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OFFICE PROCEDURES

PAPER 2 2036/2

Thursday 6 JUNE 2024 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

- Do not open this booklet until you are told to do so.
- Write your School Number, Candidate Number, Surname and Initials at the top of this booklet.
- 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 16 printed pages and 0 blank pages.

1. (a) Listed below are the names of individuals and companies who have outstanding telephone bills at the end of the first quarter, March 2024. Customer records are placed in both alphabetic and numeric files.

A. Mrs. Sarah Cooper
P. O. Box N-373
Nassau, The Bahamas
Acc./Tel. No. 325-7162
Balance: \$193.00

B. Mr. Ronnie Sherman
P. O. Box SS-7582
Nassau, The Bahamas
Acc./Tel. No. 324-1188
Balance: \$35.70

C. Mrs. Ann Farrington-Johnson
P. O. Box CB-198
Nassau, The Bahamas
Acc./Tel. No. 326-9616
Balance: \$207.03

D. A & J Enterprises
P. O. Box SS-6487
Nassau, The Bahamas
Acc./Tel. No. 361-5931
Balance: \$305.00

E. Frank Pinder Building
P. O. Box GT-378
Nassau, The Bahamas
Acc./Tel. No. 323-8407
Balance: \$43.00

F. Mr. R. Thomas Sherman
P. O. Box N-308
Nassau, The Bahamas
Acc./Tel. No. 392-3646
Balance: \$127.90

G. Wrecker Express
P. O. Box N-1223
Nassau, The Bahamas
Acc./Tel. No. 361-2077
Balance: \$31.02

H. Dr. Wellington O'Neil
P. O. Box CB-74
Nassau, The Bahamas
Acc./Tel. No. 322-7650
Balance: \$28.65

I. 24 Hour Fitness Centre
P. O. Box N-969
Nassau, The Bahamas
Acc./Tel. No. 327-6888
Balance: \$18.00

J. Ms. Daisy Cooper
P. O. Box SS-5347
Nassau, The Bahamas
Acc./Tel. No. 324-1961
Balance: \$91.35



Using the data from the previous page, write each customer's name in indexing order in the appropriate spaces in the table below.

Name	Unit 1	Unit 2	Unit 3	Unit 4
A				
B				
C				
D				
E				
F				
G				
H				
I				
J				

[10]

[Turn over



- (b) All accounts with balances over \$100 will have a 12.5% *Delinquency Fee* added to their bill. These accounts will be disconnected if not paid within 30 days.

List the delinquent accounts over \$100 and calculate the delinquency fee that will be applied to *each* account. Write responses in the Table 1 below.

Account Holder	\$ Delinquency Fee

Table 1

[4]

- (c) Give **two reasons** why the telephone company needs to use a *numeric* and an *alphabetic* filing system

REASON 1 – NUMERIC FILING SYSTEM

[2]

REASON 2 – NUMERIC FILING SYSTEM

[2]



REASON 1 – ALPHABETIC FILING SYSTEM

[2]

REASON 2 – ALPHABETIC FILING SYSTEM

[2]

- (d) Ms. Daisy Cooper wishes to pay her bill in full at the telephone company but they no longer accept cheques.

Explain to Ms. Cooper an alternative means of payment that she may use if she is no longer able to write cheques.

[3]

TOTAL MARKS [25]



- (c) Your company wishes to provide new ergonomic office chairs suitable for the entire staff since most of their time is spent sitting.

Prepare an email to Brian Rolle brianrolle@fandm.store, Manager of Furniture & More, asking him for a quotation on the cost of 50 ergonomic chairs. Inform him that once the purchase is made, you would like the chairs delivered no later than two weeks after the transaction.

Request that he also attach a copy of their catalogue so that you can see what other ergonomic furniture or equipment is available. Use your email address and provide an appropriate subject. Send a copy to your boss at tinaknowles123@theoffice.org.

From:
To:
CC:
BCC:
Subject:

[10]



- (d) Complete the Invoice below for the new ergonomic chairs.

50 Ergonomic Chairs @ \$126.76 each

ADD: *Express Delivery Charges* \$148.88

Sub-total

ADD: *Value Added Tax 10%* _____

TOTAL COST _____

[4]

TOTAL MARKS [25]



3. Hope Medical Center, a midsized community Clinic, has four doctors employed.

(a) Schedule the following patients in the Appointment Book for tomorrow.

Convert the time to the 12-hour clock and list the appointments according to who will be seen first.

PATIENT	TO SEE	TIME
Keva McIntosh	Dr. Peter Scavella	1240
Justin Baker	Dr. Vanessa Smith	0800
Mary-Ann Rolle	Dr. Mason Gibson	1430
Josh Jones	Dr. Mark Brown	1615
Kyle Roberts	Dr. Vanessa Smith	0935

<i>APPOINTMENT BOOK</i>			
DATE	PATIENT	DOCTOR	TIME

[5]

(c) The Receptionist at Hope Medical Center encounters a lot of different visitors besides those with appointments.

Describe **two** types of *unexpected visitors*.

TYPE 1

[2]



TYPE 2

[2]

- (d) Advance Computer Solutions has developed and is launching its new integrated software that other companies can use to assist with daily operations.

You are the Assistant Marketing Manager. Write a letter using the AMS simplified letter format to the manager at Hope Medical Center, West Street, Nassau, The Bahamas, introducing the new integrated software *to convince* them to purchase.

List **three features/applications** and say that you have enclosed a brochure with additional details. Also mention that you are willing to present at their next staff meeting. Additionally, tell them how you can be contacted.

Use the space provided on the next page.



[illegible]

- (e) Suggest **two reasons** why Hope Medical Center would choose to purchase a paper shredder for unwanted documents instead of throwing the papers in the garbage.

REASON 1

[2]

REASON 2

[2]

TOTAL MARKS [25]





The poster is for an IHOP Job Fair. At the top, it says 'THE DEPARTMENT OF LABOUR' next to a logo. Below that, 'INTERNATIONAL HOUSE OF PANCAKES' is written. Then, 'In conjunction with THE DEPARTMENT OF LABOUR presents' is written. The main title 'IHOP JOB FAIR' is in large, bold letters. To the left, it says 'Register today by scanning the QR Code' with a QR code below it. To the right, it says 'January 21st, 2023', 'Department of Labour', 'Rosetta Street', and '9:00 AM - 3:00 PM'. Below this, it says 'Dress Code : Dress for success !'. At the bottom right, under the heading 'POSITIONS', there is a list of job roles: Cooks, Prep Cooks, Servers, Cashier, Hosts, Beverage Attendant, and Utility Workers/Stewarding. At the bottom left, there is an image of IHOP pancakes and a mug. At the bottom center, it says 'Documents required: Resume, NIB Card, Police Certificate, and References'.

THE DEPARTMENT OF LABOUR

INTERNATIONAL HOUSE OF PANCAKES

In conjunction with
THE DEPARTMENT OF LABOUR
presents

IHOP JOB FAIR

Register today
by scanning the QR Code



January 21st, 2023
Department of Labour
Rosetta Street
9:00 AM - 3:00 PM

Dress Code : Dress for success !

POSITIONS

- Cooks
- Prep Cooks
- Servers
- Cashier
- Hosts
- Beverage Attendant
- Utility Workers/Stewarding

Documents required:
Resume, NIB Card, Police Certificate, and References

Figure 2

4. (a) As a recent KLD Senior High School graduate searching for employment, there are several attractive positions available for you in **Figure 2**.

Write a MODIFIED BLOCKED letter with OPEN PUNCTUATION to the Department of Labour, P O Box N-1234, Nassau, The Bahamas, ATTN: Mrs. Sonia Brown, to express your interest in applying for a post and that you look forward to an interview. Remember to include your complete return address (include contact information).

[13]



- (b) Complete an envelope to accommodate your letter using the mailing address given above.

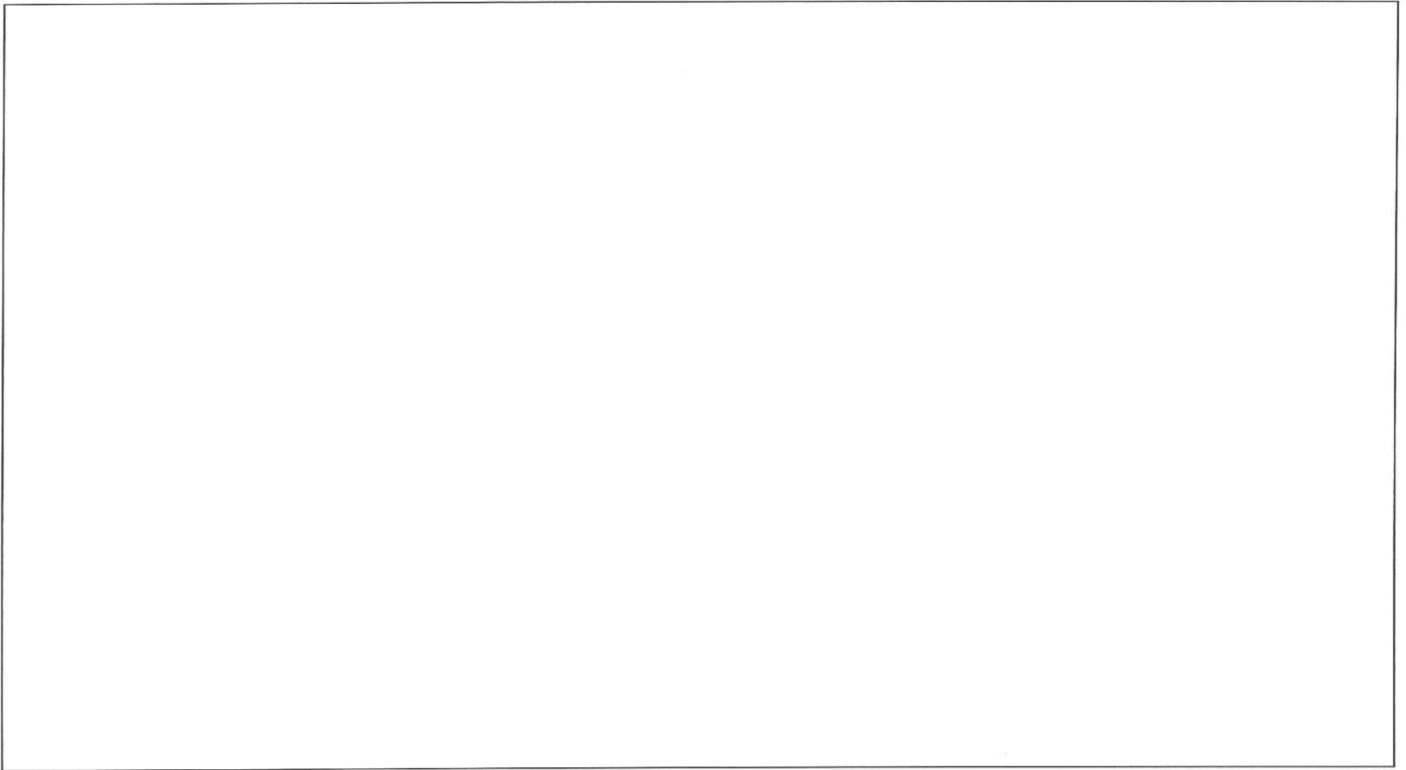


Figure 3

[2]

- (c) You have been informed that the Department of Labour has short-listed you for your selected position.

Explain the meaning of the term '*short-listed*'.

[2]



(d) In preparation for your interview, answer the following items about yourself in the spaces provided.

(i) Name **two** of your greatest strengths.

[2]

(ii) Name **two** of your major weaknesses.

[2]

(iii) Describe what you see yourself doing in five years.

[2]

(iv) Explain why are you the right fit to succeed in this job.

[2]

TOTAL MARKS [25]



End]