TEST CODE **01237020**

FORM TP 2022098

MAY/JUNE 2022

CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

OFFICE ADMINISTRATION

Paper 02 – General Proficiency

2 hours

READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

1. This paper consists of SIX questions: THREE in SECTION I and THREE in SECTION II.
2. Answer ALL questions.
3. Write your answers in the spaces provided in this answer booklet.
4. Do NOT write in the margins.
5. You may use a silent, non-programmable calculator to answer questions.
6. If you need to rewrite any answer and there is not enough space to do so on the original page, you must use the extra lined page(s) provided at the back of this booklet. **Remember to draw a line through your original answer.**
7. **If you use the extra page(s) you MUST write the question number clearly in the box provided at the top of the extra page(s) and, where relevant, include the question part beside the answer.**

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) A job description provides valuable information to the applicant. Apart from the job title, identify FOUR **other** items of information that would be found in a job description.

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(4 marks)

(b) State FOUR reasons why it is important to have a well written résumé when applying for a job.

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(4 marks)

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(c) (i) The list below provides the names of persons who applied for positions in an organization.

- Marie Rose Allay
- Mr R. Al
- H. D. Alley
- Dr O. Ali

Rewrite the names in the correct **indexing** order. The first name has been inserted.

Indexing Order (Surnames first)		
Unit 1	**Unit 2**	**Unit 3**
Allay	*Marie*	*Rose*

(3 marks)

(ii) The following list of applicants has already been indexed. Arrange the names in **alphabetical** filing order.

- J. M. Simmons
- Shani A. McIntosh
- Giselle P. O'Toole
- Anna S. Mayers-Hamilton

Alphabetical Filing Order		
Unit 1	**Unit 2**	**Unit 3**

(4 marks)

Total 15 marks

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2. (a) A main function of the office in an organization is to disseminate information.

Identify THREE channels of communication by which information can be disseminated.

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(3 marks)

(b) State TWO ways in which photocopying documents in a central location could be advantageous to an organization.

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(2 marks)

(c) State TWO items of information found in the notice of a meeting.

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(2 marks)

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(d) A general meeting of the student council of First Class Centre was held on Wednesday, 4 May 2022. The following notes were written during the meeting.

Notes from meeting

Meeting was held in the Business department meeting room. Started at 3:00 pm

Meeting ended at 5 pm; will meet again on Wed 18 May 2022 at the same time

A thank you letter was received regarding donations to the Place of Safety Children's Home

Register

Tomas Browne Dahlia Heaven - Chair Khalil Mohammed	Mable Gray - called to say she could not attend Winston Lowe Nadia White

The Chair performed her usual duties at the beginning of the meeting.

Outstanding information from the previous meeting was read - the report for the first quarter was sent to the principal

Many relevant discussions took place about the annual fair - cost of posters to advertise the fair; sample posters were submitted; location of fair finalized; agreed to cost of admission to fair

Members were asked if they had anything else to contribute to the discussions. Winston Lowe offered to print the tickets for the fair.

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Using suitable headings, write the minutes of the meeting from the notes given **on page 8.**

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(8 marks)

Total 15 marks

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3. (a) State FOUR attributes that a receptionist should possess.

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(4 marks)

(b) In large organizations, management sometimes assigns employees to work in different departments within the same organization.

State THREE reasons why management may take this action.

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(3 marks)

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(c) Andrea Gayle, who resides in Barbados, was invited to a conference in Washington DC. The conference is scheduled to commence on Monday, 6 June at 1:00 p.m.

Two travel itineraries, Option A and Option B, for the flight from Barbados to Washington DC are shown below.

Option A

	Sunday, 5 June	Monday, 6 June	In-flight service	Cost
JV235 Depart	Barbados at 5:11 p.m.		Dinner included	US$860
Arrive	Miami at 9:11 p.m.			
JV238 Depart	Miami at 11:15 p.m.		Sandwich with coffee/tea/juice included	US$550
Arrive		Washington DC at 1:15 a.m.		

Option B

	Sunday, 5 June	Monday, 6 June	In-flight service	Cost
VJ195 Depart	Barbados at 10:10 a.m.		Snacks available for purchase	US$650
Arrive	Miami at 2:15 p.m.			
VJ198 Depart		Miami at 6:18 a.m.	Breakfast included	US$480
Arrive		Washington DC at 8:20 a.m.		

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Assume you are Kabir Patel, the travel clerk. Prepare a memorandum to Ms Gayle explaining TWO benefits of EACH option.

MEMORANDUM

TO: ..... DATE: .....
(Current date)

FROM: ..... SUBJECT: .....

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(8 marks)

Total 15 marks

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SECTION II

Answer ALL questions in this section.

4. (a) Suggest TWO functions of the human resource office.

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(2 marks)

(b) Outline TWO factors that might contribute to high employee turnover in an organization.

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(4 marks)

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(c) Mega Stores Limited provides goods and services to O & M Enterprises located at 101 Brunswick Street, Spanish Town. The following transactions took place during May 2022.

2 May: Balance on account was $2 500.00

O & M Enterprises made the following payments:
6 May: Cheque #101 $750.00
9 May: Cheque #102 $250.00

16 May: Issued Credit Note #10 ($45.00) for the return of defective goods
20 May: Issued Invoice #25 for items purchased, valued at $1 800.00
23 May: Issued Invoice #26 for items purchased, valued at $1 200.00

A 10% special discount is given if payment is made before 30 June 2022.

(i) Use the form provided **on page 17** to prepare a Statement of Account for O & M Enterprises. **(7 marks)**

(ii) Using the terms provided on the statement, calculate the amount that O & M Enterprises would be required to pay if the account is settled before 15 June 2022. (**Show all working.**)

(2 marks)

Total 15 marks

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STATEMENT OF ACCOUNT

Mega Stores Limited
101 Sovereign Centre
Kingston 5
Tel.: 876 965 3040

To: .....

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Terms: 10% within 30 days

Date: .....
(Current date)

DATE	DETAILS	DR	CR	BALANCE

GO ON TO THE NEXT PAGE

5. (a) Explain EACH of the following terms as they relate to the purchasing of goods.

(i) CIF (cost, insurance and freight)

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(2 marks)

(ii) E & OE (errors and omissions excepted)

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(2 marks)

(b) Differentiate between the terms 'quantity discount' and 'cash discount'.

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(2 marks)

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(c) (i) Bali's Construction Co. Ltd purchased five chairs from Office Max and received the following invoice.

INVOICE				#900
Quantity	**Description**	**Cat. No.**	**Unit Price**	**Total ($)**
5	Ergonomic office chair	EC1	$670	.....
1	Paper shredder	PS5	$450	.....
			TOTAL COST OF ITEMS	.....
Terms: Add 15% VAT				

Calculate the final amount that Bali's Construction Co. Ltd will have to pay.

(5 marks)

(ii) After three days, one of the new chairs malfunctioned. Explain TWO actions that the customer service clerk at Office Max should take to ensure that the complaints are addressed effectively.

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(4 marks)

Total 15 marks

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6. (a) Suggest THREE functions of the operations office.

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(3 marks)

(b) State THREE duties of a clerk in a despatch office.

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(3 marks)

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(c) (i) Assume you are Jalisa Bacchus, a clerk for the despatch and transport office at Eco Friendly Supplies Limited. Mr Shane Denny, the supervisor, sent you the following email outlining the deliveries to be made.

EMAIL

TO: JBacchus@hotmail.com

SUBJECT: Deliveries DATE: 5 May 2022

Jalisa

An order for 100 black garbage bags was received from BJ Plumbing, located on River Street, and Woody's Pizzeria — the restaurant on Church Street — ordered 150 pizza boxes (12 inch).

Ask Cindy Bieber to take the orders in the minivan, GL 297. Romario Greene can accompany her. The businesses, both 8 km away, are on adjacent streets in Roseau.

The deliveries are to be made tomorrow. The pizza boxes must be delivered before 11 a.m.

Regards
Mr Denny

Using the details provided in the email, complete the Destination Sheet **on page 23**.
(6 marks)

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DESTINATION SHEET				
Eco Friendly Supplies Ltd Main Street Santa Cruz				
Class of vehicle	.....		Date	5 May 2022
Vehicle registration number	.....		Delivery date	6 May 2022
Driver's name	.....		Destination	.....
Mate's name	.....		Distance	.....
Customer's Name	**Customer's Address**	**Type of Goods**	**Quantity and Description**	**Comments**
Supervisor:				

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(c) (ii) While preparing the order for delivery, Ms Bacchus recognized that there were only 90 pizza boxes in stock.

Describe the most appropriate action to be taken by Ms Bacchus.

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(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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