FORM TP 2013019

TEST CODE **01237020**

JANUARY 2013

CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

OFFICE ADMINISTRATION

Paper 02 – General Proficiency

2 hours

09 JANUARY 2013 (a.m.)

READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

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

3019

Ministry of Education
Sports and Youth Affairs

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) Identify THREE functions of the General Administrative Office. **(3 marks)**

(b) State FOUR advantages of working in an office that has centralized its services. **(4 marks)**

(c) You are Ms Susan Andrew, an office clerk employed at Best Deal Documentation Centre. In your regular staff meeting you learn that the company is soon to advertise a job vacancy in the reprographics department and you are interested in the position.

Write a memorandum to the Office Manager, Ms Linda Charles, suggesting FOUR ways in which your knowledge and skills match those required for the upcoming position in the reprographics department. **(8 marks)**

Total 15 marks

2. (a) State ONE purpose for which a records management clerk may use EACH of the following reference materials in the office:

(i) Post office guide **(1 mark)**

(ii) Dictionary **(1 mark)**

(iii) Internet **(1 mark)**

(iv) Map **(1 mark)**

(b) Identify THREE items that must be included on an agenda for a regular business meeting. **(3 marks)**

(c) Your employer, Mr Paul Newton, has to travel to Trinidad and Tobago for five days from 6 to 10 February 2013. You have been asked to assist Mr Newton in arranging this business trip.

Prepare an itinerary using the following information:

- Mr Newton will depart from George Charles Airport (Saint Lucia) on Monday 6 February 2013 on LI 465 at 1:00 p.m., and is scheduled to arrive at Piarco International Airport in Trinidad at 2:30 p.m. He will be picked up by Mr Chad St. Paul, who will take him to the Hylton Hotel, where he will be staying.

- On Tuesday, 7 February 2013, from 9:00 a.m. to 3:00 p.m., Mr Newton is expected to attend a meeting at the Almond Hotel on 32 Crown Plaza Avenue. On the same day, Mr Newton will attend a cocktail party at his hotel at 5:00 p.m.

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- On Wednesday, 8 February 2013, Mr Newton is scheduled to attend a conference with the CARICOM Heads of State from 8:30 a.m. to 5:00 p.m. The meeting will be held in the Hylton Conference Room.

- On Thursday, 9 February 2013, a sightseeing trip has been scheduled. The bus leaves the Hylton Hotel at 10:00 a.m. Mr Newton is also scheduled to attend a banquet at 6:00 p.m. at the Marrion Hotel on the same day.

- On Friday, 10 February 2013, Mr Newton will depart from Piarco International Airport at 8:00 a.m. on BW231. He is scheduled to arrive at George Charles Airport (Saint Lucia) at 12:30 p.m.

You are required to prepare the itinerary using the 24-hour clock. **(8 marks)**

Total 15 marks

3. (a) State THREE steps that should be taken when transferring funds electronically. **(3 marks)**

(b) The ABC Company has employed a new receptionist to operate its switchboard. As the senior switchboard operator, explain to the new receptionist the MAIN difference between the following:

(i) 'Station-to-station' and 'person-to-person' calls **(2 marks)**

(ii) 'Call waiting' and 'call forwarding' **(2 marks)**

(c) The Human Resources Manager of Pete's Co. Ltd, Kingston 5, has had several meetings with the receptionist about the company's policy regarding the use of cell phones. However, despite several warnings, the receptionist continues to use her cell phone improperly.

Draft a letter using today's date, to remind the receptionist, Ms Pat Reynolds, 3rd Avenue, Kingston 5, of the following points:

- Cell phones should be on silent while at work.
- Cell phones should not be used while attending to customers.
- Messaging and texting services should not be used while on duty at the front desk.

(8 marks)

Total 15 marks

4. (a) State THREE reasons why a company may decide to microfiche its records. **(3 marks)**

(b) You have received many complaints that visitors are unhappy with the manner in which they are treated at the receptionist's desk. The company has decided to conduct a workshop highlighting the attributes of an efficient receptionist. As one of the receptionists at the company, you have been asked to attend this workshop. On your return to the office, your supervisor has asked you to share with staff what you learnt at the workshop.

State FOUR attributes that the receptionist should display at the reception area. **(4 marks)**

(c) Assume that you are employed as a clerk in the Records and Information Management department of a company.

State the MOST appropriate filing classification/method that should be used with EACH of the following:

(i) Invoices numbered AB5689 and AJ6000 received for goods bought in February 2013

(ii) Letter dated 16 February 2013 to be put on the personal file of Ms Lucy Brown

(iii) A collection of CDs consisting of jazz, hip hop, reggae and rock music

(iv) A set of bills to be filed according to the dates on which they were paid

(v) Application forms for delegates from various islands in the Caribbean attending a conference in Jamaica **(5 marks)**

(d) Use the form, **provided as an insert**, to complete the Reception Register for the following visitors. Use today's date on the form.

- 9:40 a.m. Mr D. French of Lever Brothers, Port-of-Spain, Trinidad and Tobago, to meet with the Office Manager. He left the office at 10:30 a.m.
- 10:45 a.m. Mr A. Amos of Amos Bakers, 2 Frederick Street, Trinidad and Tobago, to meet with the Purchasing Manager. The meeting lasted 25 minutes.
- 1:30 p.m. Mrs P. Charles of Henwood Co. Ltd, Marcus Avenue, Trinidad and Tobago, to meet with the Marketing Manager. She left the office 75 minutes later. **(3 marks)**

Total 15 marks

SECTION II

Answer any TWO questions in this section.

5. (a) List THREE rules that an employee should observe when using office equipment. **(3 marks)**

(b) State ONE purpose of EACH of the following documents used by the Human Resources Department:

(i) Appraisal form **(1 mark)**

(ii) Job description **(1 mark)**

(iii) Contract of employment **(1 mark)**

(c) (i) Use the form, **provided as an insert**, to prepare a Statement of Account for P & P Enterprises for the month of February 2013.

Name of Customer:	*Name of Supplier:*
P & P Enterprises *12 Brush Street, Castries*	*Hart and Sole Co Ltd,* *Harmony Road, Bridgetown*
Tel: 758-234-1234	*Tel: 246-333-3444*

- Balance on account on 31 January 2013 was $430.00.
- P & P Enterprises made payments by cheque to Hart and Sole's account on the 15 and 18 February 2013.

– 15 February	Cheque #23845	$ 120.00
– 18 February	Cheque #34901	$ 160.00

- On the 20 February, P & P Enterprises received a credit note for the return of defective goods.

– 20 February	Credit note 00800	$ 35.00

- Additional goods were bought on 23 February 2013.

– 23 February	Invoice #: CL90881	$ 200.00

- 10% special discount if payment is made within 30 days. **(7 marks)**

(ii) Calculate the amount that P & P Enterprises will be required to pay if the company settles its accounts within 30 days. **(Show all working.)** **(2 marks)**

Total 15 marks

6. (a) List TWO duties performed by the clerk in the purchasing office. **(2 marks)**

(b) Standing orders and credit cards are two common methods of making payments.

(i) Define the term 'standing order'. **(2 marks)**

(ii) State TWO advantages of using a credit card. **(2 marks)**

(c) The following are bank statement and cash book as at 1 April.

BANK STATEMENT

Date	Particulars	Debit	Credit	Balance
1 March 2013	Balance b/f			$300.00
12 March	M. Mark	$80.00		$220.00
20 March	Deposit		$500.00	$720.00

CASH BOOK

Date	Particulars	Fol	Bank	Date	Particulars	Fol	Bank
1 March 2013	Balance	b/d	$300.00	23 March 2013	A. Vince		$80.00
27 March	K. Baker		$500.00	27 March	O. Moore Cheque 12945		$100.00
				27 March	Balance	c/d	$620.00
			$800.00				$800.00
1 April	Balance	b/d	$620.00				

(i) Explain what is meant by the following transactions:

a) i) Bank Statement: M. Mark, $80.00. **(1 mark)**

ii) On which side of the cash book would this same transaction be recorded? **(1 mark)**

b) Cash Book: A. Vince, $80.00 **(1 mark)**

c) Cash Book: K. Baker, $500.00 **(1 mark)**

(ii) Use the bank statement and cash book to prepare the bank reconciliation statement starting with the bank statement balance of 1 March 2013. Cheque No. 12945 had not yet been presented to the bank. **(5 marks)**

Total 15 marks

7. (a) Identify THREE pieces of equipment used in the Sales and Marketing Department. **(3 marks)**

(b) One of the duties of the marketing clerk is to maintain a mailing list. State THREE reasons why it is important to keep an updated mailing list in the Marketing Department. **(3 marks)**

(c) You were reassigned as a stock clerk in a company's stock department. You noticed several malpractices/occurrences with the company's stock control procedures and plan to report your observations to the purchasing manager.

(i) Outline FIVE malpractices/occurrences that could breach a company's stock control procedures. **(5 marks)**

(ii) After a recent inventory it was found that the value of the company's stock was falling due to

a) theft by employees

b) deterioration.

Suggest TWO stock control methods that could be used to overcome the problems listed in a) and b) above. **(4 marks)**

Total 15 marks

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8. (a) List THREE duties that should be performed by the clerk in the Factory Office. **(3 marks)**

(b) Identify THREE items of information that are found on a consignment note. **(3 marks)**

(c) Walter James is an employee of Singh Song Company. His weekly payroll information is given in Table 1 below.

TABLE 1: PAYROLL DATA FOR WALTER JAMES

Employee	Hourly rate pay	Basic Hours Worked	Overtime Hours (Paid at Time and a half)	Commission Earned	National Insurance Deduction
Walter James	$10.00	40	5 hours	$50.00	5%

(i) Use this information to calculate Walter James' weekly

a) gross pay

b) net pay. **(6 marks)**

(ii) Use the form, **provided as an insert**, to prepare the weekly cheque for Mr Walter James. **(3 marks)**

Total 15 marks

END OF TEST

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

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Question No. 4(d) .....

Candidate No. .....

RECEPTION REGISTER

Date	Name of Visitor	Visitor's Company	Address	Arrival Time	Referred to	Departure Time

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

STATEMENT OF ACCOUNT

No. 123

Hart and Sole Co. Ltd.
Harmony Road
Bridgetown
Tel: 246-333-3444

To: _____ **Terms:** _____

_____ _____

_____ _____

Date: _____

DATE	DETAILS	DR	CR	BALANCE

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Question No. 8 (c) (ii)

Candidate No. .....

Golden Bank, Antigua _____

Pay to
the order of _____ **$** _____

The sum of _____ **Dollars**

Johanna Bravo

123456789 007897-749302039-999