CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

09 JANUARY 2019 (a.m.)

J 1 9 0 1 2 3 7 0 2 0

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 _____

885

A000

A000

B85

DO NOT WRITE ON THIS PAGE

FORM TP 2019022

TEST CODE 01237020

JANUARY 2019

CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

OFFICE ADMINISTRATION

Paper 02 – General Proficiency

2 hours

8885

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. Show all working as required.
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.**

A000

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

Copyright © 2018 Caribbean Examinations Council
All rights reserved.

885

NOTHING HAS BEEN OMITTED.

A000

GO ON TO THE NEXT PAGE

SECTION I

Answer ALL questions in this section.

1. (a) State the name of the MOST suitable type of chart to be used in EACH of the following situations and justify your choice of chart selection.

(i) Graphical display of the number of students applying for entry into six departments of a college

Type of chart

.....

.....

Justification of choice

.....

.....

.....

.....

.....

.....

(3 marks)

(ii) A comparison of the final grades of 25 Business Studies students who wrote the Economics examination.

Type of chart

.....

.....

Justification of choice

.....

.....

.....

.....

.....

.....

(3 marks)

885

A000

(b) During the week, student registration for Business Studies classes was as follows:

- 30 on Monday
- 50 on Tuesday
- 75 on Wednesday
- 40 on Thursday
- 65 on Friday

Complete the pictogram using the key below to display the registration for the week.

Key: ☐ = 10 people.

DAY	STUDENT REGISTRATION
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	

(3 marks)

(c) Identify the direction of the communication flow in EACH situation below.

(i) Cheryl-Ann Jolly, the financial controller, discussed the training of the accounting staff in computerized accounting with Maria Bruce, the human resource manager.

.....

.....

(1 mark)

(ii) The office clerk contacted the maintenance manager to remind him that the air condition units needed servicing.

.....

.....

(1 mark)

(d) List FOUR factors that could influence the method of communication commonly used in an office.

.....

.....

.....

.....

.....

.....

(4 marks)

Total 15 marks

885

A000

885

NOTHING HAS BEEN OMITTED.

A000

2. (a) Complete the following table by inserting the features associated with each description.

	DESCRIPTION	FEATURES
(i)	Enables a person to enter several regularly used numbers that can then be called by pressing just a few keys	.....
(ii)	Alerts the person using the phone, usually with a beep, that another person is calling that same number	.....
(iii)	Automatically transfers one person's incoming telephone calls to another number of the person's choice	.....

(3 marks)

(b) List FOUR actions that must be taken when sending valuables, other than money, by post.

.....

.....

.....

.....

.....

.....

.....

.....

(4 marks)

885

A000

(c) Two frequent types of customer complaints are shown in the following table.

Outline how time management skills and computer technology can provide the necessary solutions to complaints about low productivity problems.

SKILL	PROBLEM/SOLUTION
(i) Time management skills	**Complaint** Customers complain that their orders are often late. **Solution** .... **Complaint** Customers' documents are often inaccurate and contain errors. **Solution** ....

885

A000

SKILL	PROBLEM/SOLUTION
(ii) Computer technology	**Complaint** Customers complain that their orders are often late. **Solution** .... **Complaint** Customers' documents are often inaccurate and contain errors. **Solution** ....

(8 marks)

Total 15 marks

3. (a) The chairman of the annual awards committee, Julia Denny, left the following notes on your desk, asking you to prepare a memorandum using the notes below to update all members of the committee.

Notes

The ad hoc committee for the annual awards ceremony. Adjourned at 8:00 p.m. Resolution passed approving the budget. Only 9 members present. But there was a quorum. Held on 27 December 2018. Meeting to continue one week from today (please insert correct date), 6:00 p.m. Awards ceremony and awards to be further discussed. All members should be there. We only have 6 weeks left. Don't forget to thank them for cooperating.

The chairman has asked you to include JD/MAR/334 as your reference.

MEMORANDUM

TO: ..... REF: .....

FROM: ..... DATE: .....
(use today's date)

SUBJECT: Meeting of Annual Awards Committee

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

(8 marks)

885

A000

(b) List THREE organizations the personal assistant may contact in order to obtain essential information for making travel arrangements for the employer.

.....

.....

.....

.....

(3 marks)

(c) Suggest FOUR advantages of using an electronic diary in an office.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

(4 marks)

Total 15 marks

885

A000

SECTION II

Answer ALL questions in this section.

4. (a) Suggest THREE possible outcomes of employers ignoring the requirements of the Occupational Health and Safety Act.

.....

.....

.....

.....

.....

.....

(3 marks)

(b) List THREE benefits to an organization of providing training opportunities to its employees.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

(3 marks)

885

A000

(c) The sales record below shows the figures for three employees for the first quarter of 2018. Each receives a 16% commission at the end of the three months.

SALES RECORD

NAME	JANUARY $	FEBRUARY $	MARCH $	TOTAL SALES $	COMMISSION DUE 16%
L. Norville	25 956	24 812	25 391	76 159	12 185.44
V. Sanderson	19 397	15 923	16 103	51 423	8 227.68
D. Martinez	22 616	23 641	2 917	49 174	7 867.84

V. Sanderson's sales amnount for January should have been $29 739 and $6103 for March.

Recalculate the following. **Show all working.**

(i) V. Sanderson's total sales

.....

.....

.....

.....

.....

(3 marks)

(ii) V. Sanderson's commission due

.....

.....

.....

.....

.....

.....

(2 marks)

(d) D. Martinez' commission in March dropped because a large number of his credit customers did not make payments on their accounts.

Advise D. Martinez on TWO approaches the credit control department could use to help solve this recurring problem.

(i) .....

.....

.....

.....

.....

.....

(ii) .....

.....

.....

.....

.....

(4 marks)

Total 15 marks

885

A000

885

NOTHING HAS BEEN OMITTED.

A000

5.

STATEMENT OF ACCOUNT

HAMPTON INDUSTRIES INCORPORATED
North Sea Drive
Point Lisas Industrial Estate
Trinidad and Tobago

		Account No:	441
		Date:	31 December 2018
To:	Miss Janiece Padmore Bedford Avenue Curepe		

Terms: 5% 7 days, 2 ½ % 28 days, otherwise net

DATE	DETAILS	DEBITS	CREDITS	BALANCE	NEW BALANCE
2018		$	$	$	$
05 December	Account rendered			2 394.00	2 394.00
10 December	Invoice 3876	6 129.00		8 523.00	8 523.00
11 December	Invoice 3879	642.00		9 165.00	9 165.00
16 December	Credit Note 55		18.00		9 147.00
23 December	Cash	5 500.00		14 665.00	
24 December	5% discount				
28 December	Invoice 3881	8 912.00		23 577.00	
29 December	Debit Note 15	250.00			
30 December	Invoice 3882	1 921.00		25 498.00	
Your current balance is the last amount in the balance column.					

(a) Complete the statement of accounts **on page 18** by:

(i) calculating and entering the cash discount **(2 marks)**

(ii) recalculating **all** relevant balances up to the final balance at 30 December. **(3 marks)**

Space for working

885

A000

(b) If Invoice 3882 dated 30 December was fully paid on 15 January, how much would the customer have to pay? **Show all working.**

.....

.....

.....

(3 marks)

(c) The accounts clerk has identified an error on the Statement of Account issued by Hampton Industries Incorporated. Invoice # 3876 was understated by $1500.00.

Advise Hampton Industries on the MOST appropriate document to use to correct this error.

.....

.....

.....

.....

(1 mark)

(d) Suggest THREE reasons why Credit Note 55 may have been issued.

.....

.....

.....

.....

.....

.....

.....

(3 marks)

(e) List THREE reasons why a customer may use a Statement of Account.

.....

.....

.....

.....

.....

.....

.....

.....

(3 marks)

Total 15 marks

885

A000

6. There are several financial institutions which provide a wide range of services to clients.

(a) Identify the financial institutions that match the following characteristics:

(i) Owned and controlled by account holders

.....

.....

(ii) Hold securities of other companies

.....

.....

(iii) Operate outside the depositor's country usually in low-tax territories

.....

.....

(3 marks)

(b) State THREE attributes a clerk in a financial institution must have in order to ensure efficient operations.

.....

.....

.....

.....

(3 marks)

(c) Nichola Grannum must prepare a cheque today to pay $5314.21 to Mario Cornibert. Her bank account is held at First Caribbean Imperial Bank, Plymouth, Montserrat. She has been advised to make the cheque 'not negotiable'.

Prepare the cheque using the template below.

First Caribbean Imperial Bank (Today's Date).....
Plymouth
Montserrat

Pay to .....$

The sum of .....

..... Dollars /00 cents

.....
(Full Name)

(4 marks)

(d) Why would Nichola make the cheque 'not negotiable'?

.....

.....

(1 mark)

(e) Explain what it would mean if

(i) Nichola Grannum wrote the cheque for 4 February 2019.

.....

.....

.....

.....

.....

.....

885

(ii) Mario Cornibert presented the cheque to the bank on 3 August 2019.

.....

.....

.....

.....

.....

.....

(4 marks)

Total 15 marks

A000

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. ☐

885

A000

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: | | | | | | | | | | |

885

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.

A000

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

Signature: _____
Supervisor/Invigilator

Date: _____