



ICM

MARCH 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 []
1. a) Describe the **office function**. [5]
b) Evaluate the essential characteristics of:
i an office manager
ii an administrator
iii a general clerk [5 each]
2. a) Explain the purpose a purchase order serves to an organisation when:
i buying goods
ii selling goods [6 each]
b) For EACH situation, describe the importance of a purchase order to the accounting system. [4 each]
3. a) Evaluate the main advantages of using a franking machine for outgoing mail. [8]
b) Appraise TWO other services that Royal Mail provides for posting mail. [6 each]
4. Your organisation wishes to update the system for the control of wages and salaries. You have been asked by your supervisor to appraise the most appropriate filing classifications for recording:
a) employee details
b) employee bank details for payment of salaries
c) payment of wages and salaries
d) income tax details [5 each]
5. a) Briefly describe the SIX main elements of how to plan work in an office. [2 each]
b) Evaluate the usefulness of appropriate computer software when planning and scheduling work. [8]
6. Evaluate the most appropriate means of communication you would use for the following situations:
a) Response to an urgent customer order
b) To book a two-night stay in a hotel at the end of the week
c) To place an order for stock required immediately
d) To advise staff of new salary payment arrangements [5 each]
7. a) Briefly describe the following terms:
i PC
ii Hard drive
iii Extranet
iv Apps [3 each]
b) Appraise the precautions that can be taken to ensure the security of computerised data. [8]
8. The marketing department of a local company are arranging a meeting for their managers in two months' time. Explain:
a) what is required to organise such a meeting [8]
b) how staff should be contacted and advised [6]
c) the arrangements made for the necessary support services [6]