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CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

OFFICE ADMINISTRATION

Paper 02 – General Proficiency

2 hours

830

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.**

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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) (i) State the difference between horizontal communication and vertical communication.

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(2 marks)

(ii) State TWO benefits of a horizontal communication flow.

Benefit 1 .....

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Benefit 2 .....

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(2 marks)

(b) Outline TWO advantages of using video conferencing rather than the traditional in-person meetings as a method of hosting international business meetings.

Advantage 1 .....

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Advantage 2 .....

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(4 marks)

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(c) Ms Adrian Peters of Summer Drive, St Johns, is interested in applying for the position of marketing assistant as advertised in Figure 1. Ms Peters is 19 years old and attended the All-Girls Secondary School (AGSS) for 5 years (2019–2024). She gained employment with Excel Stores Ltd as a junior marketing clerk from June 2024 to present. Ms Peters' email address is adrPet@Peters.com.

G and D Group of Companies
Marketing Assistant

Requirements

- **1 Year experience in basic marketing**
- **Ability to create brochures**
- **Manage customer and organization documents**
- **Compose manual and electronic documents**
- **Proficiency in Microsoft Word, Excel, and Powerpoint**
- **Provide two reputable references**

How to apply

Apply in writing to GANDDgroup@home.org.

Figure 1. Advertisement for marketing assistant

Assume you are Ms Adrian Peters. Use the information in Figure 1 to complete the Curriculum Vitae (CV) **on page 7**. Limit the skills the candidate should possess and the references to TWO.

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Curriculum Vitae

Personal Data

_____

_____

_____

_____

Education

_____

_____

_____

_____

Skills

1. _____

2. _____

Work Experience

_____

_____

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_____

References

1. _____

2. _____

(7 marks)

Total 15 marks

GO ON TO THE NEXT PAGE

0 1 2 3 7 0 2 0 0 7

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2. (a) State THREE reasons why possessing effective communication skills is important for an individual seeking employment in today's competitive job market.

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(3 marks)

(b) One of the duties of an information records clerk is to manage a company's records.

Outline TWO ways in which the use of technology can help the clerk to complete this duty efficiently.

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(4 marks)

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(c) AXY Corporation employed a new records management clerk to help with the alphabetical filing system in the general office. As part of the orientation exercise, the recruit was asked to index the relevant information from the records listed below.

- Letter referenced 0234 was received from Jones and Brain Associates Ltd on 14 April 2024 concerning outstanding payments. This correspondence is in the pending folder and needs to be filed.
- Dr Ariel C. P. Peters recently got married and now signs Joseph instead of Peters.
- The 9th Street Theatre Club invoices were received three weeks ago and needs to be filed.
- The law firm Mathews and Johnson Associates' letter of contract with the company is released by management for filing.

Use the information to complete the index card below.

Unit 1	Unit 2	Unit 3	Unit 4
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.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....

(4 marks)

GO ON TO THE NEXT PAGE

0 1 2 3 7 0 2 0 0 9

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(d) A large international corporation that has operations across multiple continents handles various documents, including invoices, shipping documents and correspondence, all related to different countries and regions. The records management clerk is considering changing from an alphabetical filing system to a geographical filing system.

Outline TWO reasons why changing to a geographical filing system would benefit the corporation.

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(4 marks)

Total 15 marks

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3. (a) (i) State TWO types of informal meetings that may be held in a business organization.

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(2 marks)

(ii) State THREE advantages of preparing minutes for a meeting.

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(3 marks)

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(b) The Human Resources Manager (HRM) of Lately Fries Ltd has made some critical changes to the employment policies. The changes, which relate to staff salaries and how they are calculated (a complicated process for some staff), must be shared with the employees in your department. The HRM is deciding how best to communicate the information and has narrowed it down to the monthly bulletin or a meeting with the staff.

(i) Outline TWO reasons why the HRM should convene a face-to-face meeting to share the information instead of using the monthly bulletin.

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(4 marks)

(ii) State TWO activities that should take place in preparation for the meeting.

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(2 marks)

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(c) The management team at Lately Fries Ltd has started the preparation for the company's annual general meeting (AGM). The record indicated that some important committee members who agreed with their plans for expansion would not be available in person but were willing to vote by proxy. They decided to move a motion to allow proxy voting.

Explain TWO reasons why the management team decided to move a motion to allow proxy voting.

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(4 marks)

Total 15 marks

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SECTION II

Answer ALL questions in this section.

4. (a) Mr Allan Forbes, marketing manager of Helen International, will be travelling overseas on a business trip next month.

(i) Suggest FOUR pieces of information which should be included in an email about hotel reservations made on his behalf.

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(4 marks)

(ii) State TWO benefits of paying for Mr Forbes' hotel accommodation by credit card.

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(2 marks)

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(b) The workers of Dews Manufacturing Corporation have raised numerous concerns about the poor and unsafe conditions they work in daily. However, nothing has been done by management to address their concerns. The workers eventually called a meeting with their union representatives, where it was reported that workers have had numerous discussions with the human resource manager regarding the company's violations of the OSHA Act. One of the violations of the Act that has affected workers severely is working with hazardous and malfunctioning equipment to complete tasks.

Assuming you are the union representative, Ms Pat James (pjames@unionrep.com), write an email to Mr Tony Greene (tgreen@edewscorp.com), human resource manager of Dews Corporation. Include the following in your email.

- A statement on the meeting held with workers and union representatives.
- An outline of ONE way in which the identified violation can affect workers' safety and well-being.
- An outline of ONE measure to address the problem in accordance with OSHA standards.

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EMAIL

To: .....

From: .....

Date: .....

Subject: .....

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(6 marks)

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(c) The presence and proper use of personal protective equipment and safety tools are essential for protecting workers and the integrity of a construction project.

In the table below, suggest ONE reason why it is important to use the following displayed items in the operations department.

Safety item	Importance of use
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	....
	....

(3 marks)

Total 15 marks

5. All business organizations must have an internal accounting department or outsource the accounting services.

(a) Identify TWO duties of a clerk in the accounts office.

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(2 marks)

(b) Outline the procedure for making payments through the bank using EACH of the following methods.

(i) Standing order

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(2 marks)

(ii) Credit transfer

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(2 marks)

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(c) Employees at PQR Enterprise Limited are paid weekly. Regular overtime is paid to employees at the rate of $10 per hour. Work done on public holidays is paid at double the overtime rate. National insurance (NIS) is deducted at 2% of basic pay and union dues are $12 per week.

During the week ending 25 April 2025, overtime hours were as follows.

Employees	Regular Overtime Hours	Public Holiday Hours
Joseph Sawyers	8	0
Charles Lopez	6	2

Use the information given to complete the payroll sheet for week ending 25 April 2025.

PAYROLL							
Names of Employees	**Basic Pay**	**Overtime Pay**	**Gross Pay**	**NIS**	**Union Fees**	**Total Deductions**	**Net Pay**
	$	$	$	$	$	$	$
Joseph Sawyers	300				12		
Charles Lopez	200				12		
						Total Net Pay	

(9 marks)

Total 15 marks

GO ON TO THE NEXT PAGE

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6. (a) You were recently employed as a clerk in the purchasing department at ABC Company. Other than preparing or processing purchase requisitions, state TWO duties that you are required to perform.

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(2 marks)

(b) Outline TWO functions of the marketing office.

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(4 marks)

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(c) On Thursday 8 May, Mrs Janice Raven was asked to send Purchase Requisition #PS005 to the purchasing officer. Authorization was given for 30 reams of A4 copy paper, 18 reams of legal size paper and one laminator.

Since the items are needed by the first business day of the next week, the stores supervisor, Mr Jonas Brown, had to authorize the requisition the following day. Carib Stationeries is the company's supplier for all stationery and office equipment. Supplies Ltd provides all other equipment.

Use the purchase requisition below to enter the relevant information.

Purchase Requistion

To: _____ **Req. No:** _____

Date: _____

Please supply the following items.

Quantity	Description	Supplier
.....	.....	.....
.....	.....	.....
.....	.....	.....

Date Required _____

Requested by _____

Authorized by _____ **Date Authorized** _____

(9 marks)

Total 15 marks

END OF TEST

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

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