FORM TP 2021097

TEST CODE **01237020**

MAY/JUNE 2021

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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Sequential Bar Code

SECTION I

Answer ALL questions in this section.

1. (a) State FOUR factors which might influence the selection of an effective communication medium.

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(4 marks)

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(b) For EACH of the following pieces of equipment, state how it may be used for processing outgoing mail.

Equipment	Use in the Mail Room
Franking machine	....
Parcel scale	....
Collating machine	....
Sealing machine	....

(4 marks)

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(c) On 10 May 2021, Miss Aliya Henderson received the following message.

Received by: Cheryl Doraville (Receptionist)

MESSAGE FOR

~~Mr~~/Miss/~~Mrs~~ Aliya Henderson – Administrative Clerk

From: Mr James Charles – Human Resource Manager (HRM)
Of: Caribbean Stores, St James, Barbados

Telephoned	X	Please call	
Wants to see you		Will call again	
Called to see you		Urgent	X

Re: Interviews for the position of accounts clerk

Miss Henderson

- The HRM has requested that you email Mr Peter Brown, the accountant, reminding him of the interviews. His email address is PB@Accounts.com.
- Mrs Nicole Francois (bursar) has agreed to be part of the interview panel.
- Only the candidates with an (X) by their names will be interviewed (See the list below.)

Mr Mark James	X	Ms Michelle Isidore	X
Miss Elisa Williams	X	Miss Diandra Brown	
Mrs Chandra Paul		Mr Chad Henry	X

- The interviews should be scheduled one hour apart.
- Interviews will be held two weeks from today's date and start at 10 a.m.
- Interviews will be held in the company's conference room.
- The interviews will be conducted alphabetically, by last name.

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Assume that you are Miss Henderson. Use the following form to prepare the email as requested. The email should include all the relevant information, including the time of EACH interview.

FROM: .....

DATE: .....

TO: .....

SUBJECT: .....

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(7 marks)

Total 15 marks

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2. (a) Define EACH of the following terms, as they relate to information management.

(i) Archiving

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(2 marks)

(ii) Batch processing

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(2 marks)

(b) Explain EACH of the following characteristics of an effective records management system.

(i) Security

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(2 marks)

(ii) Expansion

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(2 marks)

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(c) After graduation, Imani Boothe sent out several applications for a clerical position. She was fortunate to receive two job offers at the same time. One job was from a large, international organization located more than twenty miles away from her residence, while the other was from a small business enterprise one mile away from her residence.

Outline THREE factors Imani should consider before deciding on which job to accept.

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(7 marks)

Total 15 marks

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3. (a) One of the corporate records that a company is required to maintain, by law, is the register of shareholders. State THREE **other** records that a company is required to maintain.

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(3 marks)

(b) Suggest FOUR activities that the secretary to the board of directors might perform **after** a general meeting.

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(4 marks)

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(c) (i) The general manager, Mr Charles Knox, is planning to travel to Europe to the first annual general meeting of the Global Group of Companies. He informed the travel agent that the only document that he has so far is his national identification card.

Assume that you are the travel agent. Recommend THREE travel documents that might be required for travel to Europe, describing the purpose of each.

Document .....

Purpose .....

.....

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Document .....

Purpose .....

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Document .....

Purpose .....

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(6 marks)

(ii) Mr Knox booked a seaside suite at one of the modern hotels in Europe. Advise Mr Knox of TWO **advantages** of paying for his accommodation by credit card.

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(2 marks)

Total 15 marks

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SECTION II

Answer ALL questions in this section.

4. (a) (i) Explain the term 'crossed cheque'.

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(2 marks)

(ii) On 12 May 2021, Susanne Tomlinson received the cheque shown below as a birthday gift.

347

28 December 2000

Pay to the order of Susanna Tomlinson $500.00

the sum of ---------- five thousand and fifty ---------- Dollars

745677 347

When she attempted to cash the cheque she was told that she could not receive the funds.

Outline TWO reasons why the bank denied her access to the funds.

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(4 marks)

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(b) Mr Lucas Sydney, a human resource manager, identified the reasons why persons chose to leave a permanent job after several years of employment as

- poor working conditions
- low job satisfaction
- limited training opportunities
- low salary.

Britany Boyce, a human resource clerk, was asked to assist the department in addressing these reasons.

Assume that you are Britany. Using the following form, write a memorandum to the human resource manager outlining ONE way in which the company could address EACH of the reasons given above.

MEMORANDUM

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

SUBJECT: .....

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(9 marks)

Total 15 marks

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5. (a) Define the term 'quotation' as used in the procurement department.

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(2 marks)

(b) Describe EACH of the following types of discounts offered in the sales and marketing department.

(i) Loyalty cards

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(2 marks)

(ii) Goods on consignment

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(2 marks)

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(c) (i) Michael Maragh, a clerk employed in the sales, marketing and customer service department has completed a training course and acquired new skills.

Describe how EACH of the skills listed below would enhance the work of the department.

Skill	Benefit to the Department
Proficiency in data entry	....
Use of productivity tools	....
Knowledge of organizational tools	....

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Skill	Benefit to the Department
Literacy	....

(8 marks)

(ii) Assume you are Mr Maragh, state ONE benefit, **other** than acquiring new skills, of participating in training activities.

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(1 mark)

Total 15 marks

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6. (a) State TWO reasons for preparing a job card.

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(2 marks)

(b) Outline TWO duties that are performed in the operations office that contribute to the efficiency of a business.

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(4 marks)

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(c) On 19 May 2021, Décor and Things ordered the following goods from Party Creations:

- 2 bags of balloons
- 1 box of party hats
- 80 whistles

Sancha Peters, the clerk in the despatch office, was asked to prepare the delivery note to accompany the goods.

The delivery will be made by Mr John Gomez on 25 May 2021 and will be received by Mr Tommy Felicien, the purchasing manager at Décor and Things.

Using the form **on page 21**, complete the delivery note.

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DELIVERY NOTE
PARTY CREATIONS
Cherry Street
Kingstown

To: ..... Date: .....
(Current date)

Décor and Things
Orange Grove
Kingstown

Order No: R 1256.

Delivered by: .....

Terms: 5% trade discount
10% VAT

Quantity	Description	Cat No.	Unit Price $	Total $
.....	Bag of balloons	B12	150 .00	.....
.....	Box of party hats	H24	392.00	.....
.....	Whistle	W32	1.10	.....

Received in good condition

Date: ..... Customer Signature: .....

(9 marks)

Total 15 marks

END OF TEST

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

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