TEST CODE **01237020**

FORM TP 2023102

MAY/JUNE 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.

Copyright © 2022 Caribbean Examinations Council
All rights reserved.

0 1 2 3 7 0 2 0 0 3

SECTION I

Answer ALL questions in this section.

380

1. Good interpersonal relations and effective communication are important to the success of any organization.

(a) State THREE benefits of maintaining good interpersonal relations within an organization.

.....

.....

.....

.....

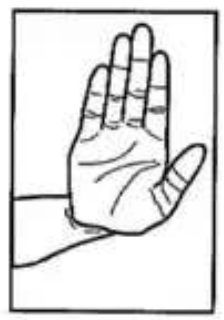
.....

.....

(3 marks)

(b) During a staff meeting while Juan was speaking, his supervisor used the hand gesture shown below.

0010



Suggest TWO ways in which this gesture could be interpreted.

.....

.....

.....

.....

.....

.....

(2 marks)

(c) State THREE advantages of using multimedia presentations as a channel of communication.

.....

.....

.....

.....

.....

.....

.....

.....

(3 marks)

(d) The following conversation took place between two employees at Safety Supplies Inc.

Mr Maxwell: Did you hear that Ms Bacchus, the HR clerk, applied for two weeks' sick leave? I heard she actually went on a shopping trip in Miami.

Ms Jolly: Oh? Are you sure? But someone told me she is ill and went to Miami for medical treatment.

Mr Maxwell: I wonder who we could ask that would know the real story. No one that I asked knows.

Ms Jolly: Perhaps someone in HR would tell us. I will ask Liza, the new girl.

HR Manager: Colleagues, I overheard your conservation and would like to meet you in my office immediately.

(i) Based on the scenario above, suggest THREE actions the human resource manager should take when meeting with Mr Maxwell and Ms Jolly.

.....

.....

.....

.....

.....

.....

.....

.....

(3 marks)

(ii) Outline TWO strategies that the human resource department could implement to improve employee relations at Safety Supplies Inc.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

(4 marks)

Total 15 marks

2. (a) Identify THREE items of information that the receptionist should record when taking a message from a caller.

.....

.....

.....

.....

.....

.....

(3 marks)

(b) State TWO reasons why a company would use a courier service.

.....

.....

.....

.....

.....

.....

(2 marks)

(c) MJ Enterprises has its mail delivered to a post office box at the local post office. State TWO advantages of using this service.

.....

.....

.....

.....

.....

.....

(2 marks)

(d) More than two months ago, Ms Joylin Pandor of 21 Tulip Drive, Canouan was interviewed for the post of receptionist as advertised in the flyer shown below. Although she has the necessary qualifications for the job, she has not been contacted by the company.

JOB VACANCY

MARTIN AND MARTIN LTD
CHARLESTOWN
CANOUAN



Our company is rapidly expanding and needs a
RECEPTIONIST
If you think you are qualified
send an application to
Mr Stuart Benjamin
Human Resource Manager
by 28 April 2023

The job description may be found on our website
www.martinX2.com

Assume you are Ms Pandor. Draft a follow-up letter to the company indicating that you are still interested in the position.

Joylin Pandor
21 Tulip Drive
Canouan

....
(Today's date)

(8 marks)

Total 15 marks

3. (a) State THREE ways in which a receptionist can assist in maintaining a positive image of the organization.

.....

.....

.....

.....

.....

.....

.....

.....

(3 marks)

(b) The filing administrator, Mr Ricardo Gomez, informed the filing clerk of management's decision to change from a decentralized to a centralized filing system.

Identify FOUR benefits of implementing a centralized filing system.

.....

.....

.....

.....

.....

.....

.....

.....

.....

(4 marks)

GO ON TO THE NEXT PAGE

(c) Mrs Britney Williams has been employed as a filing clerk with Delta Legal Corporation for the last six years. Based on her outstanding performance, she was offered the position of administrative assistant in the accounts department.

Assume you are Mrs Britney Williams. Write an email to the human resource manager, Kaylin Joseph (kjoseph@dlc.com) informing her that you have accepted the offer. The email should be copied to your supervisor, Mr Ajani Singh.

EMAIL



Britney Williams (bwilliams@dlc.com)

TO: _____

CC: _____

DATE: _____
(Current date)

SUBJECT:

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

(8 marks)

Total 15 marks

GO ON TO THE NEXT PAGE

SECTION II

Answer ALL questions in this section.

4. Organizations should do all that is possible to keep their employees satisfied.

(a) State TWO **internal** factors that might contribute to employee turnover in an organization.

.....

.....

.....

.....

.....

(2 marks)

(b) Describe EACH of the following functions of the human resource department.

(i) Induction

.....

.....

.....

.....

(2 marks)

(ii) Appraisal

.....

.....

.....

.....

.....

(2 marks)

(c) A currency memorandum is shown below.

Employee Name		$100	$50	$20	$10	$5	$2	$1	25¢	Total Cash
Marion Hislop	*No. of each*	5	4	0	5	9	10	0	2	
	Total	.....	.....	0	$50	$45	.....	0	0.50¢	.....
Terry Lansiquot	*No. of each*	.....	2	3	2	5	.....	5	0	
	Total	.....	$100	$60	$20	$25	.....	$5	0	$616.00

Complete the missing information in the memorandum to answer the following questions. **(Show all working.)**

(i) Determine the TOTAL cash to be received by Marion Hislop. **(4 marks)**

(ii) Terry Lansiquot is to be paid $616. He must receive **no more than** five $2 notes. Determine the number of $100 notes and the number of $2 notes that he must receive. **(5 marks)**

Total 15 marks

5. (a) State THREE functions of the clerk in the marketing and customer service department.

.....

.....

.....

.....

.....

.....

.....

.....

(3 marks)

(b) Identify THREE reasons why periodic inventory checks are important to an organization.

.....

.....

.....

.....

.....

.....

(3 marks)

(c) During the quarterly stocktaking exercise, the purchasing clerk observed that the stock card (No. 30) for white letter-size paper was incomplete. The paper is located on Shelf 15.

Use the information in the table below to complete the stock card provided **on page 19**.

01 November	Balance in stock: 8 boxes
10 November	Purchased 37 boxes from Paper Supply Ltd; Invoice #212
23 November	Accounts department requested 12 boxes; Requisition #215
25 November	Issued 30 boxes to the mailroom; Requisition #220
26 November	Purchased boxes from J's Bookstore to restore to maximum level; Invoice #230
04 December	Issued 11 boxes to the HR Department; Requisition #239

(9 marks)

Total 15 marks

STATIONERY STOCK CARD NO.							
Item Name/Description:				Maximum Level: *45 boxes*			
Stock Location:				Minimum Level: *11 boxes*			
Bin Number: *25*				Reorder Level: *9 boxes*			
Date 2022	**Receipts**			**Issues**			**Balance**
	Quantity	Invoice No.	Supplier	Quantity	Requisition No.	Department	
1 Nov							*8*

GO ON TO THE NEXT PAGE

NOTHING HAS BEEN OMITTED.

GO ON TO THE NEXT PAGE



6. (a) One of the forms used in the factory office is the planning master.

Identify TWO items of information that should be included in the planning master.

.....

.....

.....

.....

(2 marks)

(b) Explain the use of EACH of the following documents in the transportation office.

(i) Delivery schedule

.....

.....

.....

.....

(2 marks)

(ii) Air Waybill

.....

.....

.....

.....

(2 marks)

(c) Sip and Drink Manufacturing Company is located at 14 High Street, Roseau, Dominica. On 20 April 2023, Mr O'Brian Henry, the operations supervisor, was inspecting the new juice extract machine when it malfunctioned.

Assume that you are Ariel Charles, the operations clerk. Using the notes below, complete the accident report **on pages 23** and **24**.

- The production manager, Mr Fabian Isaac, was present and applied ice to the injured fingers while they waited for the ambulance to arrive.
- A lever on the machine that Mr Henry was inspecting became loose and fell on his right hand. This is the 4th accident to occur this year.
- The production manager called the ambulance service as soon as the accident occurred. The ambulance took 30 minutes to arrive.
- Mr Henry was taken to Roseau General Hospital where he received treatment and was released.
- The accident occurred at 1:30 p.m. in the operations room.
- Two of Mr Henry's fingers on his right hand were bruised and swollen.

SIP AND DRINK MANUFACTURING COMPANY
14 HIGH STREET
ROSEAU, DOMINICA

Contact Number: 757-2900 Email Address: drinks@Manfact.com

ACCIDENT REPORT

Name of Employee: ..... Accident No: .....

Date: ..... Time: .....

Description of Accident:

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

GO ON TO THE NEXT PAGE

Action Taken:

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

FIsaac
Mr Fabian Isaac
Manager

(9 marks)

Total 15 marks

END OF TEST

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

0123702024

380 0010