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FORM TP 9598

CANDIDATE – PLEASE NOTE!

You must sign below and return this booklet with the Answer Sheet. Failure to do so may result in disqualification.

Signature

TEST CODE 000901

JUNE 1995

CARIBBEAN EXAMINATIONS COUNCIL

SECONDARY EDUCATION CERTIFICATE EXAMINATION

OFFICE PROCEDURES 01595

Paper 01 - Basic and General Proficiencies

75 minutes

19 JUNE 1995 (a.m.)

READ THE FOLLOWING DIRECTIONS CAREFULLY

1. In addition to this test booklet, you should have an answer sheet.
2. Each item in this test has four suggested answers lettered (A), (B), (C), (D). Read each item you are about to answer, and decide which choice is best.
3. On your answer sheet, find the number which corresponds to your item and blacken the space having the same letter as the answer you have chosen. Look at the sample item below.

Sample Item

A cheque is usually crossed in order to

(A) prevent theft
(B) provide a means of tracing the cheque
(C) allow a particular person to cash it
(D) supply a special endorsement

Sample Answer



The best answer to this item is "provide a means of tracing the cheque", so answer space (B) has been blackened.

4. If you want to change your answer, be sure to erase your old answer completely and fill in your new choice.
5. When you are told to begin, turn the page and work as quickly and as carefully as you can. If you cannot answer an item, omit it and go on to the next one. You can come back to the harder item later. Your score will be the total number of correct answers.
6. This test consists of 60 items. You will have 75 minutes to answer them.
7. Do not be concerned that the answer sheet provides spaces for more answers than there are items in this test.

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

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AFFIX SEAL HERE

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1. Which of the following working conditions is MOST likely to exist in a large company?

   (A) Few opportunities for promotion
   (B) Very close supervision
   (C) Direct contact with management
   (D) High degree of specialization

2. An office may BEST be described as a place

   (A) where people work in order to deliver goods and services
   (B) for processing information to allow for efficient management of a business
   (C) for receiving and storing information
   (D) for planning, directing and controlling the operations of a business

3. If 100 copies of a one-page technical report were needed in the next two days, which of the following sets of equipment would it be BEST to use?

   (A) Spirit master and spirit duplicator
   (B) Original and photocopier
   (C) Metal plates and offset litho
   (D) Electronic stencil and ink duplicator

4. Assume that you are a new employee in a large firm. While you are awaiting instructions from your supervisor, another employee asks you to help her with her work. You should tell her that

   (A) you are a new employee and unfamiliar with her work
   (B) she should try to complete her work even if she has to work late
   (C) you are willing to assist with your supervisor's permission
   (D) you have already been given the work that you are supposed to do

5. An organisation experiences delays in preparing price-lists and brochures to send to customers. Which of the following machines could be used to speed up the operation?

   I. An addressograph
   II. A collating machine
   III. A franking machine
   IV. A printing calculator

   (A) I, II and III only
   (B) II, III and IV only
   (C) I, III and IV only
   (D) I, II and IV only

6. The MAIN advantage of communication by telex rather than by telephone is that the message by telex is

   (A) more detailed
   (B) in written form
   (C) less expensive
   (D) more up to date

7. A memorandum is used for

   (A) informal communication with business associates in other firms
   (B) short notes to personal friends
   (C) confirmation of business matters that do not require a formal letter
   (D) communication within a firm

8. Which of the following items of equipment must be used along with the fax machine in order to send a message?

   (A) Telex
   (B) Telephone
   (C) Computer
   (D) Photocopier

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9. Which of the following procedures must be used when a company has a PABX telephone switchboard?

I. All calls between workers on duty must go through the operator.
II. The operator must place all outgoing calls.
III. A person within the firm can dial direct to any extension.
IV. A person within the firm can make an outgoing call without using the operator.

(A) I and II only
(B) I and IV only
(C) II and III only
(D) III and IV only

10. Which of the following features of communication can be achieved through the use of the telephone?

I. Coded communication
II. Immediate verbal contact
III. Continuous communication
IV. Immediate feedback

(A) I and II only
(B) II and III only
(C) II, III and IV only
(D) I, II, III and IV

11. What type of graph is MOST suitable for comparing the quantity of preiniums sold by three insurance agents?

(A) Line graph
(B) Pie chart
(C) Bar graph
(D) Histogram

12. Mr. Lee of the Sales Department asked the telephonist to transfer a call from a customer to Mr. Field of the Accounts Department. If the call is disconnected while it is being put through to the Accounts Department, what should the telephonist do?

(A) Telephone Mr. Lee, explain what happened and offer an apology.
(B) Telephone Mr. Field, explain what happened and offer an apology.
(C) Leave the line open so that the customer will be able to call again.
(D) Ask Mr. Lee for the customer's number, call, apologise and connect to Mr. Field.

13. The mail clerk noticed that on a cheque received the amount in figures differed from the amount in words. What action should the mail clerk take?

(A) Return the cheque to the payee.
(B) Ask the bank to certify the cheque.
(C) Correct the error on the cheque and initial the correction on behalf of the payee.
(D) Send the cheque to the accounts department advising them of the error.

14. Which of the following measures would offer maximum security if a cheque is to be mailed?

I. Crossed cheque
II. Express delivery
III. Registered post
IV. Linen envelope

(A) I and III only
(B) III and IV only
(C) I, II and III only
(D) I, II and IV only

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15. Which of the following procedures should be used to find a telephone number in the yellow pages for Thompson Electrical Services?

I. Look for the section headed Services.
II. Look for the section headed Electric.
III. Look for Thompson Electrical Services.

(A) III only
(B) I and III only
(C) II and III only
(D) I, II and III

16. A cheque which has been sent to your firm is made payable to another firm. What action should be taken?

I. Forward the cheque to the firm to which it is made payable.
II. Change the name of the cheque, initial it, and notify the sender.
III. Make a note of the error in the Remittances Book.
IV. Return the cheque to the sender.

(A) I and III only
(B) II only
(C) II and III only
(D) III and IV only

17. Which of the following characteristics is the MOST important when choosing a filing system?

(A) Easy to operate
(B) Capable of expansion
(C) Availability of filing equipment and supplies
(D) Suitability for the nature of the business

18. A cross reference sheet is prepared when

(A) two pieces of correspondence are to be put in the same file
(B) one piece of correspondence can be put on two or more files
(C) correspondence is to be seen by more than one person
(D) the correspondence in a file is no longer required

19. The most widely used type of file is the

(A) flat file
(B) vertical file
(C) pigeon-hole file
(D) box file

20. A clothing manufacturer wishes to keep a check on the quantity of orders, for the various styles of clothing, which the company is selling to retail outlets in different parts of the country. The filing system MOST useful is

(A) numeric and alphabetic
(B) numeric and geographic
(C) alphabetic, geographic and chronologic
(D) alphabetic, geographic and numeric

21. Filing through the use of microfilm is valuable for the storage of

(A) passport size photographs of staff members
(B) information which must be kept for many years
(C) official records which are frequently used
(D) customers accounts from which statements are to be made

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22. The Head Office of a Caribbean company uses a geographical filing system. In which order should index cards for the following be filed?

I. Anthony Jackson, Queen Street, Bridgetown, Barbados
II. Brown Brothers Ltd., Broad Street, Roseau, Dominica
III. Carlton Associates, Grenville Street, Basseterre, St. Kitts
IV. Smith and Co. Ltd., High Street, St. John's, Antigua

(A) II, III, I, IV
(B) II, III, IV, I
(C) III, II, I, IV
(D) IV, I, II, III

23. The Caribbean Pen Makers Company should be indexed on file as

(A) Caribbean Pen Makers Company (The)
(B) The Caribbean Pen Makers Company
(C) Pen Makers Caribbean Company (The)
(D) Company, The Caribbean Pen Makers

24. Which of the following is used to record information about visitors to a firm?

(A) A tickler file
(B) A schedule of activities
(C) A reception register
(D) A business card

25. A receptionist may BEST be described as a/an

(A) personal secretary
(B) office hostess/host
(C) records clerk
(D) receiving clerk

26. The receptionist has been told that Mr. Bell, the Sales Manager, will be out of the office for the day. What action should the receptionist take to deal with persons calling to speak to Mr. Bell on that day?

(A) Say that Mr. Bell is out of office and offer to take a message for him.
(B) Explain that Mr. Bell will be out of office for the day and ask them to call on him the following day.
(C) Put the calls through to Mr. Bell's extension and expect that someone in the sales department will answer.
(D) Advise that Mr. Bell is out of office and ask if anyone else can help.

27. The purpose of keeping a reception register in any organisation is to determine the

(A) number of people who visit the organisation
(B) number of firms which do business with the organisation
(C) names of persons who attend functions of the organisation
(D) names of persons who visit the organisation

28. An 'ad hoc' committee is BEST described as a committee which

(A) meets from time to time
(B) is set up to carry out one particular piece of work
(C) supervises the work of other committees
(D) conducts meetings when there will not be a quorum

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29. You have been elected secretary of your school's thrift society. Which of the following gives the correct order for conducting the business of the meeting?

I. Matters Arising
II. New Business
III. Approval of the Minutes
IV. Any Other Business

(A) I, II, III, IV
(B) II, III, I, IV
(C) III, I, II, IV
(D) III, I, IV, II

30. Which of the following actions MUST the secretary take when preparing the agenda for a meeting?

I. Consult with persons who attended the last meeting.
II. Consult with the Chairman of the meeting.
III. Refer to the agenda of the last meeting.
IV. Refer to the minutes of the last meeting.

(A) II and IV only
(B) I, II and IV only
(C) II, III and IV only
(D) I, II, III and IV

31. If the number of persons required to form a quorum is NOT present, the meeting must be

(A) adjourned
(B) postponed
(C) conducted as a sub-committee
(D) conducted as an extra-ordinary meeting

32. Two staff members and a consultant were invited to a management committee meeting to discuss a particular item on the agenda. Who should receive copies of the minutes of this meeting?

I. Members of the management committee who were present
II. Members of the management committee who were absent
III. The two staff members
IV. The consultant

(A) I only
(B) I and II only
(C) I, II and III only
(D) I, II, III and IV

33. If all members at a meeting voted in favour of a motion, the motion is said to have

(A) been carried unanimously
(B) the majority vote
(C) been voted for enbloc
(D) been carried nem. con.

34. Which of the following is used by West Indian businessmen who travel between various English-speaking Caribbean countries?

(A) Passport
(B) National identification card
(C) Small-pox immunisation certificate
(D) Visa

35. An executive who is planning to visit various Caribbean territories on a sales promotion campaign, has been given permission to purchase foreign currency. The BEST method of taking this money out of the country is by using

(A) money orders
(B) currency of each territory
(C) a single bank draft
(D) travellers' cheques

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36. You have been asked to collect information, to be used to prepare an itinerary for a group of persons who will be arriving for a conference, which your company is hosting. Which of the following items of information must you try to obtain?

I. Hotel at which the visitors will be staying
II. Visitors' flight numbers, arrival and departure times
III. Schedule of activities for the conference
IV. List of documents packed

(A) II only
(B) III only
(C) II and III only
(D) I, II and III

37. The first document a personnel officer should prepare relating to a new staff member is a

(A) merit rating sheet
(B) record card
(C) progress report
(D) job description

38. Which of the following duties would be carried out by a clerk, who works in the personnel department of an organisation?

I. Recruiting new staff
II. Drawing up contracts of employment
III. Receiving articles for the company's magazine
IV. Recording information on staff record cards

(A) I and III only
(B) II and III only
(C) III and IV only
(D) I, III and IV only

39. Which of the following records would show an employee's duties, grade and salary?

I. The employment contract
II. The job specification
III. The company manual

(A) I and II only
(B) I and III only
(C) II and III only
(D) I, II and III

40. There is a growing feeling among staff, that concerns over their general welfare are being over-looked by management. What is the FIRST action which should be taken by staff to improve the situation?

(A) Request a meeting with the personnel officer.
(B) Take industrial action.
(C) Bring the matter to the attention of the Trade Union.
(D) Request a meeting with the head of the organisation.

41. Within what period of time should a cheque be presented for payment?

(A) Fourteen days
(B) Four weeks
(C) Six months
(D) One year

42. When is a statement of account sent to a customer?

(A) After each credit transaction
(B) At the end of the financial year
(C) At fixed intervals, usually monthly
(D) Whenever payment is made on the account

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43. An open cheque may be described as one

(A) in which the sum to be paid is left blank
(B) in which the date of the cheque is omitted
(C) which must be endorsed and deposited into a bank account
(D) which can be endorsed and cashed over the counter

44. Which of the following benefits are enjoyed by customers who have a current account with a bank?

I. They earn high rates of interest
II. They can make payments by cheques.
III. They receive a statement of account at specified periods.

(A) III only
(B) I and II only
(C) II and III only
(D) I, II and III

45. Which of the following is the BEST device to use when totalling several long columns of figures, which are to be checked for discrepancies/errors?

(A) Calculator
(B) Cash register
(C) Ready reckoner
(D) Add lister

46. What steps should a businessman take if his cash book and bank statement show a difference of $20.00?

(A) Reconcile his bank statement with his cash book.
(B) Regard the $20.00 as interest on his current account.
(C) Inform the bank that an error has been made in his account.
(D) Write a cheque for $20.00 to balance his statement with the bank.

Item 47 refers to the following table.

Days	M	T	W	T	F	S
Hours	8	8	10	8	8	6

47. The above table gives the number of hours an employee worked in one week. What is the gross pay if the rate of pay is $10.00 an hour for an 8-hour day, Monday to Friday, and time and a-half for overtime and Saturday?

(A) $480.00
(B) $520.00
(C) $560.00
(D) $720.00

48. The term 'carriage paid' means that the

(A) carriage must be paid by the purchaser before the goods can be despatched
(B) price quoted does not include overseas transport
(C) carriage must be paid before the goods are delivered
(D) price quoted includes delivery to the customer's door

49. Which of the following documents MUST be presented to the customs department to obtain goods which have been imported?

I. Invoices
II. Delivery notes
III. Bills of lading

(A) III only
(B) I and II only
(C) I and III only
(D) I, II and III

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50. The information shown below appears on a stationery stock card.

Maximum: 50 reams				Minimum: 20 reams
DATE	DETAILS	RECEIVED	ISSUED	BALANCE
01.03.95				45
08.03.95	Sales Department		10	35
10.03.95	Typing Pool		12	23
10.03.95	A.S. Bounty & Sons Ltd.	25		48
01.04.95	Purchasing Department		8	40
12.04.95	Typing Pool		10	30
23.04.95	Personnel Department		10	20

How many reams must be ordered on 23rd April to restore stock to maximum?

(A) 20
(B) 30
(C) 45
(D) 50

51. Which of the following sets of information is NOT required when preparing purchasing requisitions?

(A) Date, reference, quantity
(B) Description, department, signature
(C) Transport, tax, arrival time
(D) Sender, catalogue number, supplier

52. Which of the following departments should prepare a quotation in response to an enquiry?

(A) Purchasing
(B) Accounts
(C) Advertising
(D) Sales

53. The document which lists the items which a customer wishes to buy from a supplier is called

(A) an order
(B) an invoice
(C) a requisition
(D) a credit note

54. An invoice dated 6 May was billed for $500 and allowed a trade discount of $2\frac{1}{2}$ %. The terms were 2/10, N/30. If the customer pays the bill on May 19, the amount payable is

(A) $487.50
(B) $480.25
(C) $477.75
(D) $470.75

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55. A supermarket is planning to introduce a delivery service for customers. Which of the following records will be prepared and given to the driver?

I. Destination sheets
II. Delivery notes
III. Bills of lading
IV. Route cards

(A) I and II only
(B) I and III only
(C) I and IV only
(D) II and IV only

56. Which of the following sequences gives the correct order in which the duties of a dispatch clerk should be performed?

I. Prepare
II. Frank
III. Check
IV. Record
V. Sort

(A) I, II, V, IV and III
(B) III, I, V, II and IV
(C) II, V, IV, III and I
(D) IV, II, I, III and V

57. Which of the following terms of sale would BEST influence retailers to buy some articles in large quantities?

(A) 2% Cash discount
(B) 2% Trade discount
(C) Cash on delivery
(D) 2% discount on sale prices

Item 58 refers to the cost card below.

UNIT COSTS FOR DOORS		
Material Cost		$75.00
Labour Cost	15 hours	$1.50 per hour
Overhead Cost	15 hours	$5.00 per hour
Total Cost		
Profit		50%
Unit Price		

58. From the information given above, the 'Unit Price' will be

(A) $ 86.25
(B) $172.50
(C) $183.75
(D) $258.75

59. Which order should be used when writing a letter of application?

I. Qualifications
II. List of references
III. Request for an interview
IV. Interest in the position

(A) IV, I, II and III
(B) III, II, IV and I
(C) I, IV, III and II
(D) II, III, I and IV

60. Which of the following should you prepare before going to a job interview?

I. A list of details you would like to know about the position
II. A list of questions you may be asked and the responses you should give
III. A file with the originals of all certificates
IV. A personal record card

(A) I and II only
(B) II and IV only
(C) I, II and III only
(D) II, III and IV only

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