FORM TP 2010095

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MAY/JUNE 2010

CARIBBEAN EXAMINATIONS COUNCIL

SECONDARY EDUCATION CERTIFICATE EXAMINATION

OFFICE ADMINISTRATION

Paper 03/2 – General Proficiency

1 1/2 hours

In addition to the 1 1/2 hours candidates are allowed 15 minutes to read through the paper. Writing MAY begin during this time.

INSTRUCTIONS TO CANDIDATES

1. 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.

2. Use the CASE to answer the questions.

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

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THE CASE

B A George and Company is a newly established and rising firm of young Attorneys -at -Law in Basseterre, St Kitts. Its complement of full-time staff consists of four attorneys, two legal assistants, an accountant, an administrative assistant, a messenger, and a receptionist/telephonist. The firm offers all the usual legal professional services and serves as agents for one of the larger insurance companies on the island.

Valerie Lewis joined the firm a year ago as the receptionist/telephonist. She is supervised by Penny Melrose, the administrative assistant. Miss Lewis' position in the firm brings her into personal contact with clients when they telephone or visit the office. She enjoys this opportunity to be of service to the clients.

During the busy periods, Valerie's responsibilities can be somewhat overwhelming, and she has asked for some assistance during those times. She has been asked to document her duties and responsibilities as receptionist/telephonist and has started to prepare a manual which can be used to assist whoever comes to assist her.

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Answer ALL questions.

1. Valerie's duties include maintaining a tickler file and receiving parcels. State FOUR procedures that Valerie MUST follow when performing EACH of these duties.

(a) Maintaining a tickler file –

(i) _____

_____

(ii) _____

_____

(iii) _____

_____

(iv) _____

_____

(4 marks)

(b) Receiving parcels –

(i) _____

_____

(ii) _____

_____

(iii) _____

_____

(iv) _____

_____

(4 marks)

2. On the reception register shown below complete the headings and enter the following details of callers in the order in which they visited the firm on 27 April 2010. Use the 24-hour clock system.

- At 4:20 p.m. Mr Colin Nathan of Trimline Ltd called to see Mr Leo Stanley – he was seen by Ms Penny Melrose.
- At 2:15 p.m. Ms P. Watts from Jamco enterprises called and was seen by Mr Fred Jones, legal assistant.
- At 10:40 a.m. Mrs Jane Scott of JURO Services called to see Mr Mack Namara – she was seen by Ms Bett Ann Rogers.

RECEPTION REGISTER

DATE		**BUSINESS OR OTHER ADDRESS**		**TIME OF ARRIVAL**	**TIME OF DEPARTURE**
27 April 2010					
27 April 2010					
27 April 2010					
27 April 2010					

(5 marks)

3. The firm has hired a new trainee receptionist. Valerie wants to ensure that the trainee performs in a manner that would maintain a good relationship between the organization and members of the public. State THREE ways in which this can be done.

1. _____

_____

2. _____

_____

3. _____

_____

(3 marks)

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4. The following visitors have made arrangements to call on B A George & Co. on 25 June 2010. Copy and complete the appointment book below with the following details:

(a) Mr K. John, ACE Printers Ltd., Charlestown, to see administrative assistant at 0830 hrs.

(b) Ms S. Salloum, 135 Miles Road, Frigate Bay, to see Mrs George, attorney at 1100 hrs.

(c) Mr Q. Olson, 23A Horizon Villas, Bird Rock, to see Mr Leo Stanley, legal assistant at 1030 hrs.

APPOINTMENT BOOK			
25 JUNE 2010		TIME OF ARRIVAL	TO SEE
NAME OF CALLER	FIRM		

(3 marks)

5. Valerie Lewis is being promoted to another post in the organization. The new receptionist is expected to demonstrate the following THREE qualities:

- Discretion
- Tact
- Initiative

State ONE way in which the receptionist will demonstrate EACH quality.

Discretion – _____

_____

Tact – _____

_____

Initiative – _____

_____

(3 marks)

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6. Penny Melrose received the following phone call at 4:14 p.m. on 04 May 2010. Complete the telephone message form using the information received.

"Good Afternoon, George and Co.? I am Theresa Simmons calling on behalf of my son Jeremy Simmons. He has been unexpectedly delayed in St. Lucia. His flight was cancelled and there isn't another flight out of St. Lucia to St. Kitts until tomorrow morning at 7:00. Can he come for the interview with Mrs George in the afternoon instead? Could you call him to confirm if that is okay? – The number is 749-8372. Thanks, Goodbye".

MESSAGE FOR			
WHILE YOU WERE OUT			
OF			
TELEPHONE NO.			
TELEPHONED		PLEASE RING	
CALLED TO SEE YOU		WILL CALL AGAIN	
WANTS TO SEE YOU		URGENT	
Message:			
Date: 04 May 2010		**Time:** 4:15 p.m.	
Received by: Penny Melrose			

(8 marks)

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7. Valerie received the following note from Nancy, the trainee receptionist/telephonist, who has been with the company for only three weeks.

> *Valerie*
>
> *I have been having problems dealing with visitors and clients at the front office. I feel that I am not doing a good job because they get annoyed with me. I really want to keep this job and do not want to be fired, so I am asking you to give me some pointers. I panic when visitors arrive unexpectedly and the managers are unable to meet with them. I am expected to make excuses and there are times when I am unable to do so and they leave in a huff. There are other times when they come in and I am on the telephone, they get impatient when they are kept waiting.*
>
> *My other problem is with the telephone. I try to take messages but at times I am unable to understand the person's name or spell it correctly. There are times when I am tempted to snap at them and cut them off. I know that you will be able to assist me.*
>
> *Thanks, Nancy.*

(a) For EACH of the following identify TWO things that Nancy, the trainee receptionist/ telephonist is doing wrong.

(i) Receiving unexpected visitors:

a) _____

_____

b) _____

_____

(ii) Answering the telephone:

a) _____

_____

b) _____

_____

(4 marks)

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(b) For EACH of the problems identified in (a) above, suggest TWO tips to Nancy, which could be used to rectify the problems.

(i) Receiving unexpected visitors:

a) _____

_____

b) _____

_____

(ii) Answering the telephone:

a) _____

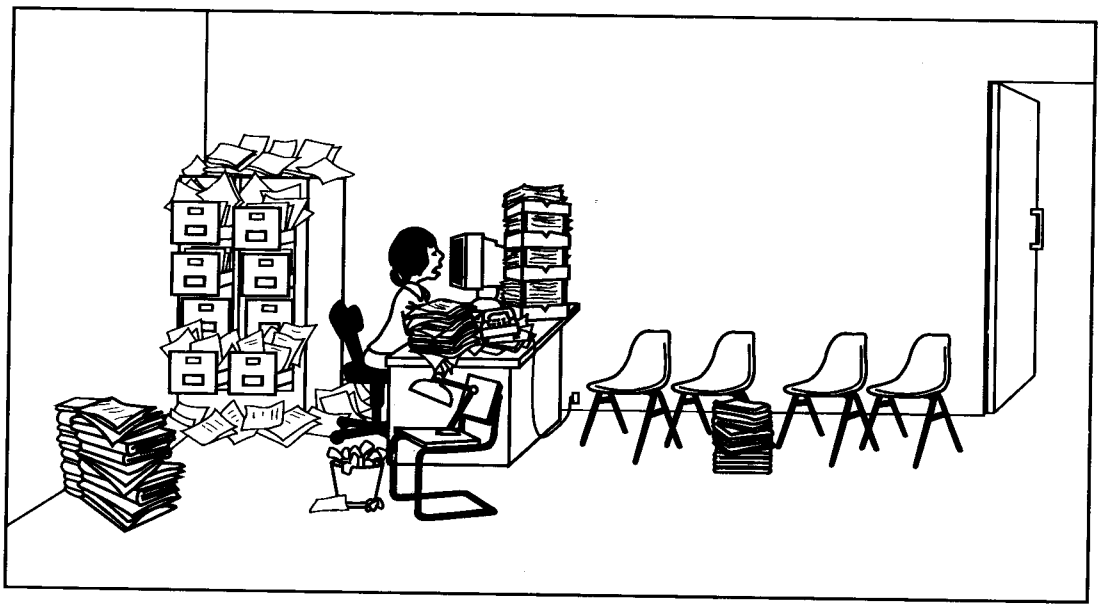
_____

b) _____

_____

(4 marks)

8. The drawing below shows the cramped reception area at B A George & Co. Recommend FIVE ways in which the reception area can be improved to make it more comfortable and attractive to visitors who have to wait for a short time.



1. _____

_____

2. _____

_____

3. _____

_____

4. _____

_____

5. _____

_____

(5 marks)

9. Nancy checked her appointment diary and noted that an appointment has been made on Wednesday 02 June for a meeting between Ms Rogers of B A George and Company and Mr Jacobs of GLG Insurance. What FOUR arrangements should Nancy put in place the day before the meeting?

1. _____

_____

2. _____

_____

3. _____

_____

4. _____

_____

(4 marks)

10. Recommend to Nancy the correct way to introduce a visitor.

1. _____

_____

2. _____

_____

3. _____

_____

(3 marks)

Total 50 marks

END OF TEST