FORM TP 02025023

TEST CODE **01237020**

JANUARY 2025

CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

OFFICE ADMINISTRATION

Paper 02 – General Proficiency

2 hours

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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.**

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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) The design of a modern office should include adequate ventilation to enhance the air quality within the space.

Outline TWO **other** factors that should be considered when designing an office space.

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2. .....

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(4 marks)

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(b) Describe how EACH of the following types of equipment will contribute to efficiency in the office.

(i) Multimedia projector



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(2 marks)

(ii) Laptop computer



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(2 marks)

(c) There is a vacant position for a sales clerk at TXZ Corporation. The position is to be advertised internally.

(i) Assume you are the administrative clerk in the human resource department. Write a general notice to be sent to all staff, informing them of the vacancy. The notice should include the following.

- An opening statement
- TWO duties required for the position
- ONE skill required for the position
- A closing statement

NOTICE

APPLICATION FOR POST OF SALES CLERK

Opening Statement

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Duties

1. .....

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2. .....

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Skill

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Closing Statement

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(5 marks)

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2. (a) Identify THREE channels of electronic communication that can be used in an office.

1. .....

2. .....

3. .....

(3 marks)

(b) Outline TWO advantages of including charts and graphs in a business report.

1. .....

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2. .....

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(4 marks)

(c) During a recent staff meeting, the management of ETEL International noticed that the employees were constantly using their mobile phones to answer calls, listen to music or take selfies.

The CEO of the company, Ms Petra Simmons (PSims@ETEL.pmail.com), has asked her administrative assistant to write an email to all staff, outlining THREE guidelines for the use of mobile phones in the organization. The email should be copied to the communications manager, Mr Adrian John (AJohn@ETEL.pmail.com).

EMAIL

To: .....

Cc: .....

Date: (current date) .....

Subject: .....

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(8 marks)

Total 15 marks

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3. (a) A well-functioning reception area can promote a positive image of an organization.

List FOUR ways in which a receptionist can maintain the reception area.

1. .....

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2. .....

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3. .....

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4. .....

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(4 marks)

(b) State THREE benefits of using electronic reminder systems instead of manual systems.

1. .....

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2. .....

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3. .....

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(3 marks)

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(c) Mr O'Neil Foster is the chief executive officer of a construction company. His executive assistant is responsible for maintaining his business diary.

(i) Assume you are the executive assistant. Use the following notes for the week commencing 26 May to complete the diary provided **on page 15**.

- Will be at a site meeting on Tuesday morning for three hours followed by a presentation to the board of directors two days after the site meeting. The board meets at 10:00 a.m.
- On Monday, schedule a training session for four hours. Starting time is 11 a.m. with an hour for lunch.
- The weekly staff meeting is at 1:00 p.m. on Friday, for two hours. The meeting with the executive assistant starts two hours before the staff meeting.
- I have to attend interviews in the HR department on Wednesday from 1:00 p.m. This should last for three hours.

(6 marks)

(ii) The Minister of Education has requested that Mr Foster attends a breakfast meeting to discuss the proposed construction of a new school.

Suggest the MOST suitable day and time for the meeting. Justify your response.

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(2 marks)

Total 15 marks

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4. (a) State TWO functions of the transport office.

1. .....

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2. .....

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(2 marks)

(b) Explain the use of EACH of the following documents in the operations, dispatch and transport office.

(i) Destination sheet

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(2 marks)

(ii) Import licence

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(2 marks)

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5. (a) State TWO attributes of a clerk in the accounts office.

1. .....

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2. .....

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(2 marks)

(b) Describe EACH of the following duties of a clerk in the accounts office.

(i) Reconciling accounts

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(2 marks)

(ii) Writing up the cash book

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(2 marks)

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6. (a) Identify TWO types of discounts that might be offered by a supplier.

1. .....

2. .....

(2 marks)

(b) Outline TWO factors that might influence the procedures used for purchasing goods.

1. .....

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2. .....

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(4 marks)

(c) Alberto Stationeries is located at 21 West Parade, Kingston, Jamaica. An extract from the catalogue published by Alberto Stationeries is shown below.

Cat. No.	Description	Unit price
No. BP31	Ball point pens	$ 240 per dozen
No. PA25	Bond paper	$1 200 per ream
No. P385	2B pencils	$ 180 per dozen
No. H012	Highlighters	$ 900 per box
No. C204	Canon inkjet printers	$1 500 each

Serenity High School requires the following supplies from Alberto Stationeries. The order was placed by Mr Juan Amos, the purchasing clerk.

- 8 dozen ballpoint pens
- 3 reams bond paper
- 1 Canon inkjet printer

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(i) Use the information **on page 20** to complete the order form below.

ORDER FORM

Serenity High School
8 East Road
Kingston 12
Email: serenity@school.edu

To: .....

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Order No. 10001

Date: .....
(Current date)

Quantity	Cat No.	Description	Unit Price $	Total ($)
TOTAL COST				
Prepared by ..... Purchasing Clerk				

(6 marks)

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