CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

09 JANUARY 2020 (a.m.)

J 2 0 0 1 2 3 7 0 2 0

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)

DATE OF BIRTH | | | | | | | | |

SIGNATURE _____

0 1 2 3 7 0 2 0 0 1

DO NOT WRITE ON THIS PAGE

0123702002

TEST CODE **01237020**

FORM TP 2020022

JANUARY 2020

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.

Copyright © 2019 Caribbean Examinations Council
All rights reserved.

0 1 2 3 7 0 2 0 0 3

SECTION I

Answer ALL questions in this section.

1. A major role of an office is the collection, processing, preservation and storage of documents both manually and electronically.

(a) List THREE types of **internal** documents from which information may be collected.

.....

.....

.....

(3 marks)

(b) List THREE advantages of preserving information electronically.

.....

.....

.....

.....

.....

(3 marks)

(c) State TWO ways in which an organization can ensure its legal obligations are fulfilled.

.....

.....

.....

.....

(2 marks)

(d) You are Jalissa Immanuel, the office clerk. Complete the report **on page 5** by

(i) filling in the missing information **(1 mark)**

(ii) explaining ONE solution for EACH finding listed. **(6 marks)**

GO ON TO THE NEXT PAGE

REPORT

Report on inefficiencies of office services

A. _____

You were asked by the office manager on Thursday, 2 January, to investigate the situation concerning a number of complaints regarding inefficiencies in the services provided by the office.

B. PROCEDURES

The following procedures were used:

- Questionnaire
- Interviews

C. FINDINGS

Some of the main inefficiencies identified include the following:

1. Resources are wasted by storing copies of several documents in each department.
2. Noisy machinery and equipment are an annoyance and distraction when operated.
3. Skills of specialist staff are not being fully utilized.

D. CONCLUSION

Most of the inefficiencies identified are as a result of the decentralization of the office services.

E. RECOMMENDATIONS

The services of the office should be centralized so that the inefficiencies identified may be resolved as follows:

1. _____

   _____

2. _____

   _____

3. _____

   _____

Signed

Julian Immanuel

Office Clerk

Total 15 marks

GO ON TO THE NEXT PAGE

0123702005

2. You are in the process of applying for the position of filing clerk at a medical facility.

(a) State FOUR factors that could contribute to the positive image of an organization.

.....

.....

.....

.....

.....

.....

.....

.....

(4 marks)

(b) List THREE benefits you would enjoy from the on-the-job training which you will be expected to undergo.

.....

.....

.....

.....

.....

.....

(3 marks)

(c) As part of a recruitment test, you have been asked to extract the relevant geographical data from the note below and to arrange it in the correct **geographical** order for filing.

NOTE

A number of new suppliers of medical equipment have been identified and invited to an online meeting.

Ms Halicha Asambert who is based in Saint Lucia and represents the company Medical Solutions, and Mr Jerry Theobalds of Caribbean Better Health, Dominica, both said they would need to reschedule.

Located in Tobago, Top Notch Medicinals is represented by Ms Giselle Ramsammy, while Mr Shane Boyce is attending for 21 Forever By Nature, located in Barbados. These invitees both responded that they would be able to meet at the scheduled time.

All suppliers will need to be added to our filing system as soon as possible.

GEOGRAPHICAL FILING ORDER			
(i)	(ii)	(iii)	(iv)

(4 marks)

(d) (i) Recommend the MOST suitable type of filing system for use by the medical facility.

.....

.....

(1 mark)

(ii) List THREE reasons for your recommendation.

.....

.....

.....

.....

.....

.....

.....

.....

(3 marks)

Total 15 marks

3. (a) Mr Martin Smith, Managing Director of M&M Enterprises will be travelling to Port of Spain, Trinidad and Tobago, on 10 February, to attend a board of directors meeting. Suggest THREE items the secretary should include in his travel portfolio.

.....

.....

.....

(3 marks)

(b) Define EACH of the following terms as it relates to meetings:

(i) Casting vote

.....

.....

.....

(2 marks)

(ii) Amendment

.....

.....

(2 marks)

(c) Mr Ted Peters, Marketing Director of Sterling Enterprises, will depart from the Grantley Adams International Airport on Monday, 6 February 2020, on MJM Airlines flight MJM455 at 9:30 a.m. He is expected to arrive at the John F. Kennedy (JFK) International Airport three hours later. At 3:00 p.m. Mrs Anne Ashley will meet Mr Peters at the airport, and transport him to the Clear Dock Hotel in Manhattan, New York, where he will attend a three-day marketing conference. He will also be conducting a workshop at the conference.

On Tuesday, 7 February, Mr Peters will attend the one-hour opening ceremony starting at 8.00 a.m. which will be followed by a 20-minute coffee break. After this, the conference will continue with various presentations at 9:30 a.m., and will conclude at 4:00 p.m. On each day, lunch will be served from 12:30 p.m. until 1:30 p.m. and sessions will resume at 1:45 p.m. The following day, the conference will commence at 8:30 a.m. running throughout the day and ending at 5:00 p.m. On 9 February, Mr Peters will conduct the marketing workshop from 8:00 a.m. to 12:30 p.m. After lunch, the sessions continue, ending at 4:00 p.m.

Mr Peters will depart on the following day from the JFK International Airport at 6:00 a.m., on MJM Airlines flight MJM456, and is expected to arrive at the Grantley Adams International Airport at 11:00 a.m.

Prepare an itinerary for Mr Ted Peters using the 24-hour clock.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

GO ON TO THE NEXT PAGE

DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA

(8 marks)

Total 15 marks

GO ON TO THE NEXT PAGE

0 1 2 3 7 0 2 0 1 1

SECTION II

Answer ALL questions in this section.

4. The human resource management office provides several essential services to the entire organization.

(a) List THREE **recruitment** activities that must be undertaken by the human resource management office for an organization.

.....

.....

.....

.....

.....

.....

.....

.....

(3 marks)

(b) List THREE pieces of information usually found in an organization's employee handbook which is prepared by the human resource management office.

.....

.....

.....

(3 marks)

NOTHING HAS BEEN OMITTED.

(c) The memorandum below was sent from the accountant, Ms Hiliah Patel, to the accounts clerk, Mr Jaron Harrington. Use the information in the memorandum to complete the task assigned to the accounts clerk.

MEMORANDUM

TO: Mr Jaron Harrington
Accounts Clerk

REF: STU326

FROM: Ms Hiliah Patel
Accountant

DATE: 8 January 2020

SUBJECT: **Completion of Statement of Account**

Our computerized accounting system was down for a few days, but thankfully it has been fixed and is now up and running. Please complete the following today.

(i) Kindly complete Statement of Account No. 672 for Ms Rickada St Hilaire by correctly entering the transactions identified and the balance for each day. (**Show all working for the balances entered.**) As shown, her balance at 1 December was $4300. When she came by on 10 December to make a payment, the system was down, so she left the cheque for $3300 to be entered. In addition, she was issued Debit Note No. 6 for $21 on 12 December and Credit Note No. 33 for $125 on 23 December. She purchased additional items on 16 December for $673 for which invoice No. 91 was issued.

(ii) Finally, please remind her of the latest date on which she should settle her account in order to benefit from the 5% discount.

Your assistance is greatly appreciated.

STATEMENT OF ACCOUNT				
PROFESSIONAL GARMENTS LTD St George's Grenada				
			Account No.	672
			Date:	8 January 2020
To:	Ms Rickada St Hilaire Brampton St Nevis			
Terms: 5% seven days, 2.5% 28 days, otherwise net				
DATE	**PARTICULARS**	**DEBIT**	**CREDIT**	**BALANCE**
2019		**$**	**$**	**$**
1 December	Account rendered November			4300
E&OE				

(9 marks)

Total 15 marks

GO ON TO THE NEXT PAGE

DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA

5. (a) State the meaning of EACH of the following abbreviations as it relates to the purchasing office:

- c.w.o.
- f.o.b.

.....

.....

.....

.....

(2 marks)

(b) (i) Differentiate between the terms 'cash' and 'trade' discounts.

.....

.....

.....

.....

(2 marks)

(ii) Identify TWO duties of a clerk in the purchasing department.

.....

.....

.....

.....

(2 marks)

GO ON TO THE NEXT PAGE

(c) The marketing clerk has asked you to help her promote the new miracle product her company has just developed. This product is an all-natural pill, which guarantees that customers will lose 15 pounds in two weeks, but without muscle loss. It is at an affordable price of $80 for a 30-day supply. The new product will be introduced at the Coco Palm Resort Inn, Castries, Saint Lucia, at 7:30 p.m. There will be special discounts and free samples on offer.

Suggest an appropriate name for this product and draft a suitable advertisement for the local newspaper. Be creative.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

(9 marks)

Total 15 marks

6. (a) List THREE functions of an operations office.

.....

.....

.....

.....

.....

.....

(3 marks)

(b) A new despatch clerk was recently recruited to your department. List THREE duties the clerk will perform.

.....

.....

.....

.....

.....

.....

(3 marks)

(c) Use the form provided **on page 21** to prepare the delivery note from Stationery Supplies Ltd to accompany the order made by Mrs Tara James of Timeless Creations Co. Ltd, 21 Marcus Drive, Port of Spain, Trinidad and Tobago, on 13 January 2020.

Details of the order are listed below.

4 reams of A4 paper	@ 10.00 per ream
10 boxes of neon highlighters	@ 5.50 per box
5 packets of sticky note pads	@ 3.25 per packet

DELIVERY NOTE

Stationery Supplies Ltd
South East Road
San Fernando
Trinidad

Delivery Note No. DN167 **Date:** 14 January 2020

TO: Mrs Tara James
Purchasing Manager
Timeless Creations Co. Ltd
21 Marcus Drive
Port of Spain
Trinidad

Order No. 91

Delivered by: Company van
Despatch date: 15 January 2020

Terms: 5% seven days, 2% 30 days, otherwise net

QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL S
		Total before discount	
		Less: 2% trade discount	
		Add: 15% VAT	
		TOTAL	

Received in good order and condition.

Customer's signature _____

Date _____

(9 marks)

Total 15 marks

END OF TEST

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

DO NOT WRITE ON THIS PAGE

EXTRA SPACE

If you use this extra page, you MUST write the question number clearly in the box provided.

Question No. ☐

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: _____

0 1 2 3 7 0 2 0 2 4