FORM TP 2010094

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MAY/JUNE 2010

CARIBBEAN EXAMINATIONS COUNCIL

SECONDARY EDUCATION CERTIFICATE EXAMINATION

OFFICE ADMINISTRATION

Paper 02 – General Proficiency

2 hours

25 MAY 2010 (a.m.)

INSTRUCTIONS TO CANDIDATES

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

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

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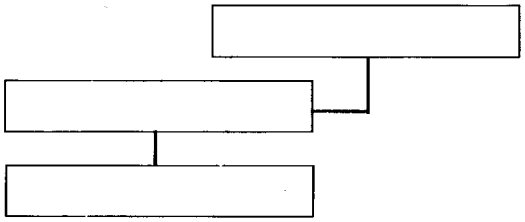
SECTION I

Answer ALL questions in this section.

1. (a) (i) Identify THREE channels, other than the consumer, that a manufacturer or producer may use to distribute his goods and services. **(3 marks)**

(ii) State TWO roles that the office should perform in the exchange of goods and services. **(2 marks)**

(b) Copy the organization chart below in your answer booklet and complete it to show the positions for a **general manager**, a **secretary** and an **administrative assistant**. **(2 marks)**



(c) In her application letter to Hi-Tech Solutions Co. Ltd, Shauna Lee stated that she possessed excellent "literacy, word-processing, time management and problem-solving" skills.

For EACH of the skills listed above, state TWO ways in which Shauna Lee could contribute to efficiency in the organization. **(8 marks)**

Total 15 marks

2. (a) (i) State THREE techniques that an employee should display in answering the company's telephone. **(3 marks)**

(ii) List THREE types of information that may be found in the telephone directory. **(3 marks)**

(b) (i) State ONE reason why knowledge of time zones is important in business.
(1 mark)

(ii) The table below lists THREE countries which are either behind in hours (indicated by the minus sign (–), or ahead, (indicated by the plus sign (+) of Greenwich Mean Time.

Countries	Behind or Ahead	Time on 12-hour clock
Delhi, India	+05.5 hours	
Kinston, Jamaica	–05 hours	
Tokyo, Japan	+09 hours	

Copy the information given in the table above in your answer booklet and calculate the time for the THREE countries when it is 12 noon in England, using the 12-hour clock. **(3 marks)**

(iii) Copy the following information in your answer booklet and determine the time on the 24-hour clock.

12-hour clock	24-hour clock
12:00 noon	
12:00 midnight	
12:01 p.m.	
1:00 a.m.	
1:00 p.m.	

(5 marks)

Total 15 marks

3. (a) (i) State TWO reasons for preserving records in a business. **(2 marks)**

(ii) Identify TWO means by which data may be preserved. **(2 marks)**

(iii) Copy the information below in your answer booklet and for EACH duty, give ONE task that the records management clerk is expected to perform. **(3 marks)**

Duties	Tasks to be performed
Preparing documents	
Managing documents	
Retrieving documents	

(b) Arrange the following list of names as they would appear in an alphabetical filing system.

Olga Read
Amy Reed
O. Read
A. Reide
A. Reede
O. Reade
A. Reid
O. Reed **(8 marks)**

Total 15 marks

4. (a) (i) State ONE follow-up activity of a meeting that should be performed by the chairperson. **(1 mark)**

(ii) State THREE reasons for sending copies of minutes of the previous meeting to members ahead of the next meeting day. **(3 marks)**

(b) List THREE items of business that may be included on the agenda of a meeting. **(3 marks)**

(c) As a new employee in the organization, you notice that each week, attendance at meetings seems to be dwindling.

Draft a memo to all members of staff explaining the problem. Suggest FOUR actions that can be taken to deal with the poor attendance at meetings. The memo will be signed by the general manager. **(8 marks)**

Total 15 marks

GO ON TO THE NEXT PAGE

SECTION II

Answer any TWO questions in this section.

5. (a) (i) State TWO reasons for the human resource management office to conduct an induction programme. **(2 marks)**

(ii) State TWO purposes for appraising employees in an organization. **(2 marks)**

(b) Identify TWO duties of the purchasing clerk. **(2 marks)**

(c) (i) You are Shirley Showers, a data entry clerk. You informed your supervisor, Mrs Olivia Grange, that you will require the following items in the next two days. Mr Bigga Henry is the stores clerk.

- 2 reams A4 copy paper
- 6 black deskjet cartridges
- 100 D6 brown envelopes
- 1 gross HB pencils

Use the form provided to request the items. The requisition number is 101. **(5 marks)**

(ii) As data entry clerk, you are asked to print 250 copies of a four-page annual newsletter for the company, immediately. You, therefore, need to order 3 reams of A4 copy paper at a cost of $100.00 per ream from Chin Lees Stationery Ltd, 5 Savana Road, Grenada.

Use the Order form provided to ensure that the paper required is supplied to you on the same day. **(4 marks)**

Total 15 marks

6. (a) (i) List THREE items of information that the accounts clerk will place on an employee's Pay Advice. **(3 marks)**

(ii) State THREE reasons usually considered for paying an employee by cheque. **(3 marks)**

(b) You are Seeta Roopria, petty cashier, who has been handling small cash transactions for the marketing division of the Starlet Electrical Company, 148 Taylor Drive, Belmont, St. Kitts.

Use the **Petty Cash Book form** provided to record the following information. You are required to balance the book and restore the imprest on June 01.

May 01 Petty cash brought forward $300.00

May 06	Paid postage – PCV #1	$20.00
May 08	Bought stationery – PCV #2	$10.00
May 09	Paid travel expenses – PCV #3	$30.00
May 11	Paid office expenses – PCV #4	$25.00
May 13	Paid window cleaner – PCV #5	$40.00
May 15	Bought sundry items – PCV #6	$30.00
May 21	Paid for small office supplies – PCV #7	$35.00
May 22	Bought stamps – PCV # 8	$10.00
May 24	Paid for stenopad – PCV #9	$15.00
May 31	Paid taxi fare – PCV # 10	$20.00

(9 marks)

Total 15 marks

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7. (a) (i) State ONE function of EACH of the following pieces of equipment used in Sales and Marketing:

- Fax machine
- Computer
- Answering machine **(3 marks)**

(ii) Apart from the pieces of equipment mentioned in 7 (a) (i) above, identify THREE machines used in the sales office. **(3 marks)**

(b) Top-Brand Stationery Supplies Ltd, of 15 Hanover Street, Kingstown, St Vincent, is a large retailer of hardcover notebooks. On June 03, Studywise Agencies, of 20 Ballater Drive, Kingston 10, Jamaica, ordered 500 hardcover notebooks at $10.00 each. Top-Brand Stationery offers a trade discount of 20% for orders above 400 notebooks. The company also offers a cash discount of 10% for all accounts settled within 20 days. The net amount of the invoice is due within 30 days of the invoice date to avoid a late fee of 1% of the total amount of the order.

You are required to:

(i) **Use the form provided** to prepare the invoice to reflect the sales transactions. **(5 marks)**

(ii) Calculate, showing all working, how much Studywise Agencies is expected to pay if the invoice is paid by June 15. **(2 marks)**

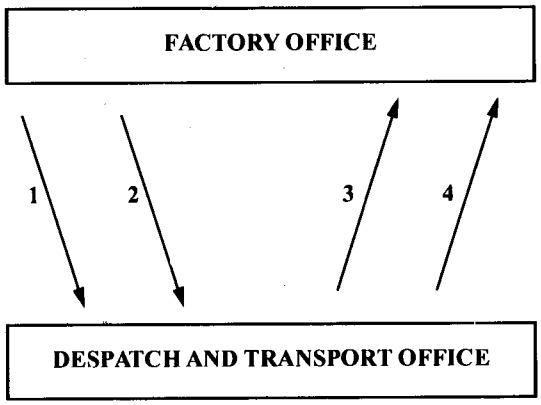
(iii) Calculate, showing all working, the amount Studywise Agencies should pay if the bill is settled on July 15. **(2 marks)**

Total 15 marks

8. (a) (i) List THREE specific duties performed by a clerk in a factory office. **(3 marks)**

(ii) State THREE ways in which a factory office can ensure that goods are completed on schedule. **(3 marks)**

(b) There are documents that move between the factory office and the despatch and transport office.



(i) Identify FOUR documents that move in BOTH directions between the factory office and the despatch and transport office. **(4 marks)**

(ii) State THREE ways in which the factory office and the despatch and transport office may depend on each other for the efficient operation of the business. **(3 marks)**

(iii) Explain TWO problems that may arise if both departments are unable to co-ordinate their activities. **(2 marks)**

Total 15 marks

END OF TEST

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

DEPARTMENTAL STOCK REQUISTION			
To:		No: Date:	
Please supply the following iitem(s)			
Quantity	Description		
Requested by:		Department:	
Authorized by:		Date:	
Received by:		Date:	

Question No. 5 (c)(ii) .....

ORDER FORM

To: ..... Date: .....

..... Quotation # 10

.....

Please supply the following C.O.D.

Quantity	Particulars	Unit Price	Total

Question No. 6 (b) .....

Candidate No. .....

Dr	Petty Cash Book									Cr
Receipts	**Payments**									
					Analysis					
Amount	**Date**	**Details**	**Fo/ PCV**	**TOTAL**	**Postage**	**Stationery**	**Travel Expenses**	**Office Expenses**	**Sundries**	

Question No. 7(b)(i) ..... Candidate No. .....

SALES INVOICE
No. TBSS220

TO:

TERMS:

DATE:

Quantity	Description	Unit Price $	Total $
	E & OE		