TEST CODE **01237020**

FORM TP 2011099

MAY/JUNE 2011

CARIBBEAN EXAMINATIONS COUNCIL

SECONDARY EDUCATION CERTIFICATE EXAMINATION

OFFICE ADMINISTRATION

Paper 02 – General Proficiency

2 hours

24 MAY 2011 (a.m.)

INSTRUCTIONS TO CANDIDATES

1. This paper consists of EIGHT questions.
2. Answer ALL questions in SECTION I and any TWO questions in SECTION II.
3. Use the blank form(s) supplied to prepare answers where necessary.
4. Begin each answer on a new page.
5. You may use a silent non-programmable electronic calculator.

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

Copyright © 2010 Caribbean Examinations Council.
All rights reserved.

SECTION I

Answer ALL questions in this section.

1. (a) The labour laws of most Caribbean countries include the right to freedom of association and assembly.

(i) Identify ONE other right included in the labour laws of any Caribbean country. **(1 mark)**

(ii) Identify TWO desirable attitudes that employees should demonstrate in the workplace. **(2 marks)**

(b) Phoenix Distributors is moving to newer premises and would like to reduce the number of files that it now stores

(i) State ONE way in which Phoenix Distributors may dispose of EACH of the following types of files

a) Non-confidentia

b) Confidentia **(2 marks)**

(ii) Identify TWO types of files which are usually archived **(2 marks)**

(c) Your name is Pat Brown. You reside at Soufriere, St Lucia. You submitted an application to Phoenix Distributors for the post of Clerical Assistant I. More than six months have passed and you have not received a response. You feel you may have a better chance now that they have expanded.

Write an appropriate follow-up letter to Mrs Penny Wise, The Director, Human Resource Division, Phoenix Distributors, Gros Islet, St Lucia. **(8 marks)**

Total 15 marks

2. (a) As a receptionist at a small firm, your duties include managing and maintaining the reception area, receiving and filing business cards and operati g a switchboard.

(i) State TWO practices which would assist in keeping the reception area tidy. **(2 marks)**

(ii) It is common practice for each visitor to the office to leave a business card with the receptionist. Identify TWO items of information that may be found on a business card. **(2 marks)**

(iii) The temporary receptionist continues to use inappropriate words and phrases when using the telephone. Copy and complete the table below by suggesting professional alternatives to each of the unprofessional responses given by the temporary receptionist.

	Unprofessional Phrase	Professional Alternative
a)	Hello, Hi	
b)	What you want?	
c)	I eh hear what you say	
d)	Wait a minute, ok?	

(4 marks)

(b) Two popular reminder systems in use in the office are the tickle system and the diary.

(i) Describe, using THREE points, how a tickler system works. **(3 marks)**

(ii) Copy the diary sheet shown below in your answer booklet and complete it showing the diary entries recorded by the receptionist for EACH of the following activities.

- Mr Jones' visit with Mr Lake was postponed to Friday, 22 July 2011 at 2.00 p.m.
- Pests B Gone Ltd will be returning at 8.00 a.m. on 22 July 2011 to spray the ground floo .

DIARY	
Date: _____	
0800	
0900	
1000	
1100	
1200	
1300	
1400	
1500	
1600	
Notes:	

(4 marks)

Total 15 marks

3. (a) Organizations normally engage in the functions of collecting and processing data and producing and distributing goods and services.

(i) Explain what is meant by EACH of the following:

a) Collecting data

b) Processing data

c) Producing goods **(3 marks)**

(ii) Differentiate between ‘goods’ and ‘services’. **(2 marks)**

(iii) State TWO reasons for preserving information in an organization. **(2 marks)**

(b) You are Shirley Weese, the supervisor of an Information Technology department. Your neighbour, Mr Jade Pryce, works in the same department and is your good friend. However, you have noticed that he is often late for work and, on some days, does little or no work.

(i) Write a memo to be e-mailed to Mr Pryce expressing your disappointment with his conduct at the workplace and stating the impact of his frequent lateness on the achievement of goals in the department. **(4 marks)**

(ii) State TWO actions that you as the supervisor should take and TWO actions that Mr Pryce should take to improve the efficiency of the departmen .

(4 marks)

Total 15 marks

4. (a) State ONE example of EACH of the following methods of communication:

(i) Oral

(ii) Electronic

(iii) Visual

(iv) Written **(4 marks)**

(b) State THREE items of information that should be given to the hotel reservations clerk when making hotel reservations. **(3 marks)**

(c) (i) You are Olay Reid and you attended a meeting on 20 April 2011. While you were away, a message from Evelyn Thames of the Examinations Council, 10 Main Street, St. Michael, Barbados, Telephone: 246-207-1733 was received by the secretary, Ms Grace Powell, at 10:00 a.m.

The message states that your travel itinerary has been prepared and will be sent to you shortly. You will be traveling on West Indian Airlines 615 which will depart from Kingston, Jamaica at 2:00 p.m. on 6 December 2011. However, you should present yourself at the check-in counter with your passport at least 2 hours before your flight time. Ms Thames says that your travel will be processed in the usual manner by the airline. You should bear in mind that although your airline reservation has been confirmed, it is your responsibility to check with the airline, preferably the day prior to your departure, to ascertain whether there has been any change to your booking. You will return to Jamaica from Barbados on West Indian Airlines 616 on 10 December 2011.

Use the Message Form provided on the enclosed sheet to record the RELEVANT points of the message. **(6 marks)**

(ii) State TWO actions that Ms Powell may take to ensure the accuracy of the message. **(2 marks)**

Total 15 marks

SECTION II

Answer any TWO questions in this section.

5. (a) List TWO attributes of an accounts clerk. **(2 marks)**

(b) State how the Accounts Office of a manufacturing firm interacts with the following offices

(i) Factory

(ii) Human Resource

(iii) Transport **(3 marks)**

(c) The following information was included in a quotation submitted for furniture items:

Orders in excess of $4 000.00 are allowed a discount of 12½%

(i) Calculate the trade discount for a purchase of $6 000.00. **(2 marks)**

An additional discount of 10% is available for accounts paid within one month of the due date

(ii) Calculate the cash discount. **(2 marks)**

(iii) If the account is settled one week before the due date, what price will a customer pay for the furniture? **(2 marks)**

(d) There are several internal factors that may contribute to the high labour turnover in an organization.

(i) List ONE such internal factor. **(1 mark)**

(ii) Suggest THREE measures that an organization may adopt to remedy the situation. **(3 marks)**

Total 15 marks

6. (a) Two functions of the human resource department are administering performance appraisals and training. For EACH of these functions, state TWO activities that should be completed by the department in performing these functions. **(4 marks)**

(b) State TWO actions an employer may take to discipline employees. **(2 marks)**

(c) (i) The employer has a responsibility to provide for the health, safety and welfare of the employees at the workplace.

Copy the following table in your answer booklet and for EACH of these aspects, outline TWO benefits that an employee may derive from these statutory provisions. The first example of each aspect is done for you

Aspect	Benefits from statutory provision
Health	eg adequate workspace for each employee 1. 2.
Safety	eg warning notices posted in places considered to be dangerous 1. 2.
Welfare	eg adequate and sanitary washroom 1. 2.

(6 marks)

(ii) A clerk in the human resource office is assisting with short-listing applicants for the interview. State THREE actions that the clerk should carry out to ensure that the process of short-listing applicants is fair. **(3 marks)**

Total 15 marks

7. (a) Identify FOUR duties of a clerk in the accounts office. **(4 marks)**

(b) Write any ONE of the following abbreviations in full and explain what it means.

(i) C.O.D

(ii) E & OE **(2 marks)**

(c) (i) The table below shows the pay advice for Anne Hart for the fir t week in December 2010.

Hourly Rate of Pay	Basic Hours Worked	Total Overtime Pay	National Insurance Deductions from Gross Pay
$15.00	40	$180.00	$39.00

Use the information provided in the table to calculate the weekly

a) gross pay

b) net pay **(4 marks)**

GO ON TO THE NEXT PAGE

(ii) Ms Hart was also given a commission of 20% of her net pay. Calculate her TOTAL net salary for that week. **(2 marks)**

(iii) Copy the cheque below in your answer booklet and complete it to show the TOTAL salary paid to Anne Hart for that week. The cheque should be signed by Mr Dave Watts, the Accountant.

120

Bank of Bristol
Silver Spring, Fairview

.....

Pay to the order of .....Anne Hart.....

the sum of ..... dollars

$ .....

.....

512 77-44 40 20 01

(3 marks)

Total 15 marks

8. (a) List THREE duties of a clerk in the factory office **(3 marks)**

(b) Identify THREE documents, other than the job card, that are used in the factory office. **(3 marks)**

(c) You are Paula Kelly, a clerk in the factory office of Hi-Fashion Limited. Sally Burke is your Supervisor and Peter Kim is the Factory Manager. The factory has just completed Job No. 12 which comprised 40 dozen white, size 10 school shirts.

The following materials and labour were required to complete this job.

Material: 500 metres white cotton
160 dozens white buttons
100 spools white cotton thread

Labour: 3 cutters @ $20.00 per hour for 5 hours
10 stitchers @ $25.00 per hour for 20 hours
3 packers @ $18.00 per hour for 4 hours

Use the form provided to complete Job Card #15. Assume it was prepared by the factory clerk on 17 September, approved by the supervisor on 18 September and inspected by the factory manager on 25 September. **(9 marks)**

Total 15 marks

END OF TEST

TEST CODE **01237020**

FORM TP 2011099

MAY/JUNE 2011

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

SECONDARY EDUCATION CERTIFICATE EXAMINATION

OFFICE ADMINISTRATION

Paper 02 – General Proficiency

Question No. 4 (c) (i) ..... Candidate No. .....

MESSAGE FORM

MESSAGE FORM	
To:	
From:	
Organization:	Examinations Council
Address:	10 Main Street
	St Michael
	Barbados
Phone:	246-207-1733
Message:	
Message taken by:	
Date:	
Time:	

TEST CODE **01237020**

FORM TP 2011099

MAY/JUNE 2011

CARIBBEAN EXAMINATIONS COUNCIL

SECONDARY EDUCATION CERTIFICATE EXAMINATION

OFFICE ADMINISTRATION

Paper 02 – General Proficiency

Question No. 8. (c) Candidate No. .....

JOB CARD

Job No: _____ Card No. 15

Date: .....

Job Description

_____

_____

Material used:

Quantity Description

_____

_____

_____

_____

Workers employed: _____

Number Type Rate of pay

_____

_____

_____

_____

Time taken to complete job: _____

Approved by: _____ Date: _____

Inspected by: _____ Date: _____

Prepared by: _____ Date: _____

Factory Office Cler