CANDIDATE – PLEASE NOTE!

PRINT your name on the line below and return this booklet with the answer sheet. Failure to do so may result in disqualification.

_____

TEST CODE

FORM TP

MAY/JUNE 2017

CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

OFFICE ADMINISTRATION

Paper 01 – General Proficiency

1 hour 15 minutes

26 MAY 2017 (p.m.)

READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

1. This test consists of 60 items. You will have 1 hour and 15 minutes to answer them.

2. In addition to this test booklet, you should have an answer sheet.

3. 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.

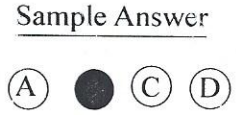
4. On your answer sheet, find the number which corresponds to your item and shade the space having the same letter as the answer you have chosen. Look at the sample item below.

   Sample Item

   A cheque is usually crossed in order to

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

   Sample Answer

   The best answer to this item is "provide a means of tracing it", so (B) has been shaded.

5. If you want to change your answer, erase it completely before you fill in your new choice.

6. 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, go on to the next one. You may return to that item later.

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

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1. Which of the following services is a function performed by the general office?

(A) Delivering goods
(B) Manufacturing goods
(C) Producing information
(D) Designing new products

2. A printed pamphlet which describes goods for sale is called a

(A) leaflet
(B) pricelist
(C) catalogue
(D) sales enquiry

3. Which type of office layout encourages more efficient team work?

(A) Open plan
(B) Virtual office
(C) Cellular office
(D) Traditional plan

4 Which of the following cards is LEAST likely to be used in the factory office?

(A) Bin
(B) Job
(C) Cost
(D) Time

5. Which of the following should be given the MOST consideration when designing an ergonomically efficient office?

(A) Employees' personal diet
(B) Employees' hours of work
(C) Type of equipment being utilized
(D) Arrangement of physical workspace

6. A customer argues that she did not receive a shipment of goods. Which device would MOST likely be used to send the signed delivery note to the manager who is at another branch?

(A) Scanner
(B) Facsimile
(C) Computer
(D) Digital camera

7. Which flow of communication gives employees the opportunity to ask questions and make complaints?

(A) Upward
(B) Vertical
(C) Horizontal
(D) Downward

8. The MAIN disadvantage of oral communication is that there is no

(A) record
(B) privacy
(C) reliability
(D) impression

9. Which of the following types of office layout is BEST suited for maintaining privacy in the office?

(A) Virtual
(B) Locked
(C) Cellular
(D) Open plan

10. Which of the following pieces of computer hardware is an output device?

(A) CPU
(B) Mouse
(C) Monitor
(D) Keyboard

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11. In an office where large quantities of printed materials have to be cut to size, it would be MOST useful to have access to a

(A) guillotine
(B) letter opener
(C) sharp-edged knife
(D) large pair of scissors

12. A businessman is travelling to a country which is one hour ahead of the time in his country. If the plane departs at 12:00 noon and the flight takes one hour and fifteen minutes, what time will it be when he arrives at his destination?

(A) 0215 hours
(B) 1215 hours
(C) 1315 hours
(D) 1415 hours

Item 13 refers to the following diagram.

TELEPHONE MESSAGE FORM	
To: R. Smith	From: J. Ben
ORGANIZATION: BEN & SONS Ltd	
PHONE: 1-888-245-8888	
MESSAGE: The new shipment of office chairs will arrive by Friday at 11:30 AM Call M. Santos for further information. Date: 11 April 2016 Time: 1400 hours W. Daniel	

13. The person who received the phone call and recorded the message is

(A) J. Ben
(B) R. Smith
(C) M. Santos
(D) W. Daniel

14. An important document must be sent to an overseas customer via post office mail. The document should be sent as

(A) first class mail
(B) second class mail
(C) poste restante service
(D) standard mail service

15. Mrs Jones was selected for the position of receptionist of an engineering firm. On accepting the job she was given a document outlining the work she is expected to perform. This is called a job

(A) listing
(B) evaluation
(C) description
(D) specification

16. It is now three months since a graduate applied for a job at a large firm. The graduate only received a letter of acknowledgement. What action should the graduate take to indicate that he/she is still interested in the job?

(A) Write another letter of application.
(B) Write a letter to follow up on the application.
(C) Telephone a friend who works with the firm.
(D) Visit the company and ask to see the human resource manager.

Item 17 refers to the following extract.

"In response to your advertisement in the Trinidad Express dated 4th February 2017, I hereby apply for the position of clerk in your firm."

17. In which of the following types of letters are you MOST likely to find the above extract?

(A) Solicited
(B) Follow-up
(C) Unsolicited
(D) Acknowledgement

18. Which of the following is an optional section in a resumé?

(A) Education
(B) Contact information
(C) List of academic awards
(D) Skills and work experience

19. Which of the following situations would cause a file to be classified as inactive?

(A) A supplier now sells a wider range of goods.
(B) The organization has stopped buying from a particular supplier.
(C) A company with which the organization deals has changed its name.
(D) A company with which the organization deals has changed its business address.

20. Which of the following acts allows trade unions to negotiate salaries on behalf of employees?

(A) Factories
(B) Industrial Relations
(C) Workers Compensation
(D) Occupational Health and Safety

21. Which of the following is NOT a characteristic of registered mail?

(A) Offers proof of postage
(B) Facilitates safe delivery of mail
(C) Normally sent by second-class mail
(D) Offers compensation for loss or damage

22. Which of the following items would be included in a memorandum?

(A) Date
(B) Salutation
(C) Time of day
(D) Complimentary close

23. XYZ Construction has 10 branches and 3000 customers across the Caribbean. The MOST appropriate records management classification system for XYZ construction to use is

(A) subject
(B) numerical
(C) alphabetical
(D) geographical

24. A records management clerk should file documents for Mary Hickson-Smith as

(A) Smith, Mary
(B) Hickson, Mary
(C) Smith-Hickson, Mary
(D) Hickson-Smith, Mary

25. A visitor arrives at the office without an appointment. What is the MOST suitable action for the receptionist to take?

(A) Take him/her to see the manager immediately.
(B) Invite the visitor to wait until he/she contacts someone to assist.
(C) Give the visitor a chance to wait before meeting a member of staff.
(D) Tell the visitor that he/she can only receive attention if an appointment is made.

26. The privilege an individual has to view his personal data is referred to as

(A) right of access
(B) secrecy provisions
(C) breach of confidence
(D) defamation of character

27. An advantage of centralized filing is that

(A) it takes less time to retrieve files
(B) more space and equipment are required
(C) all records are stored and managed in one place
(D) all records are stored and managed in each department

28. Which of the following terms is used to describe a committee which has been set up to deal with a specific matter?

(A) Ad hoc
(B) Central
(C) General
(D) Administrative

29. In order to promote a positive image of the organization, the receptionist should

I. monitor visitors while they are waiting
II. treat visitors with courtesy and respect
III. share the company's information with visitors

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

30. The chairperson's role in a meeting is to

I. control the discussions and guide members
II. make notes of the discussion as it takes place
III. ensure all members are given an opportunity to speak

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

31. Which of the following can be used as a reminder system in an organzation?

I. Appointment books
II. Tickler files
III. Diaries

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

32. Your employer wishes to hold a meeting in the staff room on 18 June at 8:00 a.m. Which of the following documents should be prepared and distributed prior to the meeting?

(A) Minutes
(B) Agenda
(C) Motion
(D) Chairman's Agenda

33. Mrs Kay bought a new stove on hire purchase from New & Used Appliances Ltd. She wants to authorize her bank to make monthly payments. Which of the following services should she use?

(A) Debit order
(B) Money order
(C) Credit transfer
(D) Standing order

34. When the ABC Life Insurance Company collapsed, the membership called a meeting to discuss issues pertaining to policies. This type of meeting is referred to as

(A) statutory
(B) committee
(C) annual general
(D) extraordinary general

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35. What is the correct order in which the following headings should appear in the minutes of a meeting?

I. Minutes of last meeting
II. Apologies for absence
III. Matters arising from minutes

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

36. One of the MOST important functions of the human resource department is

(A) introducing new employees
(B) receiving visitors to the firm
(C) ensuring proper communication
(D) attending to the welfare of employees

37. In making hotel reservations for an executive, which of the following would NOT be considered?

(A) Duration of the trip
(B) Proximity to beaches
(C) Type of room required
(D) Cost of accommodation

38. Letters of credit may be used by a traveller when

(A) enough cash is not available
(B) travellers cheques are not available
(C) payments are made for small amounts
(D) large sums of money are needed abroad

39. Which of the following is NOT a function of the human resource department?

(A) Recruitment of staff
(B) Payment of salaries
(C) Disciplinary procedures
(D) Induction of new employees

40. Which of the following is NOT a source of information on job opportunities?

(A) Thesaurus
(B) Newspaper
(C) Trade journal
(D) Company newsletter

41. Mega Industries experienced a 45 per cent labour turnover during the last three years. Which of the following actions can be taken to reduce this turnover rate?

I. Improve conditions at work
II. Review and revise salaries offered
III. Provide opportunities for development

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

Items 42–43 refer to the following transactions which occurred during the month of January 2017.

Date	Details	Description	Debit	Credit	Balance
1 January	Balance				150
3 January	Interest			5	
5 January	Withdrawal	ATM	140		
12 January	Cheque	13572		200	
15 January	Cheque	87431	50		
27 January	Service charge		10		

42. The extract shown above is an example of a

(A) cash book
(B) summary sheet
(C) statement of account
(D) bank reconciliation statement

43. Assuming that there are no further transactions, what is the opening balance on the account on 1 February?

(A) $105
(B) $155
(C) $195
(D) $285

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44. Which of the following represent documents maintained by the human resource office?

(A) Job specifications and circulation slips
(B) Personal history and visitors' records
(C) Contracts of employment and leave forms
(D) Appraisal forms and reception register

45. Which of the following positions is responsible for receiving and relaying messages and making appointments?

(A) Receptionist
(B) Office hostess
(C) Office messenger
(D) Company secretary

46. What is the name given to a cheque dated ahead of time?

(A) Crossed
(B) Certified
(C) Post-dated
(D) Stale-dated

47. Which of the following documents is issued by the petty cashier as a record of purchase and issue of cash to a member of staff?

(A) Invoice
(B) Voucher
(C) Cash bill
(D) Statement

48. What is the main difference between order forms and requisition forms?

(A) Order forms are usually not signed while requisition forms are signed.
(B) Requisition forms are usually not signed while order forms are signed.
(C) Order forms are used externally while requisition forms are used internally.
(D) Requisition forms are used externally while order forms are used internally.

49. Which of the following would be MOST suitable for storing inactive files?

(A) Box files
(B) Microfilm
(C) Accordion files
(D) Suspension folders

50. The MAIN duty of the purchasing clerk is to

(A) source supplies
(B) negotiate terms
(C) obtain supplies
(D) maintain records

Item **51** refers to the following information on the movement of stock.

Month	Receipts	Issues
January	15 @ $35	
February	15 @ $30	
May		20

51. What is the cost of the closing stock at the end of May, using the FIFO method?

(A) $300
(B) $325
(C) $350
(D) $370

Items **52–53** refer to the following purchase order.

Purchase Order

Order No.: 103
Date: 14 April 2016

To:
Address:
Terms: 5/10 N/30
Please supply the following:

Quantity	Description	Unit Price	Total
2 boxes	Padded envelopes 12½"x 19"	30.00	
6 boxes	Manila envelopes 5" x 12"	17.50	
1 box	White envelopes 10" x 7"	12.00	
2 packs	3½" size envelopes	1.50	

52. What is the cost of the items before the discount is given?

(A) $108.00
(B) $118.00
(C) $162.00
(D) $180.00

53. What will be the total cost of the items after the discount is calculated?

(A) $162.00
(B) $189.00
(C) $198.00
(D) $216.00

54. Which of the following documents, sent by the seller to the buyer, contains ALL of the following information?

I. Details of goods supplied
II. How the goods were transported
III. Unit price and total cost

(A) Invoice
(B) Price list
(C) Quotation
(D) Delivery note

Items 55–57 refer to the following document.

CUSTOMER'S NAME:	Zina's Upholstery
JOB: Twelve (12) Cushions	JOB NO: 170
TIME REQUIRED TO COMPLETE JOB:	2 days
MATERIALS NEEDED:	COST $
Fabric	600
Sponge	250
Thread	60
LABOUR REQUIRED:	
Stitcher	200
Total Cost of Labour	200
Add 20% for Overheads	_____
Total Cost of Job	_____
Cost per unit =	_____

55. The document above is an example of a

(A) job card
(B) cost card
(C) time card
(D) record card

56. What is the 20% overhead charge?

(A) $140
(B) $182
(C) $222
(D) $266

57. The TOTAL cost of the job is

(A) $ 710
(B) $ 910
(C) $1 110
(D) $1 332

58. The duties of a clerk in the despatch office include(s)

I. preparing credit notes
II. maintaining a database of couriers
III. liaising with the relevant departments

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

59. Which document used in shipping is both a contract for carriage and a document of title?

(A) Airwaybill
(B) Bill of lading
(C) Customs form
(D) Export licence

Item **60** refers to the following clock card which shows the times of arrival and departure for an employee.

CLOCK CARD

Employee: Gary Watson **No.: 00401**

Period: 1–6 June 2013

Day	In	Out	Total
Monday	7:30	4:30	
Tuesday	7:30	6:30	
Wednesday	8:00	6:30	
Thursday	7:30	4:30	
Friday	7:30	4:30	
Saturday	8:00	1:30	

60. What is Gary's total hours worked for the week?

(A) 40
(B) 48
(C) 54
(D) 56

END OF TEST

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