FORM TP 2016096

TEST CODE **01237032**

MAY/JUNE 2016

CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

OFFICE ADMINISTRATION

Paper 032 – General Proficiency

1 hour 45 minutes

READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

1. You MUST use this answer booklet when responding to the questions. For EACH question, write your answer in the space provided and return the answer booklet at the end of the examination.

2. Use the CASE STUDY to answer the questions.

3. Do NOT write in the margins.

4. You are advised to take some time to read through the paper and plan your answers.

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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NOTHING HAS BEEN OMITTED.

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Instructions: Read the following case study and answer ALL questions.

CASE STUDY

Good Times at Mannings Foods Inc.

Mannings Foods Inc. (MFI) located at Middle Street, Kingstown, St Vincent, manufactures over 175 varieties of food items which it markets under a number of brands. The company does both wholesaling and retailing of its products locally, regionally and internationally. Despite the recession, over the last two years the company has managed to maintain a positive image within the country leading to a 10% increase in sales, and successfully attracting new customers. Advertising on the company's website and the year-old online shopping have also been very successful.

In order to continue increasing sales and improving customer service, the manager of the sales, marketing and customer services department, Ms Kevor Bacchus, has advised departmental staff of the importance of maintaining standards. You currently serve as clerk to the entire department, including corporate communications.

1. As the corporate communications clerk, suggest THREE ways in which you can contribute to maintaining MFI's positive public image.

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(3 marks)

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2. To adequately deal with the increase in business, Ms Bacchus has decided to hire a customer services clerk. She provided the following information.

Successful candidate should possess five CSEC subjects including Mathematics and English A and an Associate Degree in Office Management. The position requires someone with competencies in information technology/computer programmes who is also proficient in the use of different pieces of office equipment. Key tasks would include answering customer queries/complaints and informing customers about promotions and offers.

(a) From the information given above, draft the advertisement for the customer services clerk position, using the outline **provided on page 7**, to be placed on the company's website. Ensure that the information is placed under the appropriate headings.

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Mannings Foods Inc.
Middle Street
Kingstown, St Vincent
VACANCY
Outline for draft advertisement for the
Customer Services Clerk position

Duties/Responsibilities:

(i) .....

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(ii) .....

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Qualifications:

(i) .....

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(ii) .....

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Skills Required:

(i) .....

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(ii) .....

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Send résumé on or before 30 March 2016 via e-mail to vacancies@MFI.com.
Unsuitable applications will not be acknowledged.

(6 marks)

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(b) The sales, marketing and customer services department did not achieve these successes on its own but often had to liaise with other departments.

Explain ONE reason EACH why it was necessary for the sales staff to communicate with the following departments:

(i) Accounts

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(ii) Operations

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(iii) Transport

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(6 marks)

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3. Although MFI has been enjoying steady growth in sales over the last two years, its market research has shown that one brand of its ketchup has been slow in moving off the supermarket shelves.

Suggest FOUR actions that the company could take to ensure an increase in sales of the slow-moving ketchup.

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(4 marks)

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4. An enquiry, dated 4 April 2016, on the products listed below was received from a new customer, Thomas Rowe Retailers, 10 Richland Park, St Vincent.

10 cases 14 oz. MFI ketchup @ $45.00 each
15, 12 oz. cans MFI peas and carrots @ $3.55 each
5 cases assorted 12 oz. MFI fruit punch drinks @ $60.00 each

Complete the quotation on **page 11** to be sent in response to the enquiry by Thomas Rowe Retailers.

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QUOTATION

Mannings Foods Inc.

Middle Street
Kingstown, St Vincent
Tel: 554 1457 Fax: 554 1458
orders@MFI.com

Vat Reg. No. 5421

Quotation prepared for:

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Date: 8 April 2016

Terms: 5% 7 days
2½ % 21 days
Otherwise net

To supply:

Quantity	Item	Unit Price ($)	Total Price ($)
	Subtotal		
	VAT @ 15%		
	Total		

This quotation is valid for 30 days.

E & OE

(6 marks)

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5. Thomas Rowe Retailers of Richland Park, St Vincent, found the terms and prices to his liking and placed Order No. 0034 dated 11 April 2016, but increased the number of assorted 12 oz. MFI fruit punch drinks to 30. It is the company's policy to issue only proforma invoices to new customers.

(a) Explain how the proforma invoice may be used in this instance.

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(b) Use the form provided below to complete the invoice to be sent to the buyer.

PROFORMA INVOICE

Mannings Foods Inc.
Middle Street
Kingstown, St Vincent
Tel: 554 1457 Fax: 554 1458
Email: orders@MFI.com

Prepared for:

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Date: 13 April 2016

Customer Order No. .....

Dated: .....

Terms: 5% 7 days
2½ % 21 days
Otherwise net
Carriage paid

To supply:

Quantity	Description		Price ($)	Total ($)
10	Cases 14 oz. bottles MFI ketchup		45.00	450.00
15	12 oz. cans MFI peas and carrots		03.55	53.25
30	Cases assorted 12 oz. MFI fruit punch drinks		60.00	
		Gross invoice		
		Less 20% trade discount		
		Net invoice		
		Plus VAT 15%		
E & O E		**Total**		

(7 marks)

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6. MFI is planning for the celebrations of its tenth anniversary. In the past years, the company submitted a press release to the media.

Suggest THREE other approaches that the company could consider as part of its celebrations, giving a justification for EACH approach

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7. A major duty of a clerk in the sales office is to calculate commission paid to the sales agent. At MFI, commission is calculated based on the rates shown below.

Amount of Sales	Rate of Commission
Less than or equal to $10 000	3%
Greater than $10 000 and up to $25 000	5%
Greater than $25 000 and up to $40 000	8%
Over $40 000	10%

Calculate the commission for the following agents. **Show all calculations**.

(a) (i) Agent A whose sales amounted to $47 000

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(ii) Agent B whose sales amounted to $28 000

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(3 marks)

(b) Agent A in (a) (i) above, receives a base salary of $23 500. Calculate his take home pay, if his total deductions amount to 8% of his gross wage.

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(3 marks)

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(c) Explain how the plan used by MFI to pay commission, as shown in the table on page 15, will benefit the corporation

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(2 marks)

8. One practice which customers of MFI are very pleased about is the convenient online shopping which has been recently introduced. Explain ONE benefit to MFI of promoting online shopping.

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(2 marks)

Total 50 marks

END OF TEST

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

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