CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

"*"Barcode Area"*"
Front Page Bar Code

09 JANUARY 2024 (a.m.)

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 | | | | | | | | | | |

SCHOOL/CENTRE NUMBER					

NAME OF SCHOOL/CENTRE

CANDIDATE'S FULL NAME (FIRST, MIDDLE, LAST)

"*"Barcode Area"*"
Current Bar Code

DATE OF BIRTH | D | D | M | M | Y | Y | Y | Y |

SIGNATURE _____

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FORM TP 2024023

TEST CODE **01237020**

JANUARY 2024

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) State TWO desirable skills that a clerk working in the general office of an organization should possess.

1. .....

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2. .....

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(2 marks)

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(b) XYZ International employs over 200 persons and its offices occupy four floors in a large building.

(i) State TWO benefits of working with a large organization.

1. .....

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2. .....

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(2 marks)

(ii) XYZ International currently has a records management system for each floor of the organization.

Outline ONE reason why XYZ International should consider a centralized records management system.

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(2 marks)

"*"Barcode Area"*"
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(c) Computer and Supplies Inc. has been in operation for two years and employs a chief executive officer, a receptionist and an office attendant. The business is expanding and six additional employees are required.

(i) Using the list below, complete the table by filling in the position that corresponds to EACH job description. The first position has been inserted for you.

Accountant	Administrative assistant
Customer service clerk	Human resource clerk
Human resource manager	Sales manager
Marketing manager	Purchasing clerk

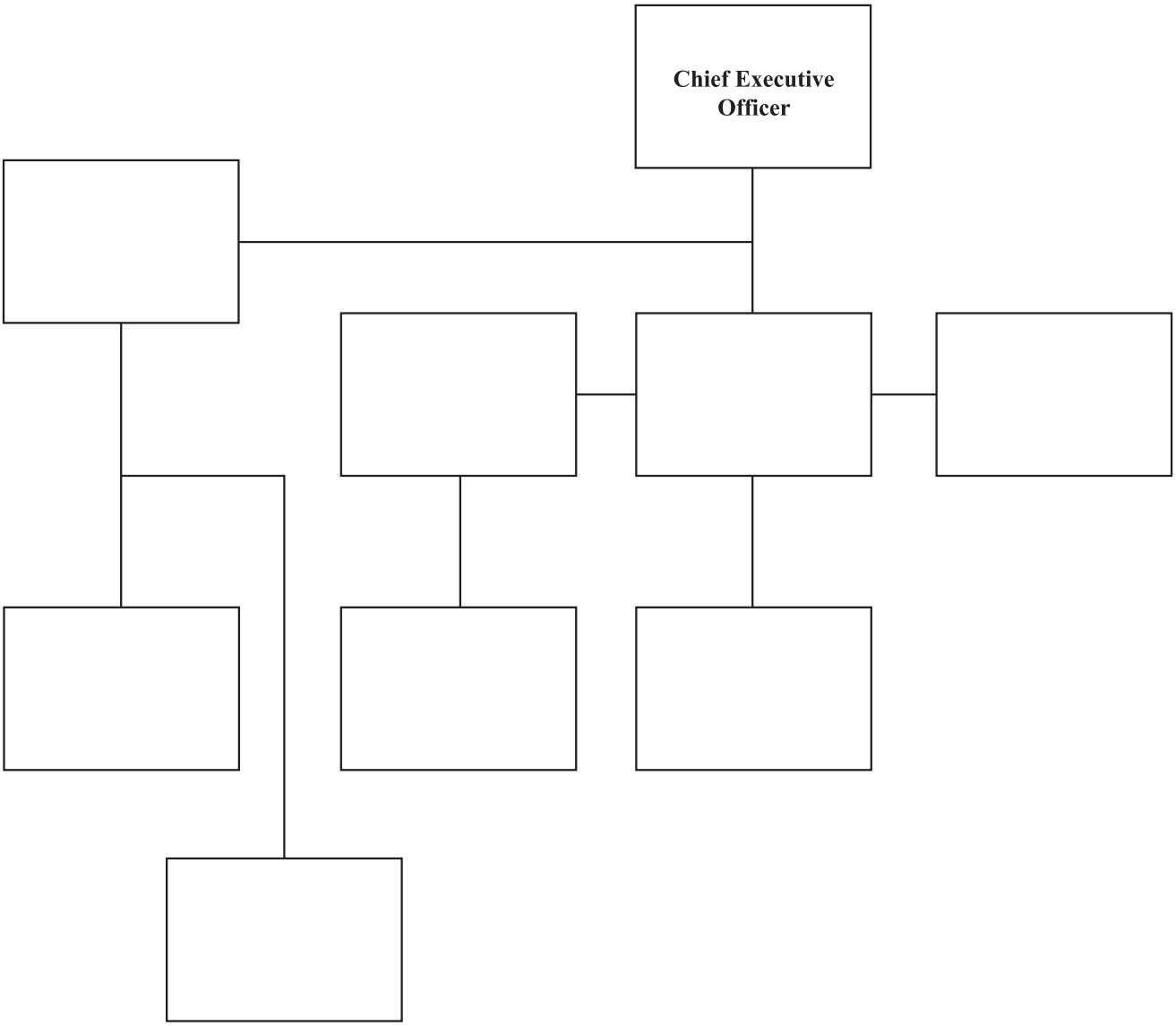
Job Description	Job Title
Liaises between the customers and the company	*Customer service clerk*
Manages the finances of the company	
Develops training programmes for staff	
Maintains the database of personnel records	
Develops marketing strategies	
Assists the CEO with general office functions	

(2 marks)

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(ii) Complete the organization chart below to show the positions of the other EIGHT employees at Computer and Supplies Inc.



(7 marks)

Total 15 marks

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2. (a) A damaged package was received by the clerk in the mailroom. State THREE procedures for dealing with the damaged package.

1. .....

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2. .....

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3. .....

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(3 marks)

(b) Outline ONE benefit of using EACH of the following sources to advertise information about job opportunities.

(i) Company website

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(2 marks)

(ii) Local newspaper

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(2 marks)

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(c) On 02 January 2024, at 8:36 a.m., Mr Rhoden Smith, the principal of Regent High School, called for Mrs John of Ace Computers. The principal's contact numbers are 952-4078 (office) and 405-2811 (mobile).

Since Mrs John was not in office, the principal would like her to contact him as soon as possible to discuss an issue with recently purchased laptops which were delivered without power cables. Mr Smith will be in office until 4:00 p.m.

Assume you are Terry Lake, the receptionist at Ace Computers. Record the details of the call on the message sheet below.

MESSAGE SHEET

Message For _____

Date _____ **Time of call** _____

Name of Caller _____

(Ms Mrs Mr)

Of _____

Telephone _____ **Mobile Number** _____

Called ☐ **Please Call** ☐ **Will Call Back** ☐ **Urgent** ☐

Please tick √ the appropriate box(es)

Message _____

_____

_____

_____

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Taken by _____

(8 marks)

Total 15 marks

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3. (a) State THREE reasons why organizations convene general meetings.

1. .....

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2. .....

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3. .....

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(3 marks)

(b) Explain the role of EACH of the following personnel at a general meeting.

(i) Chairperson

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(2 marks)

(ii) Proxy

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(2 marks)

"*"Barcode Area"*"
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(c) Mr Glen Charles has been invited to attend a conference in Europe in March 2024. The flyer below provides information on the registration, accommodation, meals and tours that will be included in the conference activities.

AEP EDUCATIONAL CONFERENCE 2024



Conference Registration:	Platinum	$300	
	Regular	$120	
Accommodation Package for FOUR Nights:	Ocean view	$900	in total
	Garden view	$700	in total
Meals:	À la carte	$200	daily
	Buffet	$150	daily
Tours:	Island Tour	$220	per person
	Safari	$180	per person

All prices are quoted in US dollars.

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Management has approved a budget of US $2 000 to cover the trip. Mr Charles will spend four nights at the hotel and will be provided with US $50 per night to cover incidentals.

Assume you are the administrative clerk. Use the travel expense form below to select the options for EACH activity and, hence, determine the TOTAL cost of the trip.

Travel Expense Form		
Item	**Description**	**Cost ($)**
Registration		
Accommodation		
Meals		
Tour		
Incidentals		
TOTAL		

(8 marks)

Total 15 marks

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Sequential Bar Code

SECTION II

Answer ALL questions in this section.

4. (a) State TWO types of leave, **other** than vacation leave, that employees are normally entitled to take.

1. .....

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2. .....

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(2 marks)

(b) The employees of Selection Enterprises have complained to the workers' union that they are not happy working with the company.

Outline TWO initiatives that the human resource department could implement to improve job satisfaction.

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2. .....

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(4 marks)

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(c) Best Books International is a bookstore located at 24 Brooksville Avenue, New York 10012. Best Books exports books and magazines worldwide.

The national library, whose headquarters is in Coral Drive, Bridgetown, Barbados, is interested in increasing the number of West Indian novels available in the library. The library needs information such as the books that are available, terms and conditions of sale, payment options and the most suitable way of delivering the order.

Assume you are Ms Charon Freeman, the purchasing clerk. Write a letter of inquiry to Best Books International requesting the relevant information needed to order suitable novels for the library.

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(9 marks)

Total 15 marks

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"*"Barcode Area"*"
Sequential Bar Code

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5. (a) State TWO functions of the customer service department.

1. .....

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2. .....

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(2 marks)

(b) Outline TWO steps that a company should take to prepare for an audit.

1. .....

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2. .....

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(4 marks)

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"*"Barcode Area"*"
Sequential Bar Code

(c) Tobias Stationeries has recently received a statement from its bank. However, as the accounts clerk, you have noticed that there are some differences between the cash book and the bank statement.

Use the information below to prepare the bank reconciliation statement for Tobias Stationeries as at 31 December 2023. **Start with the 'Balance as per Cash Book'**.

Checks showed that the following were reasons for the differences.

- Bank charges of $75 were not entered in the cash book.
- Dividends of $150 were received by the bank on the company's behalf.
- Cash amounting to $200 was lodged into the company's account after the statement was prepared.
- No entry was made in the cash book for the standing order of $90.
- A cheque for $180 was drawn for a customer, E. Exeter, but the customer has not yet presented the cheque to the bank.
- Bank interest of $65 was credited by the bank but not entered in the cash book.

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Tobias Stationeries **Bank Reconciliation Statement** **As at 31 December 2023**		
	$	$
Balance as per Cash Book		300.00
ADD		
LESS		
Balance as per Bank Statement		330.00

(9 marks)

Total 15 marks

"*"Barcode Area"*"
Sequential Bar Code

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6. (a) Describe ONE way in which the corporate communications department can improve the image of the company.

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(2 marks)

(b) Explain the purpose of EACH of the following documents in the transport office.

(i) Destination sheet

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(2 marks)

(ii) Certificate of origin

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(2 marks)

"*"Barcode Area"*"
Sequential Bar Code

(c) On 04 January 2024, Stationery Designs placed an order with Office Equipment Limited. The details of the order are given below.

- 5 reams of legal-sized paper and 10 boxes of pens were ordered.
- Each ream of paper costs $40 and each box of pens costs $15.
- The goods are to be delivered to Mr John Wells at 18 Kingstown, St Vincent. He can be contacted at (784) 134-3030.
- The order, C1000, was dispatched three days after the order was made.
- A late order for one Canon MP240 printer @ $300 was called in and was shipped with the original order by express mail.
- Stationery Designs is located at Lucas Bay, Kingstown, St Vincent. The email address is designs@king.com and the office number is (784) 134-3000.
- The agreed terms of sale were 10% 10 days, 5% 20 days Net 30.
- Payment was received on 11 January 2024.

Assume you are the clerk in the dispatch office. Complete the advice note **on page 23** to inform the customer that the goods have been dispatched.

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ADVICE NOTE

OFFICE EQUIPMENT LIMITED
34 St Lucia Road, Barbados

Email Address: supplies@carib.com
Telephone: (246) 271-4100

Reliable Service Throughout the Caribbean

Dispatch Date: _____

Order No.: _____

Shipped Via: _____

Customer Information:

_____

_____

_____

_____

_____

Terms:

_____

_____

_____

Quantity	Description	Unit Price ($)	Total ($)

Total: _____

Discount: _____

Total Less Discount: _____

Deliver to:

_____

_____

_____

Telephone:

_____

(9 marks)

Total 15 marks

END OF TEST

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

"*"Barcode Area"*"
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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 _____