CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

07 JANUARY 2022 (a.m.)

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FILL IN ALL THE INFORMATION REQUESTED CLEARLY IN CAPITAL LETTERS.

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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 | D | D | M | M | Y | Y | Y | Y |

SIGNATURE _____

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FORM TP 2022022

TEST CODE 01237020

JANUARY 2022

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) Describe EACH of the following types of office equipment, stating ONE benefit of EACH.

Guillotine

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Shredder

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(4 marks)

(b) State the types of information which may be found in EACH of the following sources.

Source	Type of Information Found
Official gazette	.....
Post office guide	.....
Thesaurus	.....
Hansard	.....

(4 marks)

(c) Norman Brown has been working with XMZ Electronics for the past 15 years. Norman was the ideal candidate for an experiment that management decided to undertake, allowing staff to work from a virtual office set-up in their homes.

(i) State THREE adjustments Norman would have to make at home to successfully create a virtual office.

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(3 marks)

(ii) Outline TWO skills Norman would need to help him to operate efficiently from his virtual office.

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(4 marks)

Total 15 marks

GO ON TO THE NEXT PAGE

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2. (a) State ONE use of EACH of the following materials in a business office.

Material	Use
Minute sheets	.....
Treasury tags	.....
Charge-out cards	.....

(3 marks)

(b) State THREE advantages of using microfilming to store documents.

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(3 marks)

(c) Shakera Williams is an employee of Becker and Grander Company Limited located at 536 Chisholm Street, St Matthew, Trinidad and Tobago. Shakera resides in St John at 35 Frontair Avenue. She has recently earned three weeks vacation from 3 to 24 August 2022. She intends to spend the first two weeks overseas and the final week at home. The human resource manager, Heather Skyers, insists that all members of staff write a letter applying for vacation leave.

Using the information above, write a letter of application for vacation leave using the current date. All the important details should be included.

GO ON TO THE NEXT PAGE

(9 marks)

Total 15 marks

3. (a) State THREE reasons why it is important to update the executive's diary on a regular basis.

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(3 marks)

(b) Express EACH of the following times using the 24-hour clock notation.

(i) 6:30 a.m.

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(1 mark)

(ii) 3:35 p.m.

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(1 mark)

(c) Explain why it is important for a receptionist to consider differences in time zones before placing international calls.

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(2 marks)

GO ON TO THE NEXT PAGE

(d) The annual general meeting (AGM) for all shareholders of Quick Sales Enterprises is scheduled for 30 August 2022.

Assume you are the secretary for this meeting. Use the following information to write a notice to all shareholders informing them of the meeting. The notice must be sent at least 21 days before the meeting date.

The meeting will discuss the election of new directors. It will last for three hours and will commence at 2:00 p.m.

The company's conference room has been booked for the meeting. Other items to be discussed are the review of financial reports and the total amount of dividends which will be distributed to shareholders at the end of the fiscal year. The shareholders are to be reminded that proxy forms will be available on the company's website. Also, include a note explaining the importance of a proxy.

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GO ON TO THE NEXT PAGE

(8 marks)

Total 15 marks

SECTION II

Answer ALL questions in this section.

4. (a) State TWO uses of EACH of the following documents in the human resource office.

Appraisal forms

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Contracts of employment

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Personnel records

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(6 marks)

(b) (i) Ms Kelly Jackson, a senior clerk, reports to the accounts supervisor, Mr Justin McCormok, who in turn reports to the accounts manager, Mrs Sharon Champs. At the beginning of each month, Ms Jackson is responsible for purchasing supplies for work breaks and meetings. These items include coffee ($500), tea ($250), condensed milk ($120) and sugar ($80). Ms Jackson must account for the total amount of money spent for the month and is required to give the information to Mr McCormok who prepares the petty cash voucher and obtains the appropriate authorization.

Imagine you are Mr McCormok. Use the information above to record all transactions required on the following petty cash voucher.

LINDSAY AND SHEPHERD CO. LTD Kingston, Jamaica	PCV#679
Petty Cash Voucher	
Pay to:	Date: .....
Account/Expense charged:	
Amount: $ ..... (In words)	
Purpose of Funds: Supplies for break	
Description	Amount $
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	$
Prepared by:	Authorized by: .....
Cash received by:	Date: .....

(5 marks)

(ii) Mr McCormok has been complaining that the preparation of petty cash vouchers is tedious. Suggest TWO strategies that could be implemented to make this task less tedious.

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(4 marks)

Total 15 marks

5. (a) Define the term 'pro forma invoice'.

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(2 marks)

(b) Describe EACH of the following methods of issuing stock.

(i) LIFO

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(2 marks)

(ii) FIFO

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(2 marks)

(c) (i) Mr Jean Bowen, administrative assistant in the office of PHK Chartered Accounting, is responsible for requisitioning supplies for the accounts office. Last week he realized that the department urgently needed the following supplies.

Six external hard drives
Ten boxes of printer cartridges
Five cases of flash drives
Six boxes of photocopier toners

Use the current date to prepare departmental requisition No. 19, to be sent to Mr Chad Fred, stock clerk, requesting the items. Mrs Martina Gordon, accounts manager, authorized and signed the departmental requisition.

DEPARTMENTAL STOCK REQUISITION		
To:		No.
		Date:
Please supply the following item(s):		
Quantity	Description	
Requested by:		Department:
Authorized by:		Date:
Received by:		Date:

(6 marks)

(ii) The following is an extract from Invoice No. 50 sent to PHK Chartered Accounting.

INVOICE				#50
Quantity	**Description**	**Cat. No.**	**Unit Price**	**Total**
50 boxes	Ledger cards	021	$125.00	
Terms: Less 5% cash discount for payment within one month			Discount:	
			PAYMENT DUE:	

Calculate the amount PHK Chartered Accounting will pay for the ledger cards.
(3 marks)

Total 15 marks

NOTHING HAS BEEN OMITTED.

6. (a) Describe EACH of the following documents which might be used in the transport office.

(i) Insurance certificate

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(2 marks)

(ii) Bill of lading

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(2 marks)

(iii) Manifest

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(2 marks)

(b) All Natural Manufacturing Company, Riverside Road, Kingstown, St Vincent, scheduled the following deliveries.

— Within the distance of 50 km, Mr Albert Jones will deliver 10 cases liquid detergent to J and J Supermarket. The driver accompanying Mr Jones for this delivery is Mr Peterson Allan. The location of the supermarket is 14 Drive Lane, Pond Street. The registration number of the truck delivering the goods is TA457.

— Mrs Alice Martin accompanied by Mr Alex Brown will deliver goods to Petty Valley One Stop Shop, 24 Grandby Street. The mileage for delivering the 18 boxes of fruit bars to that destination is 26 km. The van registration number is TL980.

— 35 cases of natural juices will be delivered to Mega Supermarket by Truck D8090, driven by Mr Dereck Mark. It is a 15 km drive to Queen's Lane. Mr Steve Dorville will assist Mr Mark.

The supervisor in charge of the deliveries above is Mrs Sally Charles.

(i) Use the form provided **on page 23** to complete delivery schedule No. 79 for Monday, 18 May 2022. **(5 marks)**

DELIVERY SCHEDULE					No. 79
ALL NATURAL MANUFACTURING COMPANY **Riverside Road** **Kingstown**					
Delivery Date:			Current Date:		
Class of Vehicle	**Reg. No. of Vehicle**	**Names of Driver and Mate**	**Destination**	**Contents**	**Distance**
..... SUPERVISOR					

GO ON TO THE NEXT PAGE

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(ii) On the afternoon of 18 May 2022, Mr Devaj Mali, purchasing manager of Mega Supermarket, called to advise that the order of natural juices was not delivered at 10:00 a.m. as scheduled.

Assume you are Mariel Deane, the transport clerk. Write an email to Mr Mali apologizing for the late delivery. In the email, state ONE factor which contributed to the late delivery of the order and ONE way in which this issue will be rectified.

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(4 marks)

Total 15 marks

END OF TEST

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

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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. ☐

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

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.

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

Signature: _____
Supervisor/Invigilator

Date: _____

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