TEST CODE **01237020**

FORM TP 2019095

MAY/JUNE 2019

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) Identify FOUR barriers to effective communication.

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(4 marks)

(b) List FOUR functions of the office in business activities.

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(4 marks)

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(c) (i) Harry and Byles Ltd has been in operation for the past two years. At its annual retreat it was agreed that fostering good relationships with colleagues would significantly contribute to the ongoing success of the business.

Identify THREE measures that could be taken to contribute to better working relationships among colleagues.

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(3 marks)

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(ii) You are secretary to Mr Roger Byles, director of administration, and he has instructed you to draft a memorandum to all clerical staff informing them of the upcoming automation of mailing functions scheduled to begin on 17 June 2019.

There will be a meeting for all clerical staff on 29 May 2019 at 2 p.m., in the main conference room, to introduce the use of collating, folding and sealing machines. All are expected to attend.

The secretary is to include TWO advantages of using these different machines. Today's date is to be inserted.

Write the memorandum using the template below.

MEMORANDUM

TO: All Clerical Staff

FROM: Mr Roger Byles, Director of Administration

DATE: (Today's date).....

SUBJECT: .....

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(4 marks)

Total 15 marks

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2. (a) State THREE advantages of using the computer instead of microfilm to enhance the general and specialized office work in the modern office.

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(3 marks)

(b) List FOUR factors which should be considered when seeking employment.

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(4 marks)

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(c) Melissa Jackman has been employed as a human resource clerk for the last five years with Thomas and Brady Company Ltd, which is located at 200 Kings Court, Kingston, Jamaica. She recently applied for an administrative assistant position at another company and was successful in securing that coveted job. Consequently, Melissa needs to write a letter of resignation to her current employer, giving adequate notice. Her resignation is effective as of 30 June 2019. Melissa should write the resignation letter to Mrs Monica Sylverman, the human resource manager. Melissa resides at 100 Martin Place, Emerald City, Spanish Town, St Catherine.

Compose a resignation letter dated 31 May 2019 using the information above and any other relevant details.

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(8 marks)

Total 15 marks

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3. (a) Assume you have been hired as the new receptionist at Michilen Manufacturing Co. Ltd.

State THREE ways in which you, as the new receptionist, should deal with unscheduled visitors to the office.

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(3 marks)

(b) You are responsible for planning the firm's annual general meeting. There are two attendees who have been designated ex-officio members.

(i) State TWO responsibilities of the ex-officio members at that general meeting.

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(2 marks)

(ii) State TWO important features of a hotel you should consider when making reservations for staff members travelling overseas on business.

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(2 marks)

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(c) Yanique Brooks was elected as the new secretary for the Students Upward Rising Club at the Goldenrule High School located at 50 Robin Circle, Kingston. Members of the club are final year students planning for graduation.

Draft a notice and agenda of a meeting scheduled to be held at the school, in Club Meeting Room 5 on 1 June 2019 at 3:00 p.m. for all executive members of the club. Ensure that the agenda includes the topic, school leaving updates and any other necessary information.

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SECTION II

Answer ALL questions in this section.

4. (a) (i) State TWO staff evaluation/appraisal criteria that might be used for employee performance assessment throughout an organization.

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(2 marks)

(ii) Define the term 'induction' as used by human resource professionals.

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(2 marks)

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(iii) State TWO types of staff welfare facilities that might be provided by an organization to ensure the well-being of its employees.

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(2 marks)

(b) Sharona Belfonte was recently successful at an interview for the position of junior human resource supervisor with a newly established firm, Henderson and Biggerman Co. Ltd. The firm is in the process of drafting various documents for the human resource department and Sharona is expected to contribute.

Sharona is asked to assist in drafting a job description for a human resource clerk who is under the supervision of the administrative manager. The clerk will be paid $4000 – $5000 per month.

Complete **the form provided below** with the relevant information needed for a suitable job description for a human resource clerk. Be sure to use the current date. Marks will also be awarded for the appropriateness of the content that you provide.

JOB DESCRIPTION

Job Title: Human Resource Clerk

Department: Human Resource

Salary Level: .....

Reports To: .....

Vacation Leave: .....

Benefits: .....

Job Summary (TWO points required): .....

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Duties and Responsibilities (TWO points required.)

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Current Date: .....

(9 marks)

Total 15 marks

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5. (a) As part of a work experience programme in high school, students are assigned to work in the accounts office of a firm, as accounts clerks.

(i) State TWO functions of the accounts office that may be observed by a student on the work experience programme.

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(2 marks)

(ii) State TWO duties an accounts clerk is likely to be assigned.

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(2 marks)

(b) Your schoolmate has been assigned to work in the purchasing department.

Explain why integrity is one of the attributes required of a clerk in the purchasing department.

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(2 marks)

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(c) Samples of four petty cash vouchers are shown below.

No. 1

Petty Cash Voucher Date: 5 March 2019

Required for: Amount:

Cleaning supplies $35.00

Signature: _____

Passed by: _____

No. 2

Petty Cash Voucher Date: 12 March 2019

Required for: Amount:

Stamps $13.00

Signature: _____

Passed by: _____

No. 3

Petty Cash Voucher Date: 20 March 2019

Required for: Amount:

First-aid equipment $12.25

Signature: _____

Passed by: _____

No. 4

Petty Cash Voucher Date: 28 March 2019

Required for: Amount:

Envelopes $15.00

Signature: _____

Passed by: _____

(i) Record the transactions above in the petty cash book provided **on page 17**. Total all columns and balance the petty cash book at the end of the month, restoring the imprest to the beginning balance of $120.00.

(ii) List TWO possible outcomes of not having petty cash funds.

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(2 marks)

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PETTY CASH BOOK															
Dr														**Cr**	
Cash Received		**Date**	**Details**	**Voucher No.**	**Total**		**Postage**		**Travel**		**Stationery**		**Sundries**		
$		2019			$		$		$		$		$		
150	00	3 March	Cash												
		4 March	1 ream paper	005	13	25					13	25			
		18 March	Taxi fare	008	45	00			45	00					
			Balance c/d												
150	00				150	00									
		1 April	Balance b/d												
		1 April	Cash												

(7 marks)

Total 15 marks

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6. (a) You are the marketing clerk for a large company.

State THREE duties you must perform to help keep the marketing office running efficiently.

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(3 marks)

(b) Identify THREE functions in the transport office which the clerk is likely to perform.

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(3 marks)

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(c) Your firm has suffered major negative publicity in recent months.

Describe THREE ways in which the upkeep of the company's website can help to solve the problem of a negative corporate image.

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(d) Keeping customers happy also impacts on the corporate image of an organization. Recommend THREE actions that can be taken to maximize customer satisfaction.

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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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