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CARIBBEAN EXAMINATIONS COUNCIL

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OFFICE ADMINISTRATION

Paper 03/2 – General Proficiency

1$\frac{1}{2}$ hours

In addition to the 1$\frac{1}{2}$ hours candidates are allowed 15 minutes to read through the paper. Writing MAY begin during this time.

INSTRUCTIONS TO CANDIDATES

1. Candidates 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.

2. Use the CASE to answer the questions.

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

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CASE STUDY

Lennard's, a chain of restaurants in Belize, has been in business for the past 20 years, and has a vision to quickly expand by franchising in other parts of the Caribbean. Having recently researched all the possible markets for their company, David Lennard, founder and Managing Director, has decided on six countries (Dominica, Jamaica, St. Lucia, Guyana, Barbados and Trinidad and Tobago) and six likely companies.

Mr. Lennard intends to hold a two-day seminar for all the investors at the Island Hotel, Belmopan, Belize, during the first weekend in November, 2009. He has indicated that all travel arrangements must be perfectly organized and synchronized.

To ensure that the two days spent in Belize are worthwhile, Mr. Lennard wants to show his clients his top three performing restaurants, the newest of which is at the Island Hotel itself. The clients must also spend at least a half-day learning about franchising.

Answer ALL questions.

1. Assume that you are Mrs. Janine Espinoza (janinespinoza@yahoo.com), the Barbados Representative. Write an email to Pat Morian (patmorian@islandtravel.com), a travel agent, confirming flight arrangements made for November 06 - 08, 2009 to Belize.

(5 marks)

2. Final arrangements have been made for the six representatives from the different islands and an itinerary drafted to be sent to the attendees to confirm the details. Complete the itinerary for the first day from the details given below.

The delegates will be arriving at the Benn Benn Airport, Belize, on Flight BIA 495 at 1700 hours on Friday, November 06, 2009. They will take a taxi from the airport to The Belize Regency Hotel, after they clear customs, which is expected to take about an hour and a half. The drive into Belize City from the airport will take approximately an hour. Mr. David Lennard will meet with all the delegates at 2000 hours in the Go Go Lounge of the hotel for a cocktail meeting. Dinner will be at 2100 hours in the JoLo Dining Room of the hotel.

(7 marks)

3. The delegates have asked that they be sent a notification of regulations that apply to Belize so that they can ensure that they have all the necessary travel documents. As assistant to Mr. Lennard, you will be assisting in this area.

Use the information below from the Government of Belize, which details the requirements for EACH country and where appropriate, place a tick (√) in the appropriate column.

Visitors from all Caribbean islands must have a health certificate with international certificates of vaccination (cholera and yellow fever) to enter Belize. The accepted travel document is the passport, since the travel permit is not being accepted in Belize. The currency accepted is the US dollar, but some banks will accept other currencies (TT$; BD$). Most banks accept the EC$. All delegates must have a US visa to enter Miami for the connecting flight to Belize.

Requirements	Barbados	Dominica	Guyana	Jamaica	St. Lucia	Trinidad and Tobago
Health Certificate (international certificates of vaccination: cholera and yellow fever)						
Passport						
US Currency						
Local Currency						
US Visa						

(5 marks)

4. As part of the travel requirements, on April 24, 2009, Ms. Lana Soo applied for a health certificate to indicate that she is free of yellow fever and cholera. She has been vaccinated at the St. Agnes Health Clinic, which is located at 15 Camden Parkway, St. Augustine, St. Lucia.

Complete the Certificate of Health so that Dr. Donnie Fraser, Registrar of Health, could sign it when he returns to the office.

CERTIFICATE OF HEALTH

This is to certify that Mr/Mrs/Ms .....

has been tested and vaccinated at the office of the .....

located at .....

Ms. Soo has been vaccinated against .....

.....

on ..... , 2009.

....

Dr. Donnie Fraser Date

Registrar of Health

(7 marks)

5. In preparation for the trip to Belize, Ms. Susan Maingot of Trinidad and Tobago is planning her personal budget. She will need US $150 per night for the hotel for two nights and US $300 for meals and incidentals. The Departure Tax from Trinidad and Tobago is TT $100 and from Belize US $20. Taxi fare to and from Piarco airport in Trinidad is TT $260 round trip and in Belize US $100. Her company will be providing her with TT $3 000 and she must supply the rest. The conversion rate is US $1.00 = TT $6.30. Calculate how much more money Ms. Maingot must provide.

(4 marks)

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6. Mr. Lorrie Hope, Manager of the Seaview Café, in Montego Bay, Jamaica, has been invited to Belize where he will attend a seminar to learn about franchising.

As Administrative Assistant to Mr. Hope, write a letter to Mr. Lennard, Managing Director of Lennard's chain of restaurants, Belmopan, Belize, to confirm his attendance at the seminar.

(5 marks)

7. The following is an extract from an airline schedule.

FROM JAMAICA TO BELIZE

Date	Airport	Departure Time	Arrival Time	Airport
Thursday				
Nov. 05, 2009	NMI	1500 hours	1630 hours	MIA
Nov. 05, 2009	SIA	2200 hours	0100 hours	BIA
Nov. 05, 2009	SIA	0700 hours	1030 hours	BIA
Nov. 06, 2009	NMI	0500 hours	0900 hours	BIA

KEY: NMI = Kingston, Jamaica SIA = Montego Bay, Jamaica BIA = Belize MIA = Miami

The schedule above shows that the aircraft will stop at times in Miami on its way to Belize from Jamaica. Select the flight that will ensure that Mr. Lorrie Hope, who resides in Montego Bay, gets to Belize on time to attend the seminar on franchising. Give ONE reason for your selection.

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(2 marks)

8. The delegates, upon arrival at the seminar in Belize, will each receive a conference bag with brochures and other important documents. Create a design that includes a logo, to be placed on the front of the conference bag.

(4 marks)

9. You are assisting Sandy, Mr. Lennard's secretary, with the planning. She asked you to telephone the hotel's reservations office in Belize to request an executive suite with an all inclusive meal plan. Mr. Lennard will be arriving on November 04 and will depart on November 10, 2009.

Draft a short note to plan the information that you will provide to the reservation clerk.

(5 marks)

10. As assistant to your manager who will be travelling to Belize on November 06, 2009, develop a travel checklist to include the name of the traveller, date of travel, purpose of visit and TWO activities you will undertake to ensure a stress-free flight for your manager.

(6 marks)

Total 50 marks

END OF TEST