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CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

OFFICE ADMINISTRATION

Paper 032 – General Proficiency

1 hour 45 minutes

READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

1. This paper consists of a CASE with EIGHT questions. Use the CASE to answer the questions.
2. Answer ALL questions.
3. You 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.
4. You are advised to take some time to read through the paper and plan your answers.

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

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Read the CASE and answer the EIGHT questions which follow.

CASE

The Economic Plunge

Marci and Marci Company Ltd, a large clothing company, has been operating in Georgetown, Guyana, for the past fifteen years. Recently, the company experienced a significant drop in sales. This contributed to the low profit returns of 45–60 per cent for the last two years

After a review of Marci and Marci's financial report for the period 2012–2013, the majority of the board members, at the last Annual General Meeting, voted on the following three major changes to the company's operations:

- Downsizing the company to a small business
- Diversification of the company's product – stop manufacturing clothing, and instead retail cellphones and computer accessories which seem to be in high demand
- Change from the traditional to a modern office syste

Following the decision made by the board of Marci and Marci, the company's mission, vision and objectives have to be changed to reflect its new perspective.

1. List THREE important points that should be considered in revising the company's Mission Statement to reflect its new perspective.

(i) _____

(ii) _____

(iii) _____

(3 marks)

2. Suggest THREE actions that Marci and Marci Company Ltd should take to effectively downsize the company to a small business.

(i) _____

_____

(ii) _____

_____

(iii) _____

_____

(3 marks)

3. A number of persons involved with the business are still uncertain about the decision of downsizing from a large to a small business. As the senior clerk of the company, suggest to those persons THREE advantages a small business may have compared to a large business.

(i) _____

_____

_____

(ii) _____

_____

_____

(iii) _____

_____

_____

(3 marks)

4. On 12 May 2014, Mr Perry Jackson, office manage , sent out the following note.

> 12 May 2014
>
> **Office Equipment**
>
> Ms Ramesh please note:
>
> - Most of the traditional office equipment used in the general office are obsolete and not properly maintained.
> - Suitable and efficient equipment will be required for use in the modern office
>
> Kindly make recommendations on the furniture and equipment you would want to have in the new office
>
> Perry Jackson, Office Manage

Assume you are Ms Alice Ramesh, senior clerk of Marci and Marci Company Ltd. Write a memo, on the form provided on page 5, to the office manager recommending THREE pieces of modern equipment you would like ordered for the newly designed office. Suggest how the THREE pieces of modern equipment recommended may be used in the newly designed office to enhance sales

GO ON TO THE NEXT PAGE

MEMORANDUM

TO: FROM:

DATE: SUBJECT:

(8 marks)

GO ON TO THE NEXT PAGE

5. (a) For the past five years you have worked as a junior clerk in a traditional office structure at Marci and Marci Company Ltd. Soon, you will have to adapt to the modern office system. To keep abreast with the changes, you decided to do some research on the modern office system.

Give FOUR reasons why the modern office system would be better for Marci and Marci Company Ltd to adapt in order to maintain efficiency in its new line of operation

(i) _____

_____

_____

(ii) _____

_____

_____

(iii) _____

_____

_____

(iv) _____

_____

_____

(4 marks)

(b) Marci and Marci Company Ltd is considering changing its structure from a traditional to a modern office

Based on the principles of ergonomics, suggest FOUR factors that Marci and Marci should consider when designing its new office

(i) _____

_____

_____

(ii) _____

_____

_____

(iii) _____

_____

_____

(iv) _____

_____

_____

(4 marks)

6. Considering that the company is diversifying its product line in order to meet customer demand, suggest THREE activities that Marci and Marci Company Ltd could centralize in order to be more efficient in its operations

(i) _____

_____

(ii) _____

_____

(iii) _____

_____

(3 marks)

7. The management of Marci and Marci Company Ltd has asked the office administrator for an updated review of the duties of its junior office clerks

In the space provided on page 9, draft a Job Description outlining FOUR duties of a Level 1 Junior Office Clerk, who is presently receiving a salary of $1,200 monthl .

JOB DESCRIPTION

Job Title:

Grade:

Department:

Responsible to:

Salary:

Job summary:

Duties and responsibilities:

1.

2.

3.

4.

(8 marks)

8. (a) Due to the downsizing of Marci and Marci Company Ltd, some of the office clerks will be made redundant. In order to gain a fair opportunity for re-employment at the company, the board has asked the human resource officer to advertise the position of 'office clerks' internally.

Draft an internal advertisement to be posted on the notice board. The advertisement should include:

- Two attributes of office worker
- Two skills that office workers should posses

ADVERTISEMENT

(8 marks)

(b) Four employees have applied for the office clerk position. Two of the employees were shortlisted and interviewed. At the interview, the HR officer asked one of the interviewees to suggest ways in which good human relationships can contribute to fulfi ling the company's mission.

For EACH of the roles shown below, suggest ONE way in which a good relationship among staff can improve productivity at Marci and Marci Company Ltd.

Supervisor: _____

_____

_____

Colleagues: _____

_____

_____

External customers: _____

_____

_____

(6 marks)

Total 50 marks

END OF TEST

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