AFFIX SEAL HERE

CANDIDATE – PLEASE NOTE!

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

Signature

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FORM TP 2007111

TEST CODE 01237010

MAY/JUNE 2007

CARIBBEAN EXAMINATIONS COUNCIL

SECONDARY EDUCATION CERTIFICATE EXAMINATION

OFFICE ADMINISTRATION

Paper 01 – General Proficiency

75 minutes

05 JUNE 2007 (p.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 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) 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 it", 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.

AFFIX SEAL HERE

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

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1. An organisational chart is used to

(A) show informal relationships
(B) outline the duties of positions
(C) show lines of authority
(D) draw up job specifications

2. An application for the position of despatch clerk was addressed to the company. To whom should the mail clerk send this application?

(A) Shipping Supervisor
(B) Administrative Officer
(C) Marketing Manager
(D) Human Resource Manager

3. Your manager has information regarding the impending merger of your firm. Fears are being expressed that jobs will be lost. How should he communicate this information to the staff?

(A) Memorandum
(B) Confidential letters
(C) Staff meeting
(D) Public address

4. Which of the following factors contribute to good interpersonal relationships within a company?

I. Respecting self and others
II. Being punctual
III. Using one's initiative
IV. Accepting responsibilities

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

5. Which of the following measures can be used to improve office efficiency?

I. Good communication
II. Skills training
III. Merit programmes
IV. Incentive schemes

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

6. One indication of good interpersonal relations in an office is the

(A) number of memoranda circulated among employees
(B) number of visitors to the firm
(C) type of duties that employees are required to perform
(D) manner in which employees speak to each other and to visitors

7. Which of the following machines is used to neatly arrange several sheets in order?

(A) Sealing machine
(B) Collating machine
(C) Stamping machine
(D) Franking machine

8. Where is the subject line placed in a letter?

(A) Before the date
(B) Before the salutation
(C) After the salutation
(D) After the address

9. The telephone answering machine is particularly useful

(A) when trying to avoid high telephone bills
(B) for getting messages when the office is closed
(C) for transferring calls from one department to another
(D) when the firm has no official telephone operator

10. Which of the following pieces of equipment is used for stamping mail?

(A) Jogger
(B) Collator
(C) Duplicator
(D) Franking

11. You are travelling to a country which is one hour ahead of your time. If your plane departs at 12.00 noon and your flight takes one hour and fifteen minutes, at what time will you arrive at your destination?

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

12. Which of the following is NOT an advantage of oral communication?

(A) It is fast.
(B) There is instant feedback.
(C) Communication is two-way.
(D) Only a few can participate.

13. A confidential letter addressed to your employer is received in a torn condition. You should

(A) return the letter to the mail department
(B) attach a note to the envelope and deliver by hand to your employer
(C) put the letter into a new envelope and take it to your employer
(D) refuse to accept the envelope from the mail department

14. A statement of account shows details of the

I. amount due
II. prices of the individual goods
III. invoice number
IV. description of the goods

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

15. Which of the following is NOT appropriate for the use of a credit note?

(A) Goods are damaged
(B) Gift vouchers are presented
(C) Goods are overcharged
(D) Too few goods are sent

16. The letter-opening machine is used to

(A) open bulky envelopes
(B) remove remittances from envelopes
(C) open the flaps of envelopes
(D) cut away the edges of envelopes

The accounts department has requested information from the central filing department. Which of the following actions should the file clerk take?

I. Act on a written request from the accounts department.
II. Complete an 'out' sheet and place it in the file.
III. Ask the person receiving the information to sign for it.
IV. Send the file with a request for it to be returned in an hour's time.

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

18. A clerk was asked to file some purchase orders in chronological order. These documents should be arranged by

(A) quantity
(B) order number
(C) reference number
(D) date

19. When faced with insufficient space for storing inactive files, firms may consider using

(A) diskettes
(B) suspension folders
(C) microfilming
(D) concertina files

20. The filing system in your office is to be changed from the alphabetical system to the numerical system. How would this change affect the filing system?

(A) There will be less confusion with files of similar names.
(B) It would be cheaper.
(C) Expansion of files would be easier.
(D) The filing clerk can work more efficiently.

21. Appointments for each day should be written in a diary

(A) in the correct time sequence
(B) at regular intervals
(C) clearly and concisely with a pen
(D) in pencil and when confirmed, in ink

22. When a file has been requisitioned, the information regarding the loan of the file should be recorded on

(A) an index card
(B) an out card
(C) a card indicator
(D) a guide card

23. The receptionist MUST ensure that the reception area is tidy at all times because

(A) it is his/her responsibility
(B) it gives a good impression of the firm
(C) visitors can move more freely
(D) visitors will feel comfortable

24. Why should a receptionist keep a Reception Register?

(A) To identify callers when they arrive
(B) To prepare a list of clients
(C) To make a list of callers
(D) To remember who visited the firm

25. One of the duties of an accounts clerk is

(A) preparing contracts of employment
(B) preparing debit and credit notes
(C) completing invoices for goods
(D) directing workers to the payroll clerk

26. The Notice and Agenda of an annual general meeting are usually sent out to

I. standing committees
II. statutory committees
III. board members
IV shareholders

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

27. All of the following items of business are discussed at an annual general meeting EXCEPT

(A) declaration of dividends
(B) making arrangements for a very important person
(C) election of directors and auditors
(D) presentation and adoption of the company's reports and accounts for the previous year

28. Minutes of a meeting can be described as a

(A) brief summary
(B) verbatim report
(C) resolution
(D) speech

29. For which of the following reasons is it important to keep an attendance register at meetings?

(A) To prepare name cards for members
(B) To ascertain the arrival times of members
(C) To ensure a permanent record of members present
(D) To arrange the seating accommodation for members

30. When there is an equal number of votes 'for' and 'against' a motion the Chairman should

(A) drop the motion
(B) recount the votes
(C) amend the motion
(D) cast a vote

31. A quorum is constituted of the

(A) minimum number of members to be present for a meeting to be called to order
(B) specific executive members who must be present for a meeting to be conducted
(C) executive members of the committee present at the meeting
(D) number of members present at a meeting

32. You were interviewed for a visitor's visa to travel to another country. You were asked whether you intended to work in that country. You replied, "yes" and you were not granted the visa. Why were you turned down?

I. A work permit is required to work in another country.
II. It is illegal to work on a visitor's visa.
III. The government wants you to use your visitor's visa to visit sights in their beautiful country.
IV. The government wants you to enjoy your visit free from work.

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

33. Traveller's cheques should be countersigned

(A) before taking it to the person accepting payment or cashing it
(B) as soon as it is issued
(C) in the presence of the person accepting payment or cashing it
(D) at the hotel before taking it to the person accepting payment or cashing it

34. Your employer is on a business trip in another Caribbean territory and urgently requires additional money. The BEST way to send money to her is by

(A) international bank draft
(B) credit transfer
(C) debit transfer
(D) electronic money transfer

35. Letters of credit are given to individuals

(A) travelling abroad on business for their firm
(B) wishing to bank large sums of money abroad
(C) wishing to purchase goods on credit
(D) who have purchased goods on credit

36. One requirement for obtaining a passport is that the applicant must

(A) be over 16 years of age
(B) complete an application form
(C) be gainfully employed
(D) have a bank account

37. Persons wishing to travel abroad could take out insurance coverage on their

I. life
II. home
III. vehicle
IV. baggage

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

38. An unsolicited letter of application may be written when

(A) a job is advertised in the newspaper
(B) a company advertises for a vacancy
(C) you apply enquiring about a vacancy
(D) a company's application form is made available

39. There is a growing feeling among staff that concerns about their general welfare are being overlooked by management. What is the FIRST action that should be taken by staff to improve the situation?

(A) Request a meeting with the Human Resource Manager.
(B) Take industrial action.
(C) Inform the trade union.
(D) Insist that the head of the organisation meet with workers immediately.

40. The BEST possible source of information on job opportunities is the

(A) classified advertisements
(B) yellow pages
(C) job schedules
(D) company newsletters

41. Clare Lee is paid a basic wage of $8.00 per hour for a 40-hour week and $9.60 per hour for overtime work. Last week Clare worked 48 hours. What was her total wage for the week?

(A) $76.80
(B) $320.00
(C) $396.80
(D) $760.00

42. Which of the following duties is the clerk in the accounts office responsible for?

I. Keeping records of the firm's debtors
II. Preparing the payroll of workers
III. Operating the internal intercom
IV. Completing and despatching bills to customers.

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

43. In which of the following departments of a large company are you MOST likely to be interviewed for a job?

(A) Administration
(B) Legal
(C) Human Resource
(D) Accounts

44. There are many ways a new employee can seek to familiarise himself with the organisation. Which of the following sources can a new employee use to familiarise himself with the organisation?

(A) Personal files
(B) Company secretary
(C) Company manual
(D) Contract of Employment

45. A firm which handles a large number of invoices during the month may increase its efficiency by using a

(A) calculator
(B) billing machine
(C) cheque writer
(D) printing machine

46. The maximum level recorded on the stock card helps the accounting clerk to

(A) maintain good communication with stores
(B) control the amount used on an item
(C) ensure the amount to be ordered is not exceeded
(D) allow sufficient funds for an item

47. Which of the following details is NOT included on the cash disbursement sheet used in petty cash?

(A) The name of the person receiving the funds
(B) A summary of the funds spent
(C) The date on which the money was paid
(D) The balance in the cash pan

48. Which of the following BEST describes the purpose of the petty cash fund?

(A) For prevention of theft by employees
(B) For making small payments conveniently
(C) To reduce clerical work
(D) To store cash efficiently

49. Which of the following abbreviations is used in the documentation of sales?

(A) RSVP
(B) E & OE
(C) NCR
(D) RD

50. The term 'minimum level' on the stock card refers to

(A) the least amount of stock a business can afford
(B) the lowest balance of stock allowed
(C) the smallest batch that can be bought
(D) the amount allowed to the manager

51. What should a clerk do if the number of items being delivered is less than that shown on the delivery note?

(A) Reprimand the delivery agent and refuse to accept delivery.
(B) Return the goods and ask for urgent delivery of the correct order.
(C) Accept the delivery and ask the company to send the outstanding items.
(D) Write the shortage on the delivery note before signing for receipt of the goods.

52. Which is the BEST method of processing inventory data?

(A) Manual
(B) Mechanical
(C) Electronic
(D) Physical

53. Which of the following statements is NOT relevant to the stock card?

(A) It shows information relating to the maximum quantity of stock kept.
(B) It is used to maintain the stock at the required level.
(C) Each stockroom item is recorded on a separate form.
(D) An inventory can replace this form since it gives the same information.

54. A planning master for factory work includes details of the

(A) production process
(B) training process
(C) distribution process
(D) stock re-order levels

55. Mrs Browne wants to make a sales presentation using well-prepared and colorful transparencies. She should use the

(A) overhead projector
(B) visual display unit
(C) computer
(D) photocopier

56. An invoice dated 6 May was billed for $500 and allowed a trade discount of 2½ per cent. The terms were 2/10, N/30. If the customer pays the bill on 19 May, the amount payable is

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

57. Which of the following BEST describes the MAIN function of the factory or works control office?

(A) Completing progress record cards
(B) Organising production activities
(C) Distributing the right tools and materials
(D) Providing a safe system of work for all workers

58. Mr Joe, an exporter, wants to ship his products to another Caribbean island. Which of the following documents is NOT necessary?

(A) Bill of lading
(B) Customs form
(C) Insurance certificate
(D) Delivery note

59. Follow-up letters are sent after an application when

(A) no reply is received
(B) there is no vacancy
(C) one year has elapsed
(D) completing the application form

60. Which of the following should be done if no mention is made of promotional opportunities when you are being interviewed for a job and you are interested in having such information?

(A) Ask about it in a follow-up letter after the interview.
(B) Visit the office and question the employees.
(C) Ask about it before the close of the interview.
(D) Assume that promotion will be automatic.

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