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2036/1

BGCSE

School Number	Candidate Number
Surname and Initials	

OFFICE PROCEDURES

PAPER 1 2036/1

Monday **2 JUNE 2025** 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 PARTS**: Part 1 – 20 multiple choice questions and Part 2 – which consists of **THREE** (3) short answer questions. Section B consists of **FIVE** (5) 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.

Read the instructions for each task carefully before you start.

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 number of marks available is shown in brackets [] at the end of each question or part question.

ALL answers must be written in **INK**.
Pencilled answers will **NOT** be marked.

You may use a calculator.

FOR EXAMINER'S USE ONLY	
Section A (50 marks)	
Part 1 (20 marks)	
Part 2 (30 marks)	
Section B (50 marks)	
TOTAL MARKS (100 marks)	

This question paper consists of 14 printed pages and 2 blank pages.

SECTION A – PART 1

Multiple Choice

(20 Marks)

INSTRUCTIONS: 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. What is the purpose of an organisational chart in a professional office setting?

A. To outline the history of the company
B. To demonstrate the company's marketing hierarchy
C. To illustrate the hierarchy and structure of the organization
D. To showcase the company's financial statements [1]

2. What is a common job title for an office worker responsible for coordinating schedules and appointments?

A. Executive
B. Administrative Assistant
C. Coordinator
D. Manager [1]

3. What is an important quality for dealing with challenging situations in a professional office setting?

A. Technical solving skills
B. Analytical solving skills
C. Problem-solving skills
D. Solving skills [1]

4. What is an essential aspect of business etiquette when communicating with others?

A. Using proper English Language
B. Using equipment correctly
C. Using respectful language
D. Respecting the organization [1]

5. How are businesses usually listed in a telephone directory?

A. By location
B. By industry
C. By name
D. By island [1]



6. Which cost-saving strategy involves using the internet to make phone calls instead of using traditional phone lines?
- A. Landline
 - B. Roaming charges
 - C. Voice over internet protocol
 - D. Telephone bundling plan
- [1]
7. What is a key benefit of seeking and utilizing customer feedback in business?
- A. Improved organisational structure and management
 - B. Improved accounting and marketing procedures
 - C. Improved products and services
 - D. Active involvement by management
- [1]
8. What does SWOT analysis stand for in marketing?
- A. Strengths, Working, Opportunities, Threats
 - B. Strengths, Weaknesses, Opportunities, Threats
 - C. Strengths, Weaknesses, Organisations, Threats
 - D. Strengths, Weaknesses, Organisations, Tactics
- [1]
9. What is a primary responsibility of a receptionist?
- A. Managing the office
 - B. Scheduling business meetings
 - C. Managing office staff
 - D. Meeting and greeting visitors
- [1]
10. What is the purpose of the 'tickler file' in an office setting?
- A. To store papers
 - B. To remind of future events or tasks
 - C. To file confidential documents
 - D. To locate information easily
- [1]
11. What is an important aspect to consider when handling inactive files to ensure data privacy?
- A. Accessible to management
 - B. Maintenance and use of files
 - C. Accessible to only executives
 - D. Confidentiality and security
- [1]

12. How does a decentralised filing system impact access to information within an organisation?
- A. Provides quick and centralised access to all information
 - B. Restricts access to information within an organisation
 - C. Facilitates access to information based on departmental needs
 - D. Facilitates access to information internationally [1]
13. Which of the following is **NOT** a type of office filing cabinet?
- A. Vertical filing cabinet
 - B. Diagonal filing cabinet
 - C. Horizontal filing cabinet
 - D. Lateral filing cabinet [1]
14. What is the primary purpose of an intranet in an office setting?
- A. To provide internet access to employees
 - B. To provide and connect computers in different offices worldwide
 - C. To share information and resources globally
 - D. To share information and resources within an organisation [1]
15. What technology skills are important for a telephone operator to have?
- A. Computer Data Entry
 - B. Troubleshooting telephone malfunctions
 - C. Processing technology
 - D. Technology skills in developing a telephone system [1]
16. What is a feature of a photocopier that sets it apart from other reprographic devices?
- A. Ability to connect wirelessly to devices
 - B. Printing documents directly from the cloud
 - C. Duplex printing functionality
 - D. Duplicating content from physical documents [1]
17. Which of the following best describes the primary purpose of dictation machines in an office setting?
- A. Transcribing handwritten notes
 - B. Recording and storing audio for transcription
 - C. Scanning documents for digital storage
 - D. Sending emails internationally [1]



18. What type of business meeting is usually held to make important organisational decisions?
- A. Strategic planning meeting
 - B. Ad hoc planning meeting
 - C. Formal planning meeting
 - D. Special planning meeting
- [1]
19. How do currency exchange services assist individuals in obtaining local currency while travelling abroad?
- A. Currency exchange services assist in saving money
 - B. Currency exchange services assist in trading stocks
 - C. Currency exchange services convert foreign currency to dollars at exchange rates
 - D. Currency exchange services convert foreign currency to local currency at exchange rates
- [1]
20. Why is it important for international travellers and global businesses to understand and account for time zone differences?
- A. It is important to know when it is daytime and nighttime
 - B. It is important to coordinate schedules and ensure timely communication and operations
 - C. It is important to coordinate money transfers and ensure timely records and storage
 - D. It is important to know when and how to circulate letters
- [1]

TOTAL MARKS [20]

SECTION A – PART 2
(30 Marks)

1. A. List **FOUR** (4) Standard Letter Parts.

(i) _____ [1]

(ii) _____ [1]

(iii) _____ [1]

(iv) _____ [1]

B. List **FOUR** (4) Optional Letter Parts.

(i) _____ [1]

(ii) _____ [1]

(iii) _____ [1]

(iv) _____ [1]

C. Write the following special mailing notations in the correct format and location on the envelope:.

Confidential

Registered Mail

SBJ Bahamas
2344 Ginger Drive
P. O. Box AA0987
Nassau, Bahamas



Mrs. Brenda Cox
Triple B. Machinery
P. O. Box SS9090
Nassau, Bahamas

TOTAL MARKS [10]



2. Examine the terms of the reference materials on the left and choose the appropriate descriptions on the right. Write the **LETTER** that corresponds to the correct term in Column 1.

COLUMN 1 – TERMS	COLUMN 2 – DESCRIPTIONS
1. _____ Thesaurus	A. A book that provides information on a company's mission, values, and policies
2. _____ Dictionary	B. An online listing of organisations that includes the business name, address, website, and contact information
3. _____ Employee Handbook	C. A graphic representation of an area of land or sea showing the physical features of cities and roads
4. _____ Itinerary	D. A software system that finds web pages that match a web search
5. _____ Bibliography	E. A book or electronic resource that lists the words in alphabetical order and gives meaning
6. _____ User Guide	F. A list of all of the sources used in the process of writing a research paper, book, or article
7. _____ Search Engine	G. A book or electronic resource that lists words in groups of synonyms and related concepts
8. _____ Online Directory	H. A basic time-management tool, consisting of a list of times at which possible tasks, events, or actions will take place
9. _____ Map	I. A schedule of events for travel that includes destinations, specified times, and means of transportation to move between those destinations
10. _____ Schedule	J. A document that provides help to persons on how to use a particular system or product

TOTAL MARKS [10]

3. A. State **TWO** (2) types of communication.

(i) Type: _____ [1]

(ii) Type: _____ [1]

B. Identify **TWO** (2) body language signals and discuss how the signal can be interpreted.

(i) Signal: _____ [1]

Interpretation: _____

_____ [1]

(ii) Signal: _____ [1]

Interpretation: _____

_____ [1]

C. Give an appropriate means of communicating information under the following conditions without repeating the methods.

(i) Confidential document _____ [1]

(ii) Urgent message _____ [1]

(iii) Document sent to several family islands _____ [1]

(iv) Message to a large number of employees _____ [1]

TOTAL MARKS [10]

SECTION A – PART 2 – TOTAL MARKS [30]



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SECTION B – STRUCTURED QUESTIONS
(50 Marks)

1. You work in the office of Island Enterprises. As the mail clerk assigned to the mail room, you have been asked to keep a record of the following mail.

Using the information below, fill out the mail register form where appropriate. The form can be found on page 11.

- Mar. 4 A letter from Kelly Smith about a reference manual she sent to John Simms on Mar. 1.
- Mar. 6 In his Mar. 2 letter, Scott Rolle states that he sent William Moss 100 copies of the advertising flyers in a separate package.
- Mar. 6 A letter dated Mar. 3 from Roger Joseph states he returned a box of books by Parcel Post.
- Mar. 7 You send an invitation to your OP Teacher to have dinner at Bimini Road, Marina Village, at 7 p.m. on Sat. 9 Mar.
- Mar. 7 The reference manual for John Simms arrives at noon.
- Mar. 8 The advertising flyers from Scott Rolle arrive at 9:00 am.
- Mar. 8 Your OP Teacher confirms her attendance at 8:15 am.
- Mar. 11 A letter dated Mar. 8 from Paul Locksley states he sent the video on Business Machines by Parcel Post to Johnstone Mills.
- Mar. 13 The box of books from Roger Joseph arrives at 4:30 pm.
- Mar. 13 In her Mar. 11 letter, Kathleen Wallace states she sent Shona Knowles two copies of a quote on ceiling fans in another package.



MAIL REGISTER

ENTRY DATE	SENDER	FOR	Expected Mail SENT	Special Services ARRIVAL TIME

TOTAL MARKS [10]

[Turn over



2. (i) Complete June's petty cashbook below to include the following purchases. Continue the sequence of voucher numbers and the total payments in the analysis columns. Balance the petty cash book at 30, bring down the balance, and restore the imprest to \$100.00 on the 1st of July.

Date		\$
15	Stamps	4.35
18	Coffee/Tea	9.86
21	Paper	8.73
23	Envelopes	3.54
28	Taxi Fare	25.00
28	Water	4.06
29	Scissors	5.05

Receipts	Date	Details	Voucher Number	Total	Postages/ Stationery	Travel	Sundries
\$				\$	\$	\$	\$
100.00	1	Balance b/f					
	3	Stamps	18	3.25	3.25		
	10	Milk	19	5.20			5.20
	12	Taxi	20	25.00		25.00	

[12]

- (ii) Calculate the amount left in the petty cash till at the end of the period.

_____ [1]

- (iii) State which day the Imprest will be restored.

_____ [1]



(iv) Give **THREE** (3) items found on a petty cash voucher.

a. _____ [1]

b. _____ [1]

c. _____ [1]

(v) Recommend **THREE** (3) ways the petty cashier can keep petty cash funds secure.

a. _____

_____ [1]

b. _____

_____ [1]

c. _____

_____ [1]

TOTAL MARKS [20]

[10]

3. a. Describe the **FOUR** (4) functions of the accounts department listed below:

Budgeting _____ [1]

Accounts Payable _____ [1]

Accounts Receivable _____ [1]

Payroll _____ [1]

- b. Using the terms provided, complete the boxes in the payroll equation below.

Union Dues
Basic Pay
Net Pay

Overtime Pay
Total Deductions
Gross Pay

	+		+	Commission	=	
						-
		NIB	+		=	
						=

[6]

- c. Determine **TWO (2) ACTIONS** the accounts department can take to encourage their customers to pay on time without the need to contact the bank.

(i) _____ [1]

(ii) _____ [1]



- d. Describe **TWO (2) BANKING SERVICES** the accounts department can utilise to receive payment from their customers on time.

(i) _____ [1]

(ii) _____ [1]

- e. After examining the number of delinquent accounts, the credit controller determined that 7% of the accounts receivable, \$55,000, were bad debts that needed to be written off.

(i) Calculate the bad debts to be written off.

[3]

After deducting bad debts, the provision for doubtful debts is to be 10% of the remaining accounts receivable amount.

(ii) Calculate the provision for doubtful debts.

[3]

TOTAL MARKS [20]

SECTION B – TOTAL MARKS [50]

End]

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School Number	Candidate Number
Surname and Initials	

OFFICE PROCEDURES

PAPER 2 2036/2

Thursday **5 JUNE 2025** 9:00 A.M. – 11:30 A.M.

Additional materials:
None

MINISTRY OF EDUCATION NATIONAL EXAMINATIONS

BAHAMAS GENERAL CERTIFICATE OF SECONDARY EDUCATION

INSTRUCTIONS TO CANDIDATES

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Read the instructions for each task carefully before you begin.

Answer **ALL** questions in the booklet.

The number of marks available is 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 – 25 marks	
Question 2 – 25 marks	
Question 3 – 25 marks	
Question 4 – 25 marks	
Total Marks 100	



This question paper consists of 13 printed pages and 3 blank pages.

1. Several documents and payment terms may be generated and applied when goods and services are purchased within an organisation.

(a) Examine each document type and payment term and state the meanings.

(i) Purchase Requisition

_____ [1]

(ii) Purchase Order

_____ [1]

(iii) Invoice

_____ [1]

(iv) Net 12 days

_____ [1]

(v) 2% 10 days

_____ [1]

(vi) Cash

_____ [1]

(vii) C.O.D.

_____ [1]



- (b) Calculate the discount and net price of the supplies purchased from Nassau Office Supplies Limited for our Human Resources (HR) Department.

Show your calculations in the space provided, rounding to 2 decimal places.

List Price	Cash Discount	Amount of Discount	Net Price
(a) \$499.98	8%	\$	\$
(b) \$200.00	35%	\$	\$
(c) \$349.50	12%	\$	\$
(d) \$69.95	20%	\$	\$
(e) \$37.50	25%	\$	\$

[10]

- (c) From the above table, calculate the total amount for supplies after the discounts.

[2]

- (d) Prepare cheque number 4356 for Nassau Office Supplies Limited for the total supplies in (c). Use today's date and sign your name. You must insert the cheque number.

PAY TO THE ORDER OF _____ _____ Dollars \$ _____ First Caribbean International Bank Mall at Marathon Nassau, The Bahamas	No. _____ Date _____ _____
---	--------------------------------------

[6]

TOTAL MARKS [25]

[Turn over

2. (a) Identify and describe the **FIVE** (5) characteristics of effective writing.

(i) Characteristic 1: _____

_____ [2]

(ii) Characteristic 2: _____

_____ [2]

(iii) Characteristic 3: _____

_____ [2]

(iv) Characteristic 4: _____

_____ [2]

(v) Characteristic 5: _____

_____ [2]

(b) Identify and describe **THREE** (3) common message categories in business correspondence.

(i) _____

_____ [2]

(ii) _____

_____ [2]

(iii) _____

_____ [2]



- (c) How does an informational report differ from an analytical report?

[2]

- (d) How do unbound and leftbound reports differ?

[2]

- (e) List **TWO** (2) parts of a formal business report.

[1]

[1]

- (f) The junior secretary in your organisation is unfamiliar with laying out the second page of the two-page letter. In the space provided below, indicate by writing the layout position for the heading information for a two-page letter going to Mr. Kevin Rolle. Use today's date.

[3]

TOTAL MARKS [25]

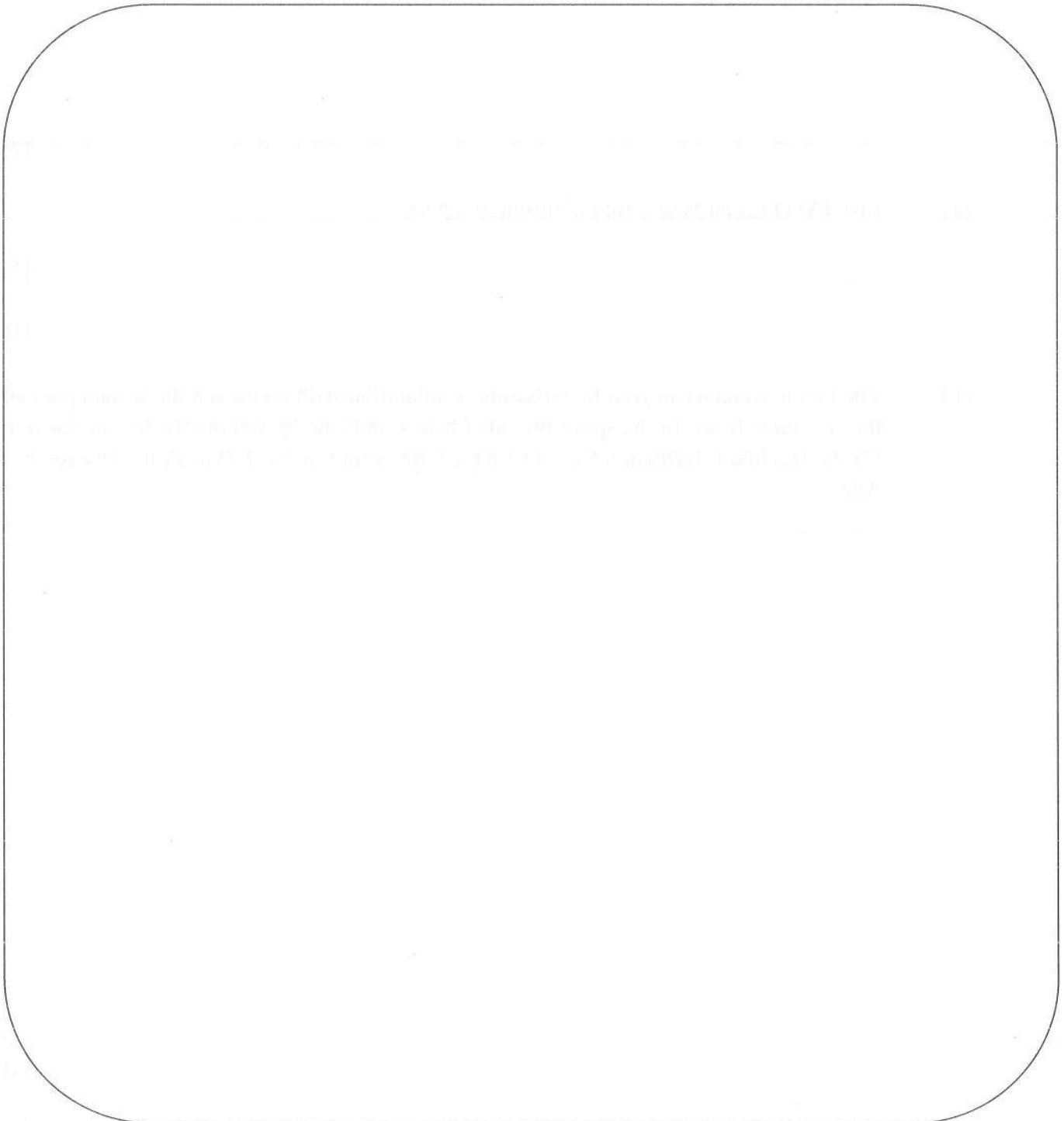
[Turn over



3. You work as an Administrative Assistant in the Human Resources (HR) Department. The HR Manager is Rebecca Small.

YOU ARE REQUIRED TO:

- (a) Draft an advertisement for an office clerk to be placed in the local newspaper. In the advertisement, state the minimum qualifications, job description, possible salary, and inquiries that must be emailed to the manager. Use the HR manager's address, Rebecca.Small@forhire.com.



- (b) Draft a letter to be sent to candidates who have been shortlisted using a modified block format with mixed punctuation, inviting them to an interview at 11 a.m. using today's date.

Tell them to bring a copy of their resumé, three references, and two forms of identification and be prepared to take an aptitude test.

For the inside address, simply put Potential Hire Company, P. O. Box CB1055, Nassau, The Bahamas, as each candidate's name and address will be entered later in the final draft.

The HR Manager will sign the letter.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

(c) Last Thursday, ten interviewees were successful and these new recruits will be added to the various departments. As part of orientation week, recruits will:

- sign the employment contract
- sign up for the group medical
- be a part of a mentor/buddy system for the entire week

In an email to the recruits (newrecruits@forhire.com), you are asked to explain the employment contract, group medical, and buddy system to them. CC the manager.

From

To

CC

Subject

[7]

TOTAL MARKS [25]

[Turn over



4. As an Administrative Assistant in the Human Resources Department,

YOU ARE REQUIRED TO:

- (a) Prepare a standard memo to all employees suggesting **THREE** (3) reasons why the company should go paperless and offer **TWO** (2) alternative ways of effectively communicating with customers and clients.

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper appears to be from a notebook or a standard ruled sheet of paper. There is no handwriting or other markings on the page.

- (b) Describe **THREE** (3) pieces of information Human Resources personnel must maintain on file about employees and a possible reason why.

(i) _____

Reason

_____ [2]

(ii) _____

Reason

_____ [2]

(iii) _____

Reason

_____ [2]

- (c) You have worked as an administrative assistant for Potential Hire Company for four years. You have accepted a new job and must resign from your current position.

YOU ARE REQUIRED TO:

Write a letter of resignation to your HR Manager, Mrs. Rebecca Small, using the block format with mixed punctuation. Use the current date for your letter and make the date of your resignation two weeks from today. The company's address is P.O. Box CB1055, Nassau, The Bahamas.

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[9]

TOTAL MARKS [25]

End]



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Page 1

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