15
Minimum: 10
Unit:

Date	Receipts		Issues			Balance in Stock	On Order			
	Quantity	Inv. No.	Quantity	Reqn. No.	Dept/Staff		Date Ordered	Quantity	Order No.	Date Rec'd
2016							2016			2016
1 Apr.						36	5 Apr.		A663	13 Apr.
4 Apr.				004	M. Payne					
7 Apr.		J22								

Figure 2. Stock control card

GO ON TO THE NEXT PAGE

(ii) Because the notepads have been in great demand recently, the maximum stock level was changed to 45. There was another order for 9 notepads also issued on 4 April. Recalculate the balance in stock at 7 April. **Show all calculations**.

(4 marks)

Total 15 marks

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7. (a) State ONE way in which EACH of the following documents may be used in buying and selling transactions:

Insurance certificat

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Manifest

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(2 marks)

(b) State TWO ways in which bar codes can contribute to inventory management.

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(2 marks)

(c) State TWO advantages of using the FIFO (first-in-first-ou inventory method.

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(2 marks)

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(d) Calculate the value of closing stock at 31 October 2015 using the FIFO method.

Date	Received	Sold	Stock Remaining	Total Value
March	25 @ $20 each		25 @ $20 each	$500
June	20 @ $22 each		25 @ $20 each	$500
			20 @ $22 each	$440
August		8 @ $20 each	17 @ $20 each	$340
			20 @ $22 each	$440
October		15 @ $20 each		
		9 @ $22 each		
Closing Stock				

(5 marks)

(e) Calculate the value of closing stock at 31 October 2015 using the average cost of stock method.

Received		Issued	Average Cost Per Unit of Stock Held ($)	Number of Units in Stock	Total Value of Stock ($)
March	25 @ $20 each		$20	25	$500
June	20 @ $22.25 each		$21	45	$945
August		8 @ $21 each	$21	37	$777
October	15 @ $25 each				
31 October					

(4 marks)

Total 15 marks

END OF TEST

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

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