CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

08 JANUARY 2021 (a.m.)

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FILL IN ALL THE INFORMATION REQUESTED CLEARLY IN CAPITAL LETTERS.

TEST CODE | 0 | 1 | 2 | 3 | 7 | 0 | 2 | 0 |

SUBJECT OFFICE ADMINISTRATION – Paper 02

PROFICIENCY GENERAL

REGISTRATION NUMBER | | | | | | | | | | |

SCHOOL/CENTRE NUMBER						

NAME OF SCHOOL/CENTRE

CANDIDATE'S FULL NAME (FIRST, MIDDLE, LAST)

DATE OF BIRTH | | | | | | | | |

SIGNATURE _____

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0123702002

TEST CODE **01237020**

FORM TP 2021022

JANUARY 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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SECTION I

Answer ALL questions in this section.

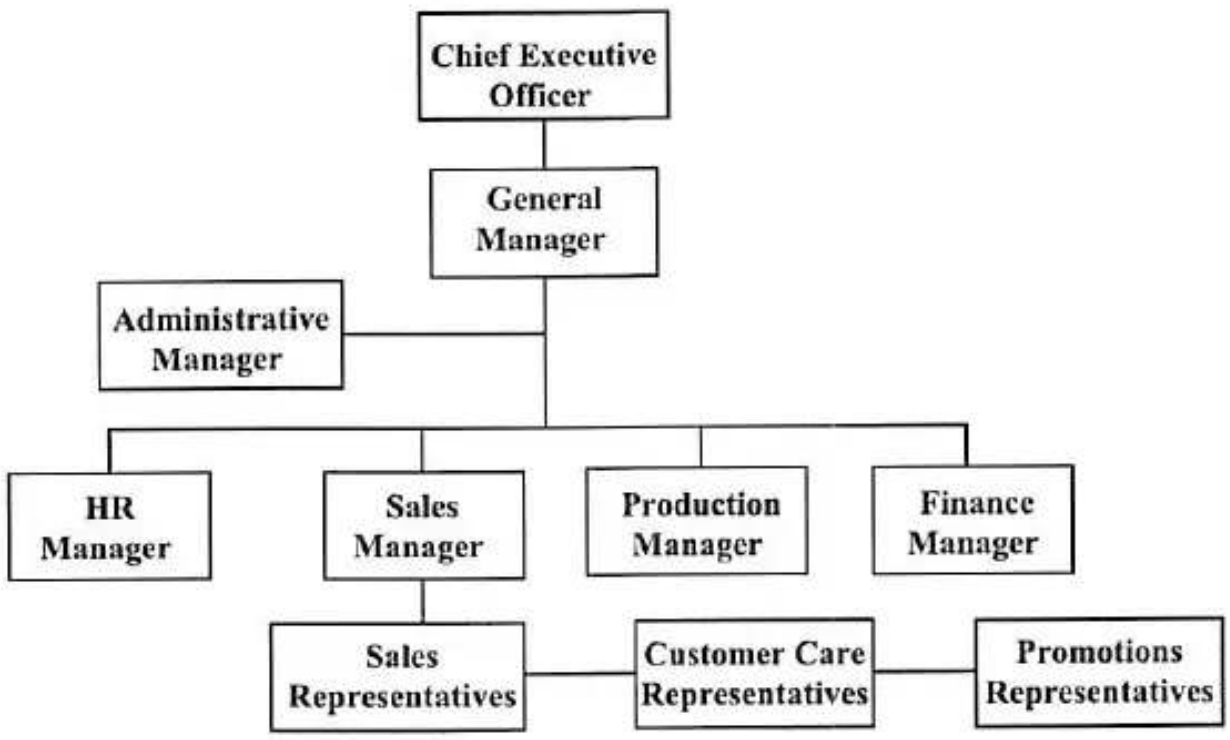
1. (a) List TWO departments in a manufacturing company to which employees could be deployed.

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(2 marks)

(b) The following diagram shows an organizational chart for a large company.



Using the chart, identify THREE positions which satisfy EACH of the following organizational relationships, stating the direction of the authority.

(i) Line relationship

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(2 marks)

GO ON TO THE NEXT PAGE

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(ii) Staff relationship

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(2 marks)

(iii) Lateral relationship

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(2 marks)

(c) Thompson and Taylor Co. Ltd will need to close the office building for two months to rectify an environmental issue. The staff will be required to work from home during this period.

Assume that you are a supervisor. Write an email to Joshua Thompson (JThompson@taylor.com) describing THREE challenges that might be faced by the company as a result of this action.

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(7 marks)

Total 15 marks

GO ON TO THE NEXT PAGE

2. (a) State the THREE **main** procedures that should be undertaken when sending an electronic money transfer.

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(3 marks)

(b) State FOUR sources of information about job vacancies that unemployed persons might find useful.

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(4 marks)

(c) Describe ONE way in which EACH of the following could be a barrier to effective communication at a job interview.

(i) Emotions

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(2 marks)

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(ii) Limted literacy skills

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(2 marks)

(iii) Time constraints

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(2 marks)

(iv) Cultural differences

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(2 marks)

Total 15 marks

3. (a) State FOUR duties of a treasurer.

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(4 marks)

(b) Outline EACH of the following types of hotel accommodation.

(i) All-inclusive hotel

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(1 mark)

(ii) Bed and breakfast

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(1 mark)

(iii) Motel

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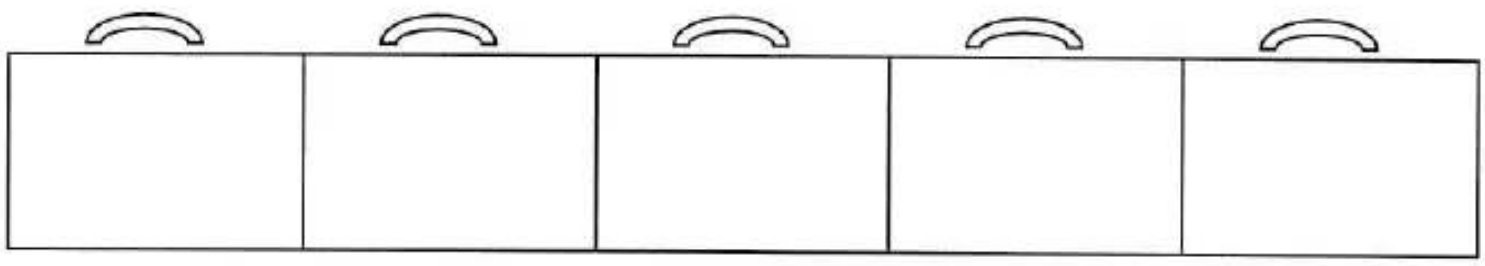
(1 mark)

(c) (i) Skybiz Company Limited is planning its annual general meeting for 19 February 2021. A guest speaker will address the meeting.

On the seating plan shown, write in the following seating positions for the head table.

- Chair
- General manager
- Guest speaker
- Secretary
- Treasurer

HEAD TABLE SEATING PLAN



(5 marks)

(ii) In preparation for the meeting, the secretary, Miss Traci Ramtahal, reminded Mr Gerald Munroe to complete the following proxy form advising that Miss Brandi Porter will attend on his behalf. **Use the current date in the form.**

SKYBIZ COMPANY LIMITED
PROXY FORM

I am authorizing Mr/Mrs/Miss.....

to serve as my proxy and to vote on my behalf at the .....

.....

to be held on .....

The proxy is authorized to vote on all matters to be discussed at the meeting.

Name of member.....

Date.....

(3 marks)

Total 15 marks

SECTION II

Answer ALL questions in this section.

4. (a) State THREE reasons why a company would schedule orientation sessions for new employees.

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(3 marks)

(b) State THREE purposes of staff appraisals in an organization.

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(3 marks)

(c) Bridgette Carter began working with Xenia Corporation six months ago as a human resource clerk. Since her appraisal revealed some good attributes and others that require improvement, her period of probation was extended for another three months. The next review will be held exactly three months after the date of the first review.

Assume you are Bridgette. Complete the following extract of the appraisal to suggest TWO ways you could improve on EACH of the weak areas given.

Current Review date: 18 December 2020
Name of employee: Bridgette Carter
Position: Human Resource Clerk

Date of next review: .....

Performance Category	Score	Supervisor's Remark
Ability to perform in current position	*C*	*Performs at an acceptable level but needs to be more organized.*
Plan for improving performance		
1. .... 2.		

Performance Category	Score	Supervisor's Remark
Quality of work	*C*	*Needs improvement. Produces incomplete work and does not meet some deadlines.*
Plan for improving performance		
1. .... 2.		
Communication skills	*C–*	*Does not always follow instructions. Poor communication skills.*
Plan for improving performance		
1. .... 2.		

GO ON TO THE NEXT PAGE

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Performance Category	Score	Supervisor's Remark
Leadership ability	*D*	*Does not like working on team projects. Does not take initiative.*
Plan for improving performance		
1. .... 2.		

(9 marks)

Total 15 marks

5. Janika has recently opened a small clothing store and has asked for your assistance with setting up a customer service department.

(a) Suggest THREE functions the customer service department would carry out.

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(3 marks)

(b) Customers have been asking to purchase items on credit. State THREE benefits to the business of credit control.

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(3 marks)

(c) Janika is requesting assistance with performing certain accounting tasks.

(i) Complete the following cash book to show the balance c/d. **Show all working.**

Dr	CASH BOOK					Cr
1 Dec	Balance	b/f	$2107.00	9 Dec	Cheque no. 26	✓$94.00
6 Dec	J. Jackson		$ 128.00	18 Dec	Cheque no. 29	$76.00
20 Dec	Cash sales		$ 88.00	31 Dec	Cheque no. 31	$83.00
31 Dec	Cash sales		$ 617.00	31 Dec		
			$2940.00			$2940.00

NOTE: A tick ✓ indicates items already entered in both the bank statement and the cash book.

(3 marks)

The following bank statement was received by the accounts department.

NOTE: A tick ✓ indicates items already entered in both the bank statement and the cash book.

BANK OF THE ISLANDS **Culpepper Island** **West Indies**				
Current Account Statement		**Chequing Account**	**Account no. 41052032013**	
Janika Bridgeman		Balance on 2 December 2019		$2107.00
Date	**Description**	**Debits (Money Out) ($)**	**Credits (Money In) ($)**	**Balance ($)**
3 Dec	Balance b/f			2107.00
6 Dec	J. Jackson		✓128.00	2235.00
9 Dec	Cheque no. 26	✓94.00		2141.00
20 Dec	Cash sales		✓88.00	2229.00
20 Dec	Dividends		28.00	2257.00
20 Dec	ATM withdrawal	98.00		2159.00
22 Dec	Standing order	350.00		1809.00
31 Dec	Service charge	25.00		1784.00
31 Dec	Credit transfer		198.00	1982.00
31 Dec	Closing balance			1982.00

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0 1 2 3 7 0 2 0 1 8

(ii) Use data from the bank statement and the cash book in (c) (i) to insert the missing entries labelled (i) to (xiii) in the following bank reconciliation.

Show all working.

Bank Reconciliation Statement as at 31 December 2019			
Balance	(i)		(ii)
Add	Unpresented cheques: Cheque no. 29 (iii)	$76.00 (iv)	
	(v) Credit transfer	(vi) 198.00	 (vii)
			$3072.00
Deduct	Unrecorded deposit (bank lodgement)	$617.00	
	(viii) Standing order (x)	(ix) 350.00 (xi)	 (xii)
Balance	As per bank statement		(xiii)

(6 marks)

Total 15 marks

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0 1 2 3 7 0 2 0 1 9

6. (a) One function of the corporate communications clerk is to maintain the company's website. State THREE benefits to an organization of having a well-maintained website.

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(3 marks)

(b) Identify THREE activities an organization can undertake to fulfil its corporate social responsibility.

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(3 marks)

(c) An organization has identified three situations that need to be addressed urgently. One strategy has been suggested for each situation. Discuss the strategy suggested, highlighting THREE outcomes that should result from EACH.

(i)

Situation	Strategy
Online reviews have shown that the company is losing customers.	*Improve the corporate image.*
Outcomes 1. .... 2. .... 3.	

(3 marks)

(ii)

Situation	Strategy
Employees expressed concern that management shows little appreciation for staff members.	*Organize activities for employees and their families.*

Outcomes

1. .....

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2. .....

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3. .....

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(3 marks)

(iii)

Situation	Strategy
Customers complained about the poor delivery service.	*Maintain delivery schedules.*

Outcomes

1. .....

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2. .....

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3. .....

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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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EXTRA SPACE

If you use this extra page, you MUST write the question number clearly in the box provided.

Question No. ☐

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EXTRA SPACE

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Question No. ☐

EXTRA SPACE

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Question No. ☐

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CANDIDATE'S RECEIPT

INSTRUCTIONS TO CANDIDATE:

1. **Fill in all the information requested clearly in capital letters.**

TEST CODE: | 0 | 1 | 2 | 3 | 7 | 0 | 2 | 0 |

SUBJECT: OFFICE ADMINISTRATION – Paper 02

PROFICIENCY: GENERAL

REGISTRATION NUMBER: | | | | | | | | | | |

FULL NAME: _____

(BLOCK LETTERS)

Signature: _____

Date: _____

2. **Ensure that this slip is detached by the Supervisor or Invigilator and given to you when you hand in this booklet.**

3. **Keep it in a safe place until you have received your results.**

INSTRUCTION TO SUPERVISOR/INVIGILATOR:

Sign the declaration below, detach this slip and hand it to the candidate as his/her receipt for this booklet collected by you.

I hereby acknowledge receipt of the candidate's booklet for the examination stated above.

Signature: _____

Supervisor/Invigilator

Date: _____

0 1 2 3 7 0 2 0 2 8