BGCSE

OFFICE PROCEDURES

EXAMINATION PAPERS

UNDERSTAND • PRACTICE • SUCCEED

THE

OPENHANDED

CLASSROOM

LEARN MORE. ACHIEVE MORE. SMILE MORE.

BGCSE CLASSES

- Exam-Focused Learning
- Past Papers & Strategies
- Stronger Understanding
- Better Grades, Brighter Future

CLICK HERE

SAT CLASSES

- Smart Test Strategies
- Stronger Scores
- Time Management Skills
- College & Scholarship Ready

CLICK HERE

BJC CLASSES

- Clear, Simple Explanations
- Focus on Understanding
- Help That Fits Your Pace
- Build Confidence, Get Results

CLICK HERE

FREE LISTENING COMPREHENSION AUDIO FILES

THE EXACT AUDIO USED IN PAST BJC & BGCSE EXAMS

REAL EXAMS
The exact listening comprehension audio from past papers.

REAL PREPARATION
Hear what you'll hear in the real exam.

REAL RESULTS
Practise with purpose. Improve your confidence and performance.

AVAILABLE FOR:

- **BJC** ENGLISH
- **BGCSE** ENGLISH LANGUAGE
- **BJC** FRENCH
- **BJC** SPANISH
- **BGCSE** FRENCH
- **BGCSE** SPANISH

WHY THESE AUDIO FILES MATTER

EXACT AUDIO
The exact recordings used in past BJC & BGCSE exams.

EXAM FAMILIARITY
Get used to the real voices, speed, accents and exam conditions.

STRATEGIC ADVANTAGE
Walk in confident knowing exactly what to expect.

100% FREE
High quality.
No cost.
Just results.

CLICK HERE

DOWNLOAD • START PRACTISING

BETTER PREPARATION.
BETTER RESULTS.

You've got this!

School Number	Candidate Number
Surname and Initials	

OFFICE PROCEDURES

PAPER 1 2036/1

Wednesday 2 JUNE 2010 9:00 a.m. – 11:00 a.m.

Additional materials:
None

MINISTRY OF EDUCATION
NATIONAL EXAMINATIONS

BAHAMAS GENERAL CERTIFICATE OF SECONDARY EDUCATION

This paper consists of **TWO** sections, A and B. Section A likewise consists of **TWO** sections, Part 1 which is 20 multiple choice questions and Part 2 which consists of short answer questions. Section B consists of structured questions.

INSTRUCTIONS TO CANDIDATES

Do not open this booklet until you are told to do so.

Write your school number, candidate number, surname and initials clearly at the top of this question booklet.

Answer **ALL** questions in the booklet. Spend approximately 20 minutes on Section A Part 1.

Write your answers for Section A Part 2 and Section B in the space provided at the end of each question.

The marks for each question are shown in brackets [ ] at the end of each question or part question.

ALL answers must be written in **INK**. Pencilled answers will **NOT** be accepted.
You may use a calculator.

For Examiner's Use	
Section A (40 marks)	
Part 1 (20 marks)	
Part 2 (20 marks)	
Section B (60 marks)	
TOTAL MARKS	

This question paper consists of 15 printed pages and 1 blank page.

SECTION A
PART 1
(20 Marks)

Directions: For each question there are **FOUR** possible answers labelled A, B, C, and D. Choose the **ONE** answer you consider correct and circle your choice on the question paper.

1. Which of the following employees is classified as an office support worker?

   A. Chief Executive Officer
   B. Director
   C. Executive Secretary
   D. Office Manager [1]

2. The choice of complimentary close depends on the salutation used. The salutation for "Dear Sirs" has a complimentary close:

   A. Yours faithfully
   B. Yours sincerely
   C. Yours truly
   D. Yours very truly [1]

3. The minimum number of members that must be present to conduct business at a meeting is called a _____ ?

   A. motion
   B. quorum
   C. second
   D. verbatim [1]

4. You received a package delivered by Federal Express. Upon delivery you were asked to pay the amount printed on the invoice. This item was sent to you by what special mail service?

   A. COD
   B. FOB
   C. INTELPOST
   D. UPS [1]

5. A multi-purpose facsimile with the caller I.D. feature allows the office worker to

A. block calls before answering
B. identify calls before dialling
C. identify calls before responding
D. selective block before answering [1]

6. This type of reprographic equipment makes copies directly from an original document.

A. mimeograph
B. photocopier
C. spirit master
D. stencil [1]

7. In connection with the Internet, what do the letters www mean?

A. Web with warranty
B. Web with world
C. World Wide Web
D. Wait (or write) with Web [1]

8. The characteristics of good business writing includes the

A. career benefits
B. communication process
C. five C's
D. tools of communication [1]

9. Office equipment such as the facsimile machine is popular because they are

A. automated
B. easy to use with large buttons
C. expensive to operate
D. equipped for video conferencing [1]

10. Information in a travel folder

A. will not help you organize the details of an upcoming trip
B. will serve as a reminder system for tasks related to the trip
C. should be assembled when the trip is completed
D. should be stored in the file cabinet at all times. [1]

11. The correct name for the department responsible for the payment of office sundries is the

A. Accounts Department
B. Petty Cash Department
C. Purchasing Department
D. Supplies Department [1]

12. Mary receives a base salary of $550 a month plus 2 percent commission on her total sales. Find her earnings for a month in which her sales totalled $35,000.

A. $700
B. $1,250
C. $1,500
D. $3,500 [1]

13. The correct name for the department responsible for hiring staff is

A. Administrative
B. Executive Office
C. Human Resources
D. Reprographics [1]

14. Which of the following pieces of correspondence would be filed first in the file?

A. letter from G. G. Mason dated 3 January, 2004
B. letter from G. G. Mason dated 25 December, 2005
C. letter from Gregory G. Mason dated 4 February, 2006
D. letter from Gregory G. Mason dated 14 March, 2004 [1]

15. Government documents are

A. 8½″ × 10″
B. 8½″ × 11″
C. 8½″ × 13″
D. 8½″ × 14″ [1]

16. Customer satisfaction

A. *is believed by many people not to be important to the long-term success of a* company
B. is believed by many people to be important to the long-term success of a *company*
C. is not often the focus of company surveys
D. is a willingness to help achieve the goals of the organization [1]

17. In each file drawer Wendy arranges guides and folders. In which of the following would the correspondence indicated in question 14 be filed?

A. individual folder for Mason
B. miscellaneous folder for M
C. primary Guide for M
D. special Guide for Mason [1]

18. Paper is usually sold by the

A. case
B. quality
C. ream
D. weight [1]

19. If you purchase four items at $34.62 each and you were given a 2% discount provided you paid cash on the spot, what would be your total purchase cost?

A. $133.71
B. $135.71
C. $137.48
D. $138.48 [1]

20. Job exploration is very important. For a successful interview as a job applicant you should

A. anticipate questions which will be asked and prepare answers in advance.
B. dress in casual clothes regardless of the job position you are seeking
C. not ask questions during the interview
D. not spend time preparing for the interview in advance. [1]

Total Marks [20]

SECTION A
Part 2
(20 marks)

1. The Bahamas postal system requires that correspondence be properly addressed.

Figure 1

(a) Figure 1 above is an envelope.

(i) Insert the address of the sender of the communication: Ms. Sarah A. Smith at P.O. Box F-1009, Freeport, Grand Bahama, Bahamas. [2]

(ii) Insert the address of the receiver of the communication: Ms. Marsha Smith whose postal address is P.O. Box FH-1008, Nassau, Bahamas. [2]

(iii) Mark the envelope 'REGISTERED' and insert the registered No. R 1234. [2]

(b) Name **TWO** electronic methods used to send a copy of a letter to its destination.

(i) _____

(ii) _____ [2]

(c) Jane Harries operates a small business. She has a parcel containing a letter and samples to be shipped by parcel post. Complete the Parcel Post Form on page 8 using the information given in part (i) and (ii) below. Date and sign the form with your own signature.

(i) The parcel is being shipped to Marty Hartman, P.O. Box FH 3456, Nassau, The Bahamas.

(ii) Additional shipment information:

- the parcel weighs 20½ ozs
- *the sample material is insured for $25 per oz*
- in case of non-delivery return to sender after 10 days [7]

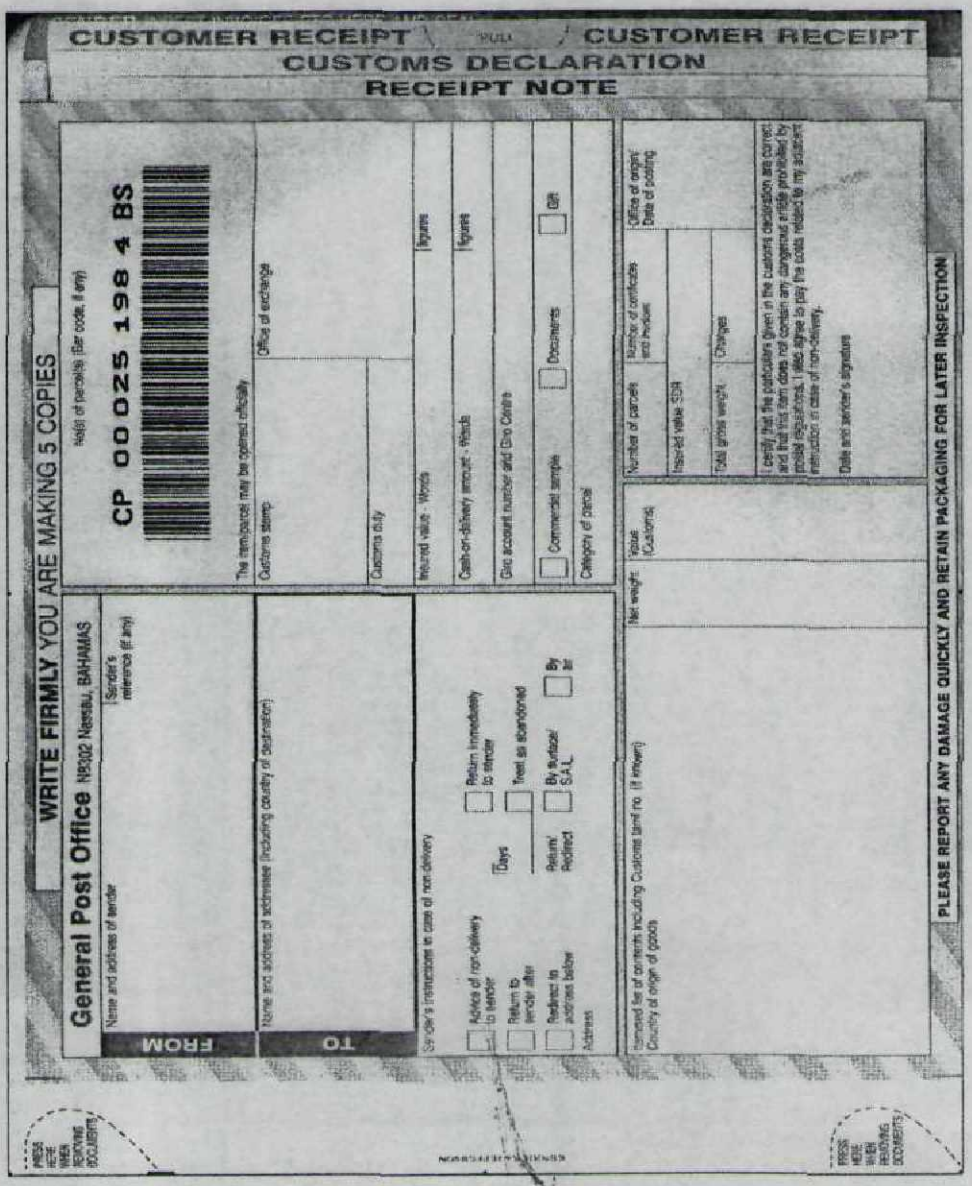
CUSTOMER RECEIPT
CUSTOMS DECLARATION
RECEIPT NOTE
CUSTOMER RECEIPT
General Post Office NASSAU, BAHAMAS
WRITE FIRMLY YOU ARE MAKING 5 COPIES
CP 00025 198 4 BS
FROM
TO
PLEASE REPORT ANY DAMAGE QUICKLY AND RETAIN PACKAGING FOR LATER INSPECTION

Figure 2. *Source The Bahamas Government Post Office*

Figure 2

(d) Identify **TWO** ways by which a parcel shipped using Parcel Post can be tracked if lost.

(i) _____

(ii) _____ [2]

(e) You have been informed by the mailroom clerk that the parcel was lost. How much money would be collected? Show all of your working. [3]

Total Marks [20]

SECTION B
60 MARKS

1. As a new employee in The Ministry of Foreign Affairs, a part of The Bahamas public service, you need to determine what is considered to be appropriate clothing and accessories to wear in the office.

   Prepare a formal memorandum outlining **THREE** ways you can find out what to wear. You are to address the memorandum to all office staff. Use today's date.

Total Marks [12]

2. Mathematical skills are an essential part of an office worker's job. Examine the problems below and answer the questions in the space provided. Show all of your workings.

Problem 1

Based on records kept by the mailroom supervisor, about 4,500 pieces of incoming mail are sorted and distributed each month in your company. Additionally, the volume of mail is expected to increase by 5% next year.

(a) How many pieces of mail will be processed this year?

[2]

(b) How many more pieces of mail will be processed next year?

[2]

Problem 2

An envelope has been prepared for each address on the mailing list of 18,000 names. The mailing machine can feed, seal, meter stamp, count and stack 200 envelopes a minute. Of the 18,000 envelopes being processed, 25% are being sent to Abaco, 20% to Exuma, 15% to Long Island, and 40% to Grand Bahama.

(a) How long will it take to process all the envelopes using the mailing machine?

[2]

(b) How many envelopes were sent to each island?

[8]

Total marks [14]

3. (a) Study the data below and prepare the following bibliography in left-bound report style.

Mrs. Susan M. Zonicles, Bank of Nova Scotia, Cable Beach Branch, Nassau, The Bahamas, 3 March 2010.

The Nassau Guardian by Donna Goldfein, Every Woman's Guide to Time Management 15 May 2010.

Edwin C. Bliss, Getting Things Done: The ABC's of Time Management, New York, Charles Scribner & Sons, 2003.

Cheryl M. Luke and C. B. Stiegler, Office Systems and Procedures, 2nd Edition, Glencoe/McGraw-Hill, New York, 2003.

www.cob.edu.bs.

www.pitmanqualifications.com

[8]

(b) Explain the purpose of the **bibliography** section in an investigative report.

_____

_____

_____ [2]

(c) Cite **TWO** other parts of the investigative report that may require special formatting.

(i) _____ [1]

(ii) _____ [1]

Total Marks [12]

4. Accuracy in financial statements is essential. Whilst you were proof-reading it was noted that a transposition error had occurred.

(a) Define the term **transposition error**.

_____

_____ [2]

(b) Give an example of a **transposition error**.

_____

_____ [1]

(c) State **ONE** other type of error that might occur in financial statements and provide an example.

_____

_____ [2]

Total Marks [5]

5. (a) Write out in full the words indicated by the abbreviation and symbols below, which are frequently used on forms for order and inventory.

_____

COD _____

qty. _____ [3]

(b) Explain the purpose of the abbreviation and symbol used in question 5(a) in the space provided below.

(i) # _____

_____ [1]

(ii) COD _____

_____ [1]

Total Marks [5]

6. (a) State the indexing rule that would apply to the following groups.

(i) Shelly de la Vargas
Cicily Del Rosa
C.E. Du Mont

Indexing rule: _____

_____ [1]

(ii) Jeffrey Smith, Senior
Franklin Watson, III
Samuel Rolle, Junior

Indexing rule: _____

_____ [1]

(iii) The Ministry of Education
The Water and Sewage Corporation
The Bahamas Mortgage Corporation

Indexing rule: _____

_____ [1]

(b) Explain the filing rule "nothing comes before something". Provide an example.

_____

_____

_____

_____ [3]

Total marks [6]

7. (a) Describe **TWO** ways in which the executive secretary who created a travel itinerary may have made use of a travel agent.

Method 1 _____

_____ [1]

Method 2 _____

_____ [1]

(b) List **FOUR** items which may be contained in an Agenda.

_____

_____

_____

_____ [4]

Total Marks [6]

School Number	Candidate Number
Surname and Initials	

OFFICE PROCEDURES

PAPER 2 2036/2

Monday 07 JUNE 2010 9.00 A.M. – 11.00 A.M.

Additional materials:
None

MINISTRY OF EDUCATION
NATIONAL EXAMINATIONS

BAHAMAS GENERAL CERTIFICATE OF SECONDARY EDUCATION

INSTRUCTIONS TO CANDIDATES

Do not open this booklet until you are told to do so.

Write your school number, candidate number, surname and initials clearly at the top of this question booklet.

Read the instructions for each task carefully before you start.

Answer **ALL** questions in the booklet.

The marks for each question are shown in brackets [ ] at the end of each question or part question.

You may use a calculator.

ALL answers must be written in **INK**.

Pencilled answers will **NOT** be accepted.

For Examiner's Use	
Question 1	
Question 2	
Question 3	
Question 4	
Total Marks	

This question paper consists of 12 printed pages and 4 blank pages.

1. (i) During the course of your studies in Office Procedures, the following terms were used to describe professional characteristics and behaviours needed by office workers.

Terms

cooperative	initiative	prioritize	confidentiality
poise	discretion	tact	morals
values			

Read the situations given below in questions (a) to (d), then using the list given above write the term that identifies the characteristics displayed by the office worker and justify your answers.

(a) You have several tasks on your desk to be completed. Review the tasks to determine which job to complete first.

_____

_____

_____

_____

_____ [2]

(b) You have completed processing all the letters in your **IN** basket and the items on your **TO DO LIST** for the day. While waiting for your boss to sign the documents you proceed to work on a backlog of folders to be filed.

_____

_____

_____

_____ [3]

(c) The budget report for your office is due today no later than 2 p.m. Your section of the report is completed, but the final report must be copied, stapled and distributed. You have been asked to help the secretary complete the task during your lunch hour. You agree to work and skip lunch.

_____

_____

_____

_____

_____ [3]

(d) You have been asked to input data into the system as soon as you arrive at work tomorrow morning. This task must be completed by 11 a.m. The other data entry clerk is on vacation so the task is your responsibility. You had planned to take the day off and enjoy a nice long weekend. You cancel your plans and report to work.

_____

_____

_____

_____

_____ [3]

(ii) In the space provided below prepare a draft email to "allstaff@infgov.org" from "officeadministrator@infgov.org" to explain examples of an office assistant using the following types of Professional Etiquettes in the office:

(i) tact
(ii) poise
(iii) confidentiality

Use the subject line "Professional Etiquette"

[13]

Total Marks [25]

2. (i) Compose a letter addressed to Mrs. Helen Smith, Supervisor of the Training Department at Bootels Bay Printing Company Limited, P.O. Box F-345, Bootles Bay, Grand Bahama, Bahamas.

You are to explain the **EIGHT** types of errors given in Table 1 below. Prepare the letter using Block letter style, mixed punctuations, bullet style for the list. You are to use today's date and sign your signature. Remember to send a copy to Mr. Moss, Business Department Supervisor.

Error Types

Transposition error
Error of omission
Grammar
Typographical
Spelling
Repetition
Punctuation
Inconsistency of spacing, layout and style

Table 1

[17]

(ii) Prepare a sample of the second page heading for the letter in question 2 (i) in Figure 1 below, which represents a page.

Figure 1

[4]

(iii) There are standard guidelines for the formatting of formal reports. Cite the margins of the second page layout for the letter in question 2 (i). Place your answer in the space provided below

Top _____ Bottom _____

Left _____ Right _____ [2]

(iv) Identify **TWO** methods of binding a report

_____

_____ [2]

Total Marks [25]

3. (i) The terms of payment usually found in the upper part of an invoice state the time given to the purchaser to pay the total on the invoice without penalty. Below are payment terms that are found on invoices. Examine each and states its meaning.

(a) Net 12 days

_____

_____ [2]

(b) 2½% 10 days

_____

_____ [2]

(c) Cash

_____

_____ [2]

(d) 5% Trade discount

_____

_____ [2]

(ii) Calculate the discount and net price of the office supplies purchased from Best Books and Office Stationery Supplies. (Show your calculations in the space provided.)

List Price	Cash Discount	Amount of Discount	Net Price
(i) $490.00	5%		
(ii) $199.99	30%		
(iii) $350.00	12%		
(iv) $60.00	33%		
(i) $70.50	12%		

[10]

(iii) Prepare cheque No. 235 for Best Books and Office Stationery Supplies for the items purchased in (ii). Use today's date and sign your name.

No. _____

Date _____

PAY TO THE
ORDER OF _____ $ _____

_____ Dollars

Bank of Nova Scotia
Town Center Mall
Nassau, Bahamas _____

Memo _____
1:61345 - 0000987 2141 99000 90641

[7]

Total Marks [25]

4. Filing cabinets can be an office safety hazard. As an office worker you need to follow some basic safety tips when using your filing cabinets to prevent mishaps and injuries.

(i) Suggest **THREE** filing cabinet safety tips

_____

_____

_____

_____

_____

_____ [3]

(ii) Explain **THREE** reasons why an office would use a Tickler file system.

_____

_____

_____

_____

_____

_____ [3]

(iii) On the lines provided below index and alphabetically file the following information

(i) Anthony Reily
(ii) Lisa Sue Reily
(iii) Lisa Mary Reily
(iv) Lisa-Sue Reily
(v) Lisa S. Reily

(a) Indexing

_____

_____

_____

_____

_____

_____ [5]

(b) Alphabetical

First _____

Second _____

Third _____

Fourth _____

Fifth _____ [5]

(iv) Describe **FOUR** courses of action you should take when a file folder becomes full.

_____

_____

_____

_____ [4]