FORM TP 2018092

TEST CODE **01237020**

MAY/JUNE 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.
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.**

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) List FOUR storage devices an office may use to store information electronically.

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(4 marks)

(b) Identify TWO functions of an organizational chart.

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(2 marks)

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(c) John has been working for five years with his supervisor, Miss Stephens, as her secretary. John has told one of his colleagues that he does not like Miss Stephens and he is determined to make her look 'bad'.

(i) Identify TWO benefits to be gained by John from improving his relationship with his supervisor.

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(2 marks)

(ii) Outline a recommendation for achieving ONE of the benefits you explained in (c) (i).

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(2 marks)

(d) Shelly has been asked to prepare for a very important management meeting at which all managers will need to have their own copies of the reports and be able to see the graphical presentations as they are presented by department managers.

Explain how Shelly can use TWO named pieces of office equipment to meet the managers' needs.

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(5 marks)

Total 15 marks

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2. (a) List THREE ways to prepare for a successful interview.

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(3 marks)

(b) During a job interview for a receptionist's position to work in a bookstore, you are asked to explain the terms 'physical deportment' and 'copyright infringement'. Write your responses in the spaces provide.

(i) Physical deportment

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(2 marks)

(ii) Copyright infringement

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(2 marks)

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(c) A vacancy requiring office administration skills is advertised. The applicant is required to submit a curriculum vitae which includes the following specific details. You may include additional headings and data as appropriate.

Specific details

Name: Shawna McLean
Address: 64 William Street, Kingston, Jamaica
School Attended: Bright Star High School (2012 – 2017)
Qualifications: 6 CSEC subjects at General Proficiency Level
Personal Objective
Holiday Jobs
Project Undertaken or Volunteerism
Reference
Draft a curriculum vitae for the applicant using the information above.

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(8 marks)

Total 15 marks

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3. (a) A receptionist is the first person a customer interacts within an organization. State TWO attributes/qualities receptionists must possess.

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(2 marks)

(b) Amanda Sykers works as a receptionist in a multinational office in Bridgetown, Barbados. A major function of her job is to follow-up on customers' queries to ensure that transactions are completed within three working days.

Describe ONE reminder system Amanda may use to ensure that all matters are followed through to resolution.

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(3 marks)

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(c) (i) Complete the reception register form using the information below.

On 29 April 2018 Mr Rajiv Goldson arrived for a 2:55 p.m. appointment with the Marketing Manager, Miss Olivia Shields. Mr Goldson received an emergency call to pick up his daughter from school and had to leave five minutes after he arrived. He would like to reschedule his appointment. **All timings must appear as 24-hour timings**.

RECEPTION REGISTER

DATE	TIME IN	TIME OUT	VISITOR'S NAME	TO SEE

(5 marks)

(ii) Write a note to Miss Shields stating why Mr Goldson was unable to keep his appointment.

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(2 marks)

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(d) Mr Elvis Robins needs to travel on company business to Jamaica, Antigua, Guyana and Barbados over the next two weeks. Payments for his hotel accommodation, meals and local travel will be made by credit card.

State THREE advantages of Mr Robins' use of a credit card for his business travel expenses.

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(3 marks)

Total 15 marks

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SECTION II

Answer ALL questions in this section.

4. Guyana Press Associates is advertising to recruit a clerk for its human resource office. Anula Boodraj has just completed a human resource training course which included communication, technology skills, electronic document processing and management. The job requires the human resource clerk to report to the human resource manager. Anula believes she meets the job requirements and wishes to apply.

(a) Outline THREE duties Anula should expect to perform, if she is offered the job.

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(3 marks)

(b) As a human resource clerk, list TWO characteristics that Anula must possess.

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(3 marks)

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(c) The Human Resource Manager explains to Anula that there is a performance appraisal system in place. Explain, using six points, how a properly constructed appraisal may serve as an effective tool in managing the performance of an employee.

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(9 marks)

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5. (a) (i) As part of a work experience programme in high school, students are assigned to work in the accounts office as an accounts clerk.

State TWO functions of the accounts office that may be observed by a student on the work experience programme.

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(2 marks)

(ii) Identify TWO duties an accounts clerk would expect to be assigned.

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(2 marks)

(b) Briefly explain why confidentiality is one of the attributes required of a clerk in the purchasing department.

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(2 marks)

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NOTHING HAS BEEN OMITTED.

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(c) As part of its cash controls, the Computer Repairs Services prepares monthly bank reconciliation statements.

Using the information provided in the cash book and bank statement below, prepare the revised cash book and bank reconciliation statement **on page 17** for presentation to the chief accountant on 30 May 2018.

CASH BOOK					
DATE	**DETAILS**	**AMOUNT**	**DATE**	**DETAILS**	**AMOUNT**
April 01	Balance b/d	$43 000	April 01	P Barnes	$7 350
April 15	Service Fees	$24 000	April 14	Internet Service Provider	$2 500
April 25	Service Fees	$ 5 750	April 20	Wages and salaries	$19 400
			April 25	S Boolal	$18 500
April 03	Credit Union – Loan	$25 000	April 31	Balance c/d	$50 000
		$97 750			$97 750
May 01	Balance b/d	$50 000			

SAVERS BANK LTD				
DATE	**DETAILS**	**DR**	**CR**	**BALANCE**
April 01	Balance b/d			
April 03	Lodgements		$21 000	
April 05	Cheque	$7 350		
April 15	Lodgement		$24 000	
April 16	Cheque	$2 500		
April 22	Cheque	$19 400		
April 23	Charges	$250		
April 24	Standing order –Internet Service provider	$5 000		
April 30	Lodgement		$25 000	

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RECONCILIATION					
REVISED CASH BOOK					
DATE	**DETAILS**	**AMOUNT**	**DATE**	**DETAILS**	**AMOUNT**
	Balance b/d				
				Balance c/d	
	Balance b/d				

Computer Repairs Services	
Bank Reconciliation Statement as at	
	Amount

(9 marks)

Total 15 marks

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6. (a) Patrick Green is a clerk in the sales, marketing and customer service department of Parks and Hudson Company Limited. Maintaining accurate sales records is one of the functions of the sales office.

(i) State TWO ways in which Mr. Green could maintain accurate sales records.

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(2 marks)

(ii) State TWO functions of the marketing office apart from maintaining records.

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(2 mark)

(iii) Identify TWO functions of the customer service department that are important in maintaining good customer relations.

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(2 marks)

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(b) Samantha Browne worked as a corporate communications clerk for the past three years at Jambeck Corporation and has gained tremendous experience in this area. She is planning to make a career change by securing a job at Intrinsic Company Limited.

Recommend to Intrinsic Company Limited, THREE ways in which Samantha could improve the company's image with prospective customers.

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(6 marks)

(c) State THREE ways in which the destination sheet could increase the success of the operations, dispatch and transport services in the organization to more effeciently provide goods and services to its customers.

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(3 marks)

Total 15 marks

END OF TEST

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

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