CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

12 JANUARY 2023 (a.m.)

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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 | D | D | M | M | Y | Y | Y | Y |

SIGNATURE _____

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FORM TP 2023023

TEST CODE 01237020

JANUARY 2023

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 functions which an administrative clerk would be expected to perform in the office.

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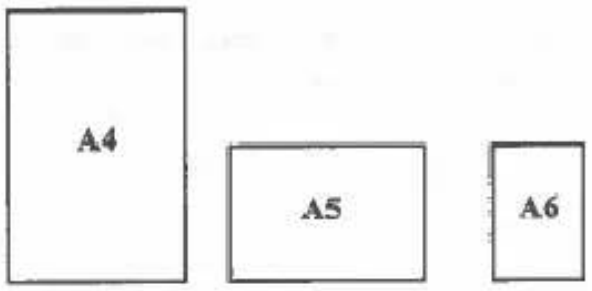
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(2 marks)

(b) The diagram below shows three different sizes of paper used in a modern office. Identify TWO documents that EACH paper size is used to create.



Paper Size	Documents
A4	....
A5	....
A6	....

(6 marks)

(c) A2Z Stationery advertised their new laptops in the local newspaper. However, this did not result in an increase in purchases by high school students.

(i) Suggest THREE reasons why more students did not buy laptops although they were advertised in the newspaper.

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(6 marks)

(ii) Suggest ONE incentive the company could offer to customers who purchase laptops.

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(1 mark)

Total 15 marks

2. (a) (i) Describe the function of the 'routing slip' when processing mail.

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(2 marks)

(ii) The mailroom clerk received an envelope containing a cheque for $3 800. Outline the procedure for handling this mail.

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(2 marks)

(b) Identify THREE barriers to written communication.

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(3 marks)

(c) Premium Foods, St Georges, has decided to recruit an additional purchasing clerk. Assume you are the clerk in the human resource department. Prepare an advertisement for the post of purchasing clerk using the following notes.

- The successful applicant should possess five CSEC passes including English A and Office Administration.
- The applicant should have worked in a similar post for at least 24 months.
- Applications should be submitted before 26 April 2023.
- Include TWO duties that would be performed by the purchasing clerk.
- Include TWO attributes that the purchasing clerk should possess.

ADVERTISEMENT FOR THE POST OF PURCHASING CLERK

Position: Purchasing clerk

Qualifications: .....

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Duties: 1. .....

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2. .....

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Attributes: 1. .....

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2. .....

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Job experience: ..... years

Closing: .....

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(8 marks)

Total 15 marks

3. The human resource office has scheduled a series of interviews to recruit new employees.

(a) State THREE reasons why a company would conduct interviews with prospective employees.

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(3 marks)

(b) Suggest TWO desirable behaviours an applicant should display during an interview.

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(2 marks)

Stipulation	Example of Violation
The right of access	.....
Secrecy provisions	.....
Defamation	.....

(8 marks)

Total 15 marks

SECTION II

Answer ALL questions in this section.

4. (a) State TWO reasons why, after applying for a post, the successful applicant would be provided with a job description.

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(2 marks)

(b) The human resource department has realized that there has been an increase in the labour turnover rate in the last six months.

(i) Define the term 'turnover rate'.

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(2 marks)

(ii) Identify TWO **external** factors that might contribute to a high turnover rate in a company.

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(2 marks)

(c) The workers at a construction company are paid weekly. Assume that you are the accounts clerk. Use the following information to complete the payroll register below.

- The regular work week is 40 hours, with a basic wage of $600.
- Overtime is paid at $8 an hour.
- PAYE of 10% of the gross wage is paid by each employee.
- Each employee contributes $5 per week to the union.

PAYROLL REGISTER

Name	Basic Wage ($)	Hours Worked	Overtime Hours	Overtime Pay ($)	Gross Pay ($)	Deductions ($)		Net Pay ($)
						PAYE	Union Dues	
Ali Bloomfield	$600	46	.....	.....	.....	.....	5.00	.....
Jadyn Charles	$600	50	.....	.....	.....	.....	5.00	.....

(9 marks)

Total 15 marks

GO ON TO THE NEXT PAGE

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5. (a) State THREE reasons why it is important for an organization to maintain accurate financial records.

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(3 marks)

(b) State THREE advantages of using the imprest system to maintain the petty cash.

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(3 marks)

(c) The petty cash vouchers shown below are outstanding vouchers which must be entered in the petty cash book.

PETTY CASH VOUCHER	
Voucher no. 14	**Date: 05 Nov 2022**
Description	**Amount ($)**
Cleaning materials	18.40
Total	**18.40**
Paid to: Janiqua Seales	
Authorised by: *Hannah Rayside*	

PETTY CASH VOUCHER	
Voucher no. 16	**Date: 12 Nov 2022**
Description	**Amount ($)**
Taxi fare	45.50
Bus fare	7.00
Total	**52.50**
Paid to: Tracia Medford	
Authorised by: *Hannah Rayside*	

PETTY CASH VOUCHER	
Voucher no. 19	**Date: 19 Nov 2022**
Description	**Amount ($)**
Stamps	20.00
Total	**20.00**
Paid to: Davon Thani	
Authorised by: *Hannah Rayside*	

Using the cash book **on page 17**

- Enter the missing information for the THREE vouchers shown above.
- Restore the imprest on 01 December.

GO ON TO THE NEXT PAGE

PETTY CASH BOOK

Dr Cash Received		Date 2022	Details	V No.	Total $		Stationery $		Postage $		Cr Cleaning $		Sundries $	
150	**00**	01 Nov	Cash	CB1										
		03 Nov	2 ballpoint pens	13	5	50	5	50						
		05 Nov	Cleaning materials								18	40		
		08 Nov	1 Ream A4 paper	15	11	95	11	95						
		12 Nov		16									52	50
		19 Nov		19	20	00								
		TOTAL									**18**	**40**	52	50
		Balance c/d												
150	**00**				**150**	**00**								
		Dec 01												
		Cash												

(9 marks)

Total 15 marks

6. The customer service clerk of the operations department is one of the first persons to interface with clients.

(a) State THREE duties which the customer service clerk should undertake to ensure customers remain satisfied.

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(3 marks)

(b) State THREE functions of the operations office.

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(3 marks)

(c) Chem Pro manufactures industrial chemicals. The operations department of Chem Pro observed that employees were not adhering to the safety and operational guidelines in the handbook.

Assume that you are a clerk in the operations department. Suggest THREE procedures that should be followed in EACH of the following situations.

(i) *Staff is discarding empty bottles and cans in the waste paper bins in the office.*

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(3 marks)

(ii) *The staff in the general office were affected by the fumes coming from the factory and experienced challenges with their breathing.*

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(3 marks)

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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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 _____

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