CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

09 JANUARY 2018 (a.m.)

J1801237020

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 _____

0123702001

DO NOT WRITE ON THIS PAGE

0123702002

FORM TP 2018019

TEST CODE 01237020

JANUARY 2018

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. Answer ALL questions.
2. Write your answers in the spaces provided in this answer booklet.
3. Do NOT write in the margins.
4. You may use a silent, non-programmable calculator to answer questions.
5. 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.**
6. **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.

Copyright © 2017 Caribbean Examinations Council
All rights reserved.

NOTHING HAS BEEN OMITTED.

SECTION I

Answer ALL questions in this section.

1. (a) Every organization is responsible for undertaking the following activities: **collecting, processing, preserving/storing and disseminating** vast amounts of information. Complete the table below by matching the activity with the correct stage of information processing. The first activity has been done as an example for you.

BUSINESS ACTIVITY	STAGE OF INFORMATION PROCESSING
(i) Order received from buyer	**Collecting**
(ii) Payment received from customer	
(iii) Production department notes details of order and manufactures items	
(iv) Product delivered to customer with delivery note	
(v) Copy of order filed in credit control section	

(4 marks)

(b) (i) The organization is considering allowing some employees to operate mainly using the virtual office because of worsening traffic congestion. Advise your office manager on TWO advantages of the virtual office to the organization.

.....

.....

.....

.....

.....

.....

(2 marks)

(ii) State TWO factors the employer should consider when choosing a channel of communication.

.....

.....

.....

.....

(2 marks)

(iii) State TWO advantages of using videoconferencing to overcome some of the challenges associated with frequent travelling to attend meetings in various CARICOM countries.

.....

.....

.....

.....

.....

.....

(4 marks)

(c) Jamal Solein is a public relations manager. What THREE recommendations should he make to an employee to solve the problem of poor interpersonal relations between the employee and co-workers?

.....

.....

.....

.....

.....

.....

.....

.....

(3 marks)

Total 15 marks

GO ON TO THE NEXT PAGE

2. (a) List FOUR factors which should be considered when searching for a job.

.....

.....

.....

.....

.....

.....

.....

.....

(4 marks)

(b) Write, on the lines provided, the retention periods for the following documents when a records clerk is handling inactive files in the organization.

(i) Legal documents .....

(ii) Business letters .....

(iii) Financial statements .....

(3 marks)

(c) Kamille Bell has been employed as a human resource clerk for six years with Howell & Biggs Corporation which is located at 16 Bradford Street, Montego Bay, Jamaica. Recently, she applied for an administrative assistant position at another company and was successful in securing this coveted job. Consequently, Kamille needs to write a letter of resignation to her current employers, giving them adequate notice. Her resignation is effective from 30 January 2018. Kamille has to address the letter to Mrs Sylvia Johnson, the human resource manager. Kamille resides at 166 Main Street Negril, Westmoreland.

Compose a resignation letter dated 28 December 2017, using the information above and any other relevant details.

....

....

....

....

....

....

....

....

....

....

....

....

....

....

....

....

....

....

....

GO ON TO THE NEXT PAGE

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

(8 marks)

Total 15 marks

3. (a) You are the office manager at the firm of attorneys called Coral Stone Chambers. You have just hired a new receptionist, Malia Skerrit. State TWO ways in which the new receptionist should deal with unscheduled visitors to the office.

.....

.....

.....

.....

.....

.....

.....

.....

(2 marks)

(b) The new 2018 reception register has just arrived. Using the notes below, correctly enter the details in the register **on page 11**.

VISITORS TO THE OFFICE

- Wednesday 3 January, 2:28 p.m., Prof. Lewis Chambers of University of the Caribbean, Gros Islet, Saint Lucia came to see Ms Charlene Blake. Said it was extremely urgent. Ms Blake out of office. Seen by Mr Hartley Jones. Left at 15:20 hours.

Wednesday 3 January

Name and company

.....

.....

.....

Address

.....

.....

.....

To see .....

Arrival time .....

Departure time .....

Notes and comments

.....

.....

.....

.....

(5 marks)

(c) You are responsible for planning TWO major events for next month – the firm's annual general meeting and the international conference for lawyers in Brazil which Mrs Joya St Hilaire (who walks with a cane) will be attending.

(i) List THREE responsibilities of the treasurer at that general meeting.

.....

.....

.....

.....

.....

.....

(3 marks)

(ii) Identify TWO important features of a hotel you should consider when making reservations for Mrs St Hilaire's business trip to Brazil.

.....

.....

.....

.....

.....

.....

(2 marks)

(iii) Provide ONE accurate and convincing response for each of the following concerns expressed by Mrs St Hilaire about obtaining a health certificate and immunisation before travelling to Brazil:

- "Immunization can be costly, painful and can make you sick!"

.....

.....

.....

.....

- "Do I have to repeat this process every time I travel?"

.....

.....

.....

.....

- "I'm sure I can enter Brazil without all this trouble!"

.....

.....

.....

.....

(3 marks)

Total 15 marks

NOTHING HAS BEEN OMITTED.

SECTION II

Answer ALL questions in this section.

4. (a) (i) State TWO staff welfare facilities provided through the human resource department of companies. Training must NOT be given as one of the two facilities.

.....

.....

.....

.....

.....

(2 marks)

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

.....

.....

.....

.....

.....

(2 marks)

(iii) Identify ONE type of training offered by the human resource department of an organization.

.....

.....

.....

.....

(2 marks)

(b) Andrew Campbell was recently successful at an interview for the position of junior human resource supervisor with a newly established firm, Accounting Services Limited. The firm is in the process of drafting various documents for the human resource department and Andrew is expected to contribute.

Andrew is asked to help draft a job description for a human resource clerk who is under the supervision of the administrative manager.

On the form provided below, fill in the relevant information needed to complete a suitable job description. Be sure to use the current date. Marks will be awarded for the appropriateness of the content that you provide.

JOB DESCRIPTION

Accounting Services Limited

Job Title: Human Resource Clerk

Department: Human Resource

Salary: .....

Reports To: .....

Vacation Leave: .....

Benefits: .....

Job Summary: .....

.....

.....

.....

.....

.....

.....

.....

.....

.....

GO ON TO THE NEXT PAGE

.....

.....

.....

.....

.....

Duties and Responsibilities

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

(9 marks)

Total 15 marks

5. (a) Your friend Justin is working on a project for school. He knows you are studying Office Administration and has asked you to help him with the following tasks.

(i) State TWO characteristics of credit unions.

.....

.....

.....

.....

(2 marks)

(ii) Give TWO reasons why a business should have insurance.

.....

.....

.....

.....

(2 marks)

(b) Complete the following tasks using the Petty Cash Book **on page 19**.

(i) Calculate the imprest amount for this Petty Cash account. **(2 marks)**

(ii) Calculate the total amount of money spent for January. **(1 mark)**

(iii) Calculate the amount of the balance b/d at 1 February. **(1 mark)**

(c) Explain the meaning of 'errors and omissions excepted' (E & OE) which is printed on buying or selling documents.

.....

.....

.....

.....

(2 marks)

Petty Cash Book															
Cash Received		Date	Details	Voucher No.	Totals		Postage		Travel		Stationery		Sundries	
$		2018			$		$		$		$		$	
28	45	3 January	Balance c/d											
171	55	4 January	Cash received											
		5 January	Postage stamps	09	25	00	25	00						
		8 January	Tea and sugar	10	8	00							8	00
		12 January	A4 paper	11	15	00					15	00		
		15 January	Coffee	12	28	40							28	40
		22 January	Taxi fare	13	45	50			45	50				
		28 January	Mop	14	22	00							22	00
		29 January	Envelopes	15	15	50					15	50		
			Total											
		31 January	Balance c/d											
		1 February	Balance b/d											

GO ON TO THE NEXT PAGE

(d) Answer the following questions based on the stationery stock card shown below.

(i) Complete the stationery stock card shown below to show the balance in stock at 16 January 2017.

INTERNAL STOCK
STATIONERY STOCK CARD

ITEM: C4 window envelopes

MAXIMUM: 20
REORDER LEVEL: 5
MINIMUM: 2
UNIT: 500/box

DATE	RECEIPTS			ISSUES			
	SUPPLIER	ORDER NO	QUANTITY	DEPARTMENT	REQ NO.	QUAN-TITY	BALANCE IN STOCK
10/1/17							09
11/1/17				Accounts	A287		08
12/1/17				Marketing	M115		04
15/1/17	Lyden's	3706					
16/1/17				Customer Service	CS338		

(3 marks)

You may do your working here.

(ii) State TWO elements of efficient stock control which may be affected by excessive order of C4 window envelopes.

.....

.....

.....

.....

.....

.....

(2 marks)

Total 15 marks

6. (a) Joan Monteith attended an interview for the position of clerk in the customer service department.

(i) List THREE functions of the customer service department.

.....

.....

.....

.....

.....

.....

(3 marks)

(ii) List THREE functions of the despatch office.

.....

.....

.....

.....

.....

.....

(3 marks)

(b) Charles Brown had opened Island Spice & Sauces in Georgetown for only six months when his main supplier of pepper informed him that they would no longer be able to supply him. Mr Brown turned to Hellfire Peppers, a company he had not purchased from before. Hellfire Peppers issued a pro forma invoice to Mr Brown with a request for payment before goods are delivered.

Advise Mr Brown on what essential information he may obtain from the pro forma invoice and what decision he should make regarding immediate payment.

.....

.....

.....

.....

.....

.....

(3 marks)

GO ON TO THE NEXT PAGE

(c) H. Samuels and Shields Co. Ltd, 101–104 Frederick Street, Port of Spain, Trinidad, purchased goods from Quantity Security Supplies Company Ltd, 500 Duke Street, Kingston, Jamaica on 31 January 2017. An advice note was sent from the despatch and transport department advising them of the estimated time of arrival. This order was filled five days after the receipt of the order by H. Samuels and Shields Co. Ltd.

(i) Complete the advice note **on page 24** to be sent to this customer. Be sure to include the relevant information.

(ii) Indicate an appropriate mode of delivery of the goods. The customer sent a fax to the sellers with a signature on the advice note indicating that the goods were received in good condition.

(iii) Estimate the date of arrival.

ADVICE NOTE			No.:	
To:			Date:	
			Order No.:	3567
			Delivery method:	
Terms: 10% discount payable within one month			Dispatch Date:	
Quantity	Description	Cat. No.	Unit Price $	Total $
20	Cases security locks	EA65	5.00	100.00
50	Alarm kits with cameras	AC4	100.00	5000.00
Received goods in good condition Date: ..... Customer's Signature				

(6 marks)

Total 15 marks

END OF TEST

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

EXTRA SPACE

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

Question No. ☐

EXTRA SPACE

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

Question No. ☐

0123702026

DO NOT WRITE ON THIS PAGE

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: _____

0123702028