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**CARIBBEAN EXAMINATIONS COUNCIL**

**SECONDARY EDUCATION CERTIFICATE EXAMINATION**

# OFFICE ADMINISTRATION

## Paper 032 – General Proficiency

***1 hour 45 minutes***

**READ THE FOLLOWING INSTRUCTIONS CAREFULLY.**

1. You MUST use this answer booklet when responding to the questions. For EACH question, write your answer in the space indicated and return the answer booklet at the end of the examination.

2. Use the CASE to answer the questions.

3. You are advised to take some time to read through the paper and plan your answers.

**DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO.**

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## THE CASE

Hi Tech Limited of 21 Super-Way Drive, Kingston 10 is a large Caribbean-owned company that specializes in providing office products and technology services to its customers. The company prides itself on being one of the most innovative and customer-focused companies in the Caribbean. In preparation for increasing global competition, management has decided to place more emphasis on employing a workforce that is not only competent at multitasking but multi-skilled as well.

Management believes this strategy will lead to increased productivity for the organization. As a result, the company has started a recruitment drive to employ staff with a wide range of skills who can also adapt easily to perform different activities within the organization.

**Answer ALL questions.**

**1.** Outline THREE characteristics that the management of Hi Tech Limited would want its employees to display. Employees should be

(i) _____

(ii) _____

(iii) _____

**(3 marks)**

**2.** Kamla Ramugh of 10 Queen's Drive, Kingston, Jamaica has pursued studies in Office Administration and has also completed some introductory courses in Information Technology. She is currently employed as an administrative clerk at a small offshore company but would like to work for Hi Tech Limited.

Write a short paragraph explaining why she should apply to Hi Tech Limited for employment. Use the case to support your response.

**(5 marks)**

**3.** Kamla has decided to apply for a post as an administrative assistant at Hi Tech Limited. However, that post has not yet been advertised.

Draft an unsolicited letter of application for the position of administrative assistant at Hi Tech Limited.

**(8 marks)**

**4.** Kamla has received an email from Mr Devarde Levi, the Human Resource Manager at Hi Tech Limited, acknowledging receipt and thanking her for her letter of application. His email address is delivi@hitech.com.

Draft a copy of the email that Kamla received at her email address, kramugh@mail.com.

| | |
|---|---|
| Sent: | |
| To: | |
| Subject: | |

**(8 marks)**

**5.** One month after Kamla sent her letter of application, a vacancy opens at Hi Tech Limited for an Administrative Assistant in its Records department. The following information is to be included in the advertisement which will appear in the weekend newspapers.

- Applications are invited from suitably qualified individuals to fill the position of Administrative Assistant.
- Responsibilities: Day-to-day provision of administrative support to the company's Records department. Also responsible for the recording, filing and retrieval of the company's records and documents.
- Education and Training: Diploma in Information Technology and Records Management.
- Knowledge & Skills: Knowledge of Microsoft suite of programs, knowledge of basic records and database management.
- Compensation: $60, 000 - $70, 000 per annum.
- Contact: Submit application to Mr Devarde Levi, the Human Resource Manager at delivi@ hitech.com

Use the information provided above to prepare the advertisement.

GO ON TO THE NEXT PAGE

**(6 marks)**

**6.** Mr Levi contacts Kamla to inform her that he has reviewed her application which was placed on file and would like to invite her to an interview for the posit on of administrative assistant.

State FOUR ways in which she can prepare for the interview.

_____

_____

_____

_____

**(4 marks)**

**7.** Kamla believes that she has adequately prepared for the interview. However, on the morning of the interview, she starts to feel very nervous.

Suggest THREE techniques she could use to remain calm during the interview.

_____

_____

_____

_____

_____

_____

**(3 marks)**

**8.** Hi Tech Limited is aware of the factors that individuals consider when seeking a job. These include:

(i) Education
(ii) Job security
(iii) Opportunities for promotion
(iv) Working hours
(v) Training

For EACH of the above factors, develop ONE question that Kamla could ask during the interview. Use the format indicated below.

| Factor | Possible Question |
|---|---|
| (i) Education | |
| (ii) Job security | |
| (iii) Opportunities for promotion | |
| (iv) Working hours | |
| (v) Training | |

**(5 marks)**

**9.** Two weeks after the interview Kamla receives a call from Mr Levi. He informs her that she did not get the position of administrative assistant. However, because she presented herself well in the interview and displayed an excellent knowledge of the company, he has agreed to offer her an entry-level position as an administrative clerk. Kamla has mixed feelings about accepting this position.

Suggest THREE factors she should consider when deciding whether to accept this position.

_____

_____

_____

_____

**(3 marks)**

**10.** Kamla has decided to accept the position of administrative clerk. She has received the job offer letter which states that her expected date of commencement is in two weeks.

Prepare a checklist of FOUR tasks that she should complete before leaving her current job.

**CHECKLIST**

| **Tasks to be completed** |
| --- |
| |

**(5 marks)**

**Total 50 marks**

**END OF TEST**

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