TEST CODE **01237032**

FORM TP 2024103

MAY/JUNE 2024

CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

OFFICE ADMINISTRATION

Paper 032 – General Proficiency

1 hour 30 minutes

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READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

1. You MUST use this answer booklet when responding to the questions. For EACH question, write your answer in the space provided.
2. Use the CASE STUDY to answer the questions.
3. Do NOT write in the margins.
4. You are advised to take some time to read through the paper and plan your answers.
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.**

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

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NOTHING HAS BEEN OMITTED.

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Instruction: Read the following case study and answer ALL questions.

CASE STUDY

Logos and More

One-Stop Creations is a newly established company in the centre of Freeport. The business specializes in designing and printing logos on clothing, glassware and other household items.

In a recent CARICOM logo competition, the company received an innovation award for the best design. Following the company's success, the production manager, Mr Paul Newton was asked to be the keynote speaker at the sixth annual convention for manufacturers. The company was also awarded the contract to design and print the logo on the shirts for the convention.

Presently, the office is buzzing with activity and staff are willing to work overtime to meet the company's deadlines.

1. (a) The design manager, Ms Julia Woods, is to meet with the chairman of the convention organizing committee to discuss possible logo designs.

Suggest THREE elements of the convention logo that the chairman may want to include in the design.

1. .....

2. .....

3. .....

(3 marks)

(b) Having completed the design of the logo, the design manager wants to meet with the production team to discuss a prototype of the logo. The meeting is to be held in her office on Friday, 28 June 2024 at 1:30 p.m.

Prepare a notice of the meeting to be sent to the members of the production team. Use the 24-hour clock for the time of the meeting.

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(4 marks)

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2. (a) (i) It was agreed that the operations office commence the printing of the logos, to be completed by 12 July 2024. The following information was provided for approval by the manager of operations, Mrs Monique Cato, for inspection by her deputy, Hugh Hutchingson.

Affix logo on 300 white polo shirts:

- 60 large
- 45 extra-large
- 120 medium
- 75 small

Equipment needed:

- Computerized embroidery machine

Labour:

- Machine operator ($1.50 per shirt)
- Template design for job ($1200.00)

Material:

- 15 large spools of polyester thread

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Complete the following job card from the information provided **on page 6**.

Job Card	
Today's date	Job Number 25
Job Description	
Materials and Equipment	
Pay Rates	Labour ....
Inspected by	Authorized by .....

(8 marks)

(ii) Calculate the TOTAL labour cost for printing the logos on the shirts. **Show ALL working.**

(2 marks)

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3. After receiving the job card, Mrs Cato, the production manager, notices that the stock for some of the sizes required to fill the order is running low. Currently in stock are 100 large, 75 extra large, 50 medium and 80 small shirts.

Assume you are Mrs Cato. Write an urgent email to the store's manager requesting 100 medium shirts and an additional 30 shirts for all other sizes.



To: .....

Date: .....

Subject: .....

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(7 marks)

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4. The company has realized that there is a backlog of uncollected orders. This has resulted in a pile of stock in the dispatch office that needs to be cleared.

(a) Suggest TWO ways in which these uncollected items can be cleared from the storeroom without incurring a loss to the company.

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(2 marks)

(b) Describe TWO strategies that can be implemented by the sales and marketing office to reduce the likelihood of the non-collection of items in the future.

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(4 marks)

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5. In recent weeks, the dispatch and transport office has received complaints regarding the state of goods upon delivery to customers. Some customers have complained about broken or damaged items and boxes that were already open or too small for the items.

Create a poster to advise the workers in the dispatch and transport office of the concerns. Your poster should include

- a suitable title
- FOUR guidelines that workers should follow when packaging goods
- the layout of information.

Poster

(6 marks)

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6. Moses Blake works as a clerk in the dispatch and transport office. Over the past week, the office has been busy completing orders. During the week ending Friday, 19 April 2024, Moses worked the hours recorded on the following time card.

Complete the time card for Moses based on a 40-hour workweek of 8 hours per day.



One-Stop Creations
Time Card

Name of Employee	.....
Position	.....
Department	.....
Date Period	.....

Day	Time In	Time Out	Overtime Hours
Monday	8:00 a.m.	4:00 p.m.	0
Tuesday	8:00 a.m.	6:00 p.m.	.....
Wednesday	8:00 a.m.	7:30 p.m.	.....
Thursday	8:00 a.m.	4:00 p.m.	0
Friday	8:00 a.m.	8:30 p.m.	.....
Total Hours			.....

(7 marks)

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7. Mr Newton is to leave Freeport, St Kitts, for Trinidad, to attend the convention scheduled for Thursday, 15 August. He will travel the day before the convention and return the day after the convention.

Prepare the flight schedule for Mr Newton, to cover his travel time to and from Trinidad based on the information given.

- Flight PA-213 leaves the Robert L Bradshaw International Airport at 11:30 a.m. and arrives at the Piarco International Airport in Trinidad at 1:00 p.m.

- Flight PA-214 leaves the Piarco International Airport at 3:00 p.m. and arrives at the Grantley Adams International Airport at 4:15 p.m. After a 90-minute layover, flight LA-345 leaves the Grantley Adams International Airport and arrives in St Kitts at 7:15 p.m.

		Departure Flight Schedule		Arrival Flight Schedule	
Date	**Flight Number**	**Airport**	**Time**	**Airport**	**Time**
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.....	.....	.....	.....	.....	.....
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(7 marks)

Total 50 marks

END OF TEST

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

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