



ICM

MARCH 2017

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**. [8]
b) Explain how the office function differs from the clerical function. [12]
2. a) With the aid of a suitable diagram, explain the procedure for stock control. [10]
b) Describe the documents required when:
i physical receipts into stock are recorded
ii such receipts are passed for payment [5 each]
3. a) Describe the most appropriate classification of filing that you would recommend for the control of receipts and payments. [8]
b) Your company is reviewing its security procedures and you have been asked to prepare a list of points that are necessary for the security of cash in your company. [12]
4. Evaluate the most appropriate means of communication that you would use in the following circumstances:
a) Responding to an urgent customer order
b) Booking a two night stay in a hotel in three weeks' time
c) Ordering stock for replenishment
d) Advising staff of new salary payment arrangements [5 each]
5. a) Briefly describe the following terms:
i Stand-alone
ii Shared resource
iii Local area network
iv Wide area network [3 each]
b) Appraise the effectiveness of software designed to maintain the security of computerised data. [8]
6. a) Identify the SIX main elements of how to plan work in an office. [2 each]
b) Evaluate the methods employed when planning and scheduling work. [8]
7. The management of the company for which you work has asked you to appraise the implementation of a new computerised wages and salaries system and the impact it will have on the procedure for the payment of wages and salaries. [20]
8. You work in the sales department of a large company selling electrical appliances and there is to be a meeting for the regional sales managers in two months' time. You have been asked to plan the necessary arrangements for this meeting and to produce a schedule detailing:
a) the organisation of the meeting [6]
b) how you would advise all staff associated with the meeting [6]
c) how you would arrange any necessary support services [8]