



ICM

SEPTEMBER 2015

OFFICE PROCEDURES & ADMINISTRATION

Instructions to candidates:

- a) Time allowed: Three hours (plus an extra ten minutes' reading time at the start – do not write anything during this time)
 - b) Answer any FIVE questions
 - c) All questions carry equal marks. Marks for each question are shown in []
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- 1.
 - a) Compare and contrast the office function with the clerical function.
 - b) Evaluate the impact of the introduction of new information technology on the activities of an office. [10 each]
 - 2.
 - a) With the aid of a diagram, examine the main elements of the selling procedure [10 + 2 for format]
 - b) Evaluate the importance of a delivery note to the selling procedure. [8]
 - 3.
 - a) Describe the main documents used for recording receipts and payments of cash.
 - b) Examine the main methods for ensuring the security of a simple petty cash system. [10 each]
 - 4. With examples, evaluate when the following software packages are most effectively used in an organisation:
 - a) Spreadsheets
 - b) PowerPoint
 - c) Email
 - d) Desktop publishing [5 each]
 - 5.
 - a) Examine the SIX main elements of how to plan work in an office. [12]
 - b) Evaluate the importance of appropriate computer software for planning and scheduling work. [8]
 - 6. Appraise the appropriate means of communication for the following circumstances:
 - a) Informing customers of price increases
 - b) Responding to an urgent order from a customer
 - c) Progressing payment of an overdue invoice for one of your customers
 - d) A follow-up reply to a customer complaint [5 each]
 - 7. Give brief descriptions of the following:
 - a) Tablet
 - b) Interweb
 - c) Smartphone
 - d) Extranet
 - e) Intranet [4 each]
 - 8. You work in the marketing department of a large organisation and a meeting has been arranged for the sales distributors next month. You are to make the necessary arrangements for this meeting. Examine:
 - a) how you would organise such a meeting [8]
 - b) how you would advise all staff involved [6]
 - c) how you would arrange any support services [6]