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FORM TP 2005113

MAY/JUNE 2005

CARIBBEAN EXAMINATIONS COUNCIL

SECONDARY EDUCATION CERTIFICATE EXAMINATION

OFFICE PROCEDURES

Paper 02 – General Proficiency

2 hours

07 JUNE 2005 (p.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 in SECTION II.

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. The department in which you are a purchasing clerk consists of a general manager and her secretary; an accountant/buyer who reports to the general manager. The purchasing clerk, accounts clerk and payroll clerk are all in the same salary range. The secretary coordinates the duties of the office attendant.

(a) Draw an organization chart to show the relationships in the department. **(8 marks)**

(b) Minutes must be taken at each departmental meeting.

(i) List THREE details that must be included in the minutes. **(3 marks)**

(ii) Identify FOUR follow-up activities that must be completed BEFORE the minutes are circulated to members. **(4 marks)**

Total 15 marks

2. You were asked to assist the manager who will be travelling to a meeting overseas. In making the accommodation arrangements with the hotel, it is important that the communication be in a written format.

(a) List THREE ways of sending the written communication to the hotel. **(3 marks)**

(b) List FOUR payment systems the manager may use to pay for transactions overseas. **(4 marks)**

(c) Your firm has just hired a switchboard operator who has to be trained. Your supervisor knows that you have studied communication in your Office Procedures classes and has asked for your assistance.

Prepare a list of EIGHT points that will assist the operator to effectively manage telephone calls. **(8 marks)**

Total 15 marks

GO ON TO THE NEXT PAGE

3. After a successful interview you received the following letter:

WAREHOUSING LTD
Matherson Avenue, Fallaway, St. Vincent

June 15, 2005

Jade Hackshaw
27 Cedar Hill
Soufriere
St. Vincent

Dear Jade

I am pleased to offer you a position with WAREHOUSING LTD as an Inventory Clerk in the Stores Department as of July 1, 2005.

You will report directly to Mr. Matthew, the Warehouse Manager, at 8:00 a.m. Your appointment is at Grade III on the salary scale. Your gross salary will be EC$24 000 annually. You will be paid on a monthly basis. In addition you will be entitled to sixteen (16) days paid annual vacation leave.

I am confident that you will make an excellent addition to the firm, and therefore I bid you welcome.

Should you have any questions, please do not hesitate to call me.

Sincerely,

Petra Joinville

Human Resource Manager

(a) Write a letter of acceptance in response to the offer. **(8 marks)**

(b) List FOUR skills that an inventory clerk would need to perform competently in the job. **(4 marks)**

(c) Explain the importance of an **Out Card** placed in a file, to someone who wants to borrow that file. **(3 marks)**

Total 15 marks

4. (a) Describe the procedure the receptionist should follow in EACH of the situations listed below:

(i) Making appointments for a client to meet with an executive. **(4 marks)**

(ii) Receiving letters and parcels **(3 marks)**

(b) In your answer booklet arrange the following business cards

(i) In alphabetical order **(4 marks)**

(ii) By subject **(4 marks)**

WAREHOUSING LTD
125 Maple Street
Kingston 7, JA

John Evans
STORAGE SPACE
SALES & RENTALS
Tel: 876-928-3617
Fax: 876-123-4564
E-mail: warehouse@WAR.org

DYNAMIC WORKPLACE INC
16 Trendy Avenue
Kingstown, St. Vincent

RESEARCH CONSULTANTS

Tel: 756-721-7717
Fax: 756-485-2361
E-mail: dynawo@DYN.Net.SV

MODERN OFFICE LTD
2 Bayview Towers
Lands End, St. Lucia

OFFICE SUPPLIES

Tel: 758-452-4386
Fax: 758-468-4302
E-mail: modof@SLU.net

WILLIS OFFICE SUPPLIES LTD
126 Juan Christo Calle
Belmopan, Belize

OFFICE HARDWARE

Tel: 501-362-1111
Fax: 501-362-1113
E-mail: wilos@LTD.BZ

Total 15 marks

SECTION II

Answer any TWO questions in this section.

5. (a) (i) State THREE ways in which an individual may benefit from an appraisal interview with his or her supervisor. **(3 marks)**

(ii) Identify THREE records used specifically in the Human Resource Department. **(3 marks)**

(b) On May 31, 2005 the Business Department of Marlie High School submitted a purchase requisition for three standard teachers' desks and three swivel chairs from Willis Office Supplies Ltd. The catalogue numbers were D4 and SC3 respectively. The requisition was prepared by A. Cape, authorized by B. Sect and approved by C. Prof.

(i) Use the information above to complete the Purchase Requisition form provided. **(7 marks)**

(ii) Explain the difference between a 'Purchase Requisition' and a 'Stock Requisition'. **(2 marks)**

Total 15 marks

6. (a) A contract of employment was given to you when you joined the firm as an accounts clerk. List FOUR terms or conditions that would be outlined in such a document. **(4 marks)**

(b) One of your first responsibilities in the Accounts Department is to respond to ALL issues relating to debit and credit notes.

Reproduce the following table in your examination booklet. Identify ONE condition for issuing EACH of the documents listed in the table.

Debit Notes		Credit Notes	
1		1	

(2 marks)

(c) From the information given below, determine the value of the closing stock at May 30, 2005, using the **First In First Out** method of stock valuation. You are required to **show all working in your answer booklet.**

WAREHOUSING LTD — STOCK RECORD CARD

A4 Paper, White

Maximum Level 100

Minimum Level 30

Purchases			Sales	
Date 2005	Quantity	Unit Price	Date 2005	Quantity
May 1	b/f 60	$8.00		
May 4	40	$8.00	May 6	50
May 14	70	$9.00	May 9	20
May 24	70	$10.00	May 18	20
			May 25	60

(9 marks)

Total 15 marks

7. (a) One of the functions of the Factory Office is to ensure that the cost of the finished product is reliably established if a business is to make a profit. List FOUR factors that should be considered in the costing of finished goods. **(4 marks)**

(b) Examine the excerpts from the Cash Book and bank statement listed below and answer the following questions:

CASH BOOK							
May	1	Bal b/f	$6 900	May	2	M & C	$2 000
	3	Ms E Knight	400		3	C & W	850
	10	V. Gordon	350		15	Distillers Ltd	750
	20	Sales	2 000		18	Jo Anne	150
	25	N Couman	200		24	K Atkins	75
	30	Sales	1 500		30	Water Co	300
					31	Bal c/d	7 225
			$11 350				$11 350
June	1	Bal b/f	7 225				

BANK STATEMENT					
2005		Details	Dr	Cr	Balance
May	1	Bal b/f			6 900
	4	Mc Knight		400	7 300
	4	M & C	2 000		5 300
	5	C & W	850		4 450
	15	Interest		40	4 490
	21	Deposit		2 000	6 490
	25	K Atkins	75		6 415
	26	N Couman		200	6 615
	31	Bank Charges	25		6 590

(i) Explain what is meant by the May 1 balance in the bank statement. **(2 marks)**

(ii) Revise the cash book balance. **(3 marks)**

(iii) Prepare the bank reconciliation statement at May 31, 2005. **(6 marks)**

Total 15 marks

GO ON TO THE NEXT PAGE

8. (a) List THREE documents that are needed when goods are to be shipped to an overseas buyer. **(3 marks)**

(b) List THREE pieces of information that would be considered important in a Planning Master. **(3 marks)**

(c) Modern Office Ltd offered your company, Terrace Mills, the following terms of sale:

A4 Bond Paper, 24 reams at $45.00 each
Less Trade Discount of 25%
Further 20% cash discount for early settlement of the transaction

Assume that your company takes advantage of all of the discounts offered.

(i) Calculate the final payment. Show ALL working. **(4 marks)**

(ii) Use the form provided to prepare the cheque for payment. After you prepare the cheque, it will be signed by your manager, Karex Bridglal. **(5 marks)**

Total 15 marks

END OF TEST

Question No. 5. (b) (i) Candidate No. .....

PURCHASE REQUISITION

NAME: _____ REQUISITION #: 10

DEPT.: _____ DATE: _____

TO: _____

Please order the following:

QTY	CODE	DESCRIPTION	SUPPLIER

Authorized by : _____

Job Title: _____

Approved by: _____

Received by Purchasing: _____

Question No. 8. (b) (ii) . . . . . Candidate No. . . . . .

TERRACE MILLS
LOT 20 HAPPY VALE ESTATE
ST MICHAEL

_____, 20_____

Pay to the order of _____ $ _____

The sum of: _____ / 100 _____

ISLAND BANK
HAPPY VALE
ST MICHAEL
BARBADOS

_____
MANAGER

015 7005650 002 41171 38