FORM TP 2013100

TEST CODE **01237032**

MAY/JUNE 2013

CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

OFFICE ADMINISTRATION

Paper 032 – General Proficiency

1 hour 45 minutes

READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

1. This paper consists of a CASE with TEN questions. Use the CASE to answer the questions.

2. Answer ALL questions.

3. 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.

4. 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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Read the CASE and answer the TEN questions which follow.

CASE

The Golden Anniversary

The Caribbean School of Excellence, located at 10 Techie Drive, Salem, Antigua, will be celebrating its 50th Anniversary in November 2013.

To celebrate this golden anniversary, the principal of the school has proposed that a week-long series of events be organized. An activities committee has been named to carry out the planning and implementation of the various events. The committee will be expected to engage as many past students of the school as possible in planning activities to ensure a memorable and successful week of activities.

You have recently been hired as the administrative clerk in the Alumni Office. Your responsibilities include the marketing of the week of activities, managing event registration, organizing travel plans, providing information to interested past students on the activities and helping to maintain the 50th Anniversary Alumni website. Over the past nine months, the planning committee has been meeting to plan the schedule of activities. At the last meeting, it was agreed that it was time to sensitize the general public and past students about the upcoming week of events through newspaper advertisements.

1. Draft a newspaper advertisement that could be used to highlight the week of activities. Include a school logo/emblem in the advertisement.

The advertisement must highlight the dates of the celebrations as 17–23 November 2013. The public should also be informed that events are scheduled to be held in Antigua and Miami, Florida. Early bird bookings made by 7 June 2013 will receive a discount on events. For further information, interested persons can contact the Alumni Office at 999-222-1111, email alumni@caribschlexcel.org or visit the website at http://www.csoe/50anniversary.

GO ON TO THE NEXT PAGE

Write your answer to Question 1 here.

(6 marks)

2. The activities committee has finalized the list of activities that will be held to celebrate the school's 50th Anniversary.

The activities are as follows:

- On Sunday, 17 November 2013, a church service will be held at St Mark's Anglican Church in Salem, Antigua, at 9:00 a.m. After the service, there will be a brunch at the Grand Antigua Hotel.

- On Monday there will be a family fun day and picnic on the grounds of Country Xcape Villas.

- The Caribbean School of Excellence will host an open day on Tuesday from 9:00 a.m. to 5:00 p.m. Guided tours of the campus will be conducted.

- The 50th Anniversary lecture will be delivered in the auditorium of the University of Antigua on Wednesday, 20 November 2013.

- Thursday, 21 November 2013 will be a travel day.

- On 22 November 2013, a welcome reception will be held at 6:00 p.m. at the Miami Convention Centre in downtown Miami.

- The Awards dinner and dance will be held in the ballroom of the Miami Convention Centre on the 23 November 2013. This event begins at 7:30 p.m.

Design a programme that will be featured on the Alumni website to promote the week of activities.

GO ON TO THE NEXT PAGE

Write your answer to Question 2 here.

(3 marks)

3. The Alumni Offi e has been bombarded with calls and emails from past students requesting information regarding travel.

State FOUR items of information that the administrative clerk should be prepared to provide to them.

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(4 marks)

4. The response to the week of activities, particularly the Florida events, has been very positive. Fifty past students have indicated that they will be travelling to Florida to attend the activities. After providing the principal with the final numbers, he suggested that you start making the hotel reservations at Paradise Suites in Miami, Florida.

Identify FOUR pieces of information the administrative clerk would need to get from past students in order to make suitable hotel reservations for them.

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(4 marks)

5. The hotel reservations clerk has indicated to you that Paradise Suites offers special rates to large groups. The rates are as follows:

Double rooms:

• Double room with en suite bathroom and kitchenette	US$150 per night
• Group of fifteen or more	25% discount

Single rooms:

• Single room with en suite bathroom only	US$125 per night
• Groups of ten or more	20% discount

The group from The Caribbean School of Excellence will require **twenty** double rooms and **ten** single rooms. The group will be staying for **three nights**.

Calculate the total cost of the rooms for the group. (Show your working.)

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(7 marks)

6. To ensure that the rooms are reserved, the hotel reservation clerk has asked you to send a letter to the manager of the hotel confirming your telephone reservation for twenty double rooms and ten single rooms for three nights. The group will arrive on Thursday, 21 November 2013 and depart on Sunday, 24 November 2013.

Draft a letter communicating this information to the manager of Paradise Suites.

(8 marks)

7. You were asked to prepare travel folders for all participants travelling to the celebration.

State FOUR pieces of information that you would include on the label for the travel folders.

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(4 marks)

8. Mr Herbert Dan, a past student of The Caribbean School of Excellence, will be receiving the 'Distinguished Alumni Award' at the Awards ceremony to be held in Miami. Currently, Mr Dan lives in the United Kingdom and will be travelling from London to Miami where he will attend the Welcoming Reception Awards ceremony and the Awards dinner and dance.

(a) The departure time of Mr Dan's flight from Heathrow Airport is 7:00 a.m. on Thursday, 21 November. If the time in London is five hours ahead of the time in Miami, Florida, what time will it be in Miami when the flight departs

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(1 mark)

(b) Mr Dan's flight, Virgin Airlines, VA 322, is scheduled to arrive in Miami on Thursday, 21 November at 10:30 a.m. local time. He is scheduled to leave Miami at 6:00 a.m. on Sunday, 24 November on Virgin Airlines, VA 929 and should arrive at Heathrow Airport at 7:30 p.m. local time.

Using the information above, prepare Mr Dan's itinerary. Express all times using the 24-hour clock.

Write your answer to Question 8 here.

(4 marks)

9. The secretary of the planning committee is preparing a programme which will outline the evening's proceedings for the Awards ceremony. She has asked for your assistance in drafting this document.

Recommend THREE items which must be included in the programme.

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(3 marks)

10. A survey evaluation form will be included in the registration package which will be presented to past students at the welcoming reception. The evaluation form will be used to assess the success of the week of activities and for the planning of future events.

For EACH of the following areas, recommend TWO questions that the planning committee should ask past students attending the activities in Miami.

Areas to be Evaluated	**Questions to be Asked**
(i) Travel Arrangements	
(ii) Hotel Accommodation	
(iii) Awards Dinner and Dance	

(6 marks)

Total 50 marks

END OF TEST

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