



DECEMBER 2016

## 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) Explain the essential differences between the office function and the clerical function. [10]
    - b) Evaluate the ways in which the activities of an office can influence the success of an organisation. [10]
  2.
    - a) Explain the purpose a purchase order serves to a company when:
      - i buying goods
      - ii selling goods [6 each]
    - b) Examine the importance of a sales invoice to the stock control system of a company selling goods. [8]
  3.
    - a) Describe TWO documents necessary for the efficient handling of petty cash. [5 each]
    - b) Analyse the main points you consider necessary for the security of cash in an office. [10]
  4. Your organisation is updating the system for the control of payments received from customers. Your supervisor has asked you to evaluate the most appropriate filing classifications for recording:
    - a) customer order details
    - b) sales invoices
    - c) sales invoice payments received from customers
    - d) outstanding invoice payments from customers [5 each]
  5. Appraise the main uses and advantages of the following software packages for any office in an organisation:
    - a) Word processing
    - b) Spreadsheets
    - c) PowerPoint
    - d) Email [5 each]
  6. Compare and contrast the differences between the following:
    - a) Local area network
    - b) Wide area network
    - c) Intranet
    - d) Internet [5 each]
  7. As part of your organisation's commitment to health and safety, the training manager has asked you to prepare material on an important area of health and safety. Design a POSTER for display on the noticeboard, which identifies a major health and safety issue and reminds staff of their responsibility under health and safety legislation. [15 + 5 for format]
  8. As part of your training programme, you have been instructed to assist in the main reception area of your organisation. On your first day, you are confronted by an angry visitor, who wishes to speak with the chief executive. She is aggressive and has possibly been drinking alcohol.
    - a) Explain:
      - i what you would say to the visitor
      - ii the action you would take [7 each]
    - b) Give reasons for your answers in a). [6]