CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

22 MAY 2024 (a.m.)

M 2 4 0 1 2 3 7 0 2 0

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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TEST CODE **01237020**

FORM TP 2024102

MAY/JUNE 2024

CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

OFFICE ADMINISTRATION

Paper 02 – General Proficiency

2 hours

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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.**

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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) In offices, electronic communication is the most widely used channel to disseminate information.

(i) State TWO benefits of using electronic communication in an organization.

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(2 marks)

(ii) Outline the importance of EACH of the following factors when selecting a channel of communication.

Degree of urgency .....

.....

.....

Level of confidentiality .....

.....

.....

Audience size .....

.....

.....

(6 marks)

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(b) As the clerk in the mailroom, you are required to use the franking machine to affix postage on all outgoing mail.

The following information represents activity for Week 1.

- $300.00 was added to the franking machine
- 5 manuscripts @ $0.25 each
- 450 form letters @ $0.15 each
- 2000 advertising pamphlets @ $0.10 each

Use the given information to complete the form below.

Franking Machine — Postage for Week 1				
	Balance			$5.00
	Postage Added			$ .....
	Total Postage			$ .....
	Quantity	**Description**	**Unit Price**	**Total**
Week 1	5	Manuscripts	$0.25	$ 1.25
	.....	....	$.....	$ .....
	.....	....	$.....	$ .....
		Total Usage (Week 1)		$ .....
		Balance after Week 1		$ .....

(7 marks)

Total 15 marks

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2. (a) At a recent departmental meeting, the filing clerk recommended the need for the disposal of dead files and the archiving of important inactive files.

(i) State the difference between archiving and disposing of files.

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(2 marks)

(ii) State TWO factors the filing clerk should consider when determining the period for record retention.

1. .....

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2. .....

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(2 marks)

(b) List THREE characteristics of an effective records management system.

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(3 marks)

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(c) You work as an assistant secretary in the human resource department at CPK International. Your manager, Mrs Yanna Smith, sent you the following email.



From: ysmith@cpkinternational.net

To: juniorclerk1@cpkinternational.net

Subject: Orientation of New Recruit

Date: 5 June 2024

In preparation for the orientation exercise next week, prepare a job description for the newly appointed position of Sales Clerk II.

This position requires a good command of the English Language, administrative skills and competence in computer technology. The appointed clerk will be reporting to the sales manager and will be assigned a Grade 4 salary. This position also requires the clerk to have the ability to follow procedures and practise good interpersonal relations.

N.B. Include FOUR duties the clerk is expected to perform.

Regards

Y Smith

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Use the information in the email to complete the job description form.

JOB DESCRIPTION

JOB TITLE: .....

SALARY GRADE: .....

DEPARTMENT: Sales, Marketing and Customer Service

SECTION: Customer Service

REPORTING TO: .....

JOB SUMMARY

.....

.....

.....

DUTIES

1. .....

.....

2. .....

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3. .....

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4. .....

.....

HRM 2024

(8 marks)

Total 15 marks

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3. The articles of incorporation are one of the basic legal requirements of an annual general meeting.

(a) State THREE **other** basic legal requirements that help inform the way in which annual general meetings must be conducted.

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(3 marks)

(b) Ms Jane Nolan was recently appointed to the post of marketing manager and will be travelling to North America to conduct business on behalf of the company.

(i) Identify TWO important documents Ms Nolan will need for travel.

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(2 marks)

(ii) Outline the importance of any ONE of the documents identified in (b) (i) for travel.

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(2 marks)

(c) The following is an excerpt of minutes from a recently held meeting.

At the last meeting of the Parent Teacher Association held on 3 May, plans were finalized for the upcoming fun day.

The following decisions were made.

- Within four days, Mr Ramnarine James would select five members to comprise the planning committee.
- In one week's time, the parent representative would source equipment for the relays.
- The following day, the secretary would create an advertisement for the local newspaper.
- Mrs Marie Evans is the secretary and Mr Tomlin Adams is the parent representative.

Assume you are the secretary of the association. Complete the action sheet below.

Action Required	Person Assigned	Completion Date
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....
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(8 marks)

Total 15 marks

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SECTION II

Answer ALL questions in this section.

4. (a) State TWO attributes of a clerk in the accounts office.

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(2 marks)

(b) The following resources are used in the accounts office. Complete the table by classifying each listed resource under the appropriate resource heading.

Laptop Spreadsheet Accounting package Scanner

Hardware Resource	Software Resource

(4 marks)

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(c) The accounts clerk at Joe's Enterprises has been asked by the accountant, Mr Derrick Granston, to prepare a cheque for $10 050 to be paid to Tees R Us Limited. The A/C Payee cheque is to be postdated 10 June 2024 and signed by the accountant and manager.

(i) Use the cheque below to enter the information given.

Date	**NOPBANK Commercial Limited** **Newlands Plaza** Date .....
.....	Pay to the order of .....
Amount	the sum of ..... Dollars
	$ .....
	Sign ..... D. Granston ..... J. Dillon .....
600101	**600101**

(7 marks)

(ii) State TWO reasons why both the accountant and the manager signed the cheque.

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(2 marks)

Total 15 marks

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5. (a) Identify TWO factors that a purchasing manager should consider before acquiring goods for the organization.

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(2 marks)

(b) Mr Lee Johnson, purchasing manager, of Computers-R-Us Limited, received the following proforma invoice.

Computer Network Solutions
21 Blueberry Road
Northsound

TO: **Mr Lee Johnson**
Purchasing Manager
Computers-R-Us Limited

Quantity	Description	Unit Price	Total Cost
3	GenZ–24XX Motherboard	$600	$1800

Quantity Discount 5%
Trade Discount 10%

E&OE

(i) State the difference between the terms 'quantity discounts' and 'trade discounts'.

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(2 marks)

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(ii) Calculate the total to be paid if Computers-R-Us Limited is only given a trade discount.

(2 marks)

(c) (i) Globaltech is a leading telecommunications organization in the Caribbean. Recently, the company has experienced issues with customer relations.

Suggest TWO ways in which **each** of the functions of the corporate communications clerk can help to improve customer relations at Globaltech.

Function of Corporate Communications Clerk	Suggestion
Interface with media houses	.... **(2 marks)**
Upkeep company website	.... **(2 marks)**
Coordinate events	.... **(2 marks)**

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Function of Corporate Communications Clerk	Suggestion
Produce company news-letter/magazines/calendar	.... **(2 marks)**

(ii) The management at Globaltech has decided to host a family event and has asked the corporate communications clerk to plan the event.

Suggest ONE challenge the corporate communications clerk may encounter when planning the event.

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(1 mark)

Total 15 marks

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6. (a) One of the functions of the transport office is to liaise with customers.

Identify TWO effective ways by which the transport office can stay in contact with their customers.

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(2 marks)

(b) In an effort to protect factory workers from injury, management has placed signs and symbols in the operations department.

State the meaning of EACH of the signs illustrated below.



1. .....



2. .....



3. .....



4. .....

(4 marks)

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(c) In the last month, the dispatch manager, Ms Pauline Hughs, has received numerous complaints from customers about their dissatisfaction with the delivery of goods to their establishment. Some of the complaints include:

- late deliveries
- frequent vehicle breakdowns
- incomplete documentation.

Complete the memorandum **on page 18** to be sent to all drivers, informing them of the recent complaints. Use today's date. Suggest ONE way in which EACH problem identified can be resolved. Include an appropriate subject line and send a copy to Ms Sharon Madison, the operations manager.

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MEMORANDUM

TO: .....

FROM: .....

CC: .....

DATE: .....

SUBJECT: .....

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(9 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. ☐

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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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