Office Administration 2012

Exemplars from candidates' responses to Paper 02

Question 4

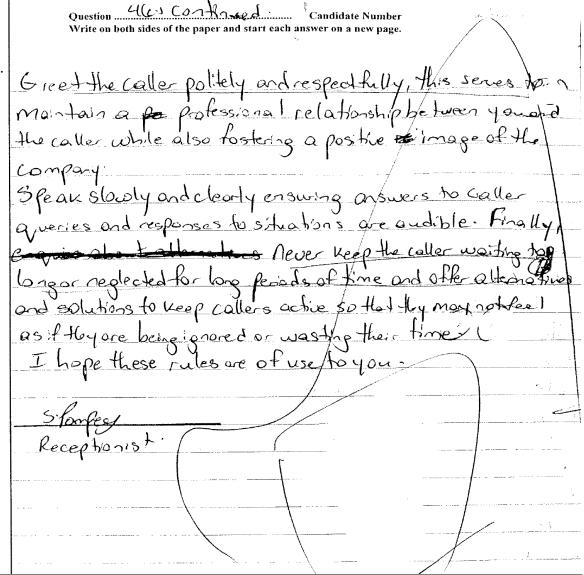
- 4. (a) (i) State two advantages of the open plan office. (2 marks)
 - (ii) State two disadvantages of the cellular office. (2 marks)
 - (b) State three functions of the office when carrying out business activities. (3 marks)
 - (c) You are a receptionist of a large organization in Bridgetown, Barbados. Management has employed a junior clerk to help you with your duties. Write a memorandum to the junior clerk indicating four main rules she should follow when answering the company's telephone. (8 marks)

Responses to Paper 02 - Question 4 in the May/June Sitting 2012

Quality of Response	Strategies Used	Effective Use of Strategies	Suggestions for Improvement	Remarks/Comments
The quality of response to this question was excellent. The candidate scored 15 marks - the maximum marks allotted	Delineation of points in each section of the question which facilitated easy allocation of marks. Clear understanding of the functions of the office Correct use of memo format in Part C and tabulation of specific rules for answering a company's telephone	Accurate, clear and precise responses to each part of the question. Correct use of grammar spelling and sentence structure	None in this case	Candidate noted the requirements of the question and responded accordingly, thus was awarded full marks

Candidate Number Do not Write on both sides of the paper and start each answer on a new page. write in this in this margin. margin. (a)() I wo advantages of the open play office - Increased supervision of workers - It is cheape to set up or establish (ii) Tues disadvantages of the collular office-- Provents workers from situations wheel closer interpretanal relationships may be kostered with co and workers. - It is generally expensive to set up. (b) Three Ruckiss of the office are. - Processing of data - collection of data and information ~ Dissemination of information by means of com. and detegation. (v) Memoranda To: Assistant Reception Clerk From Receptionist Date: 24/5/12. Subject: Rules fertaining to answering the company's telept The purpose of this memo is to educate you on the rules governing the answering of the company's telephone. I believe this will be of great use to you since jourse relatively new to the organisation and may be unawore of particular telephone etquette when a fouring the phone you should: Answer fromptly of quickly) this is to ensure calless are not waiting for extended periods of time and the probability of los not receiving important messages a is reduced.

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Office Administration 2012

Exemplars from candidates' responses to Paper 02

Question 7

- 7. (a) Identify three functions of the Marketing Office. (3 marks)
 - (b) State three reasons why a clerk in the Sales and Marketing Department should maintain a mailing list. (3 marks)
 - (c) (i) Explain the difference between a 'trade discount' and a 'cash discount'. (2 marks)
 - (ii) Mr. Charles Brown has sent the Sales Department at Pristine Attire an order for 25 shirts. The price list shows a unit price of \$50.00. Customers who order at least 20 shirts receive a 20% trade discount. In addition, sales are subject to a 5% cash discount with a further 15% special discount allowed to customers who settle their accounts within 14 days. Mr. Brown has no prior credits or debits in hand.

Calculate the amount Mr. Brown will pay if he takes advantage of all the discounts. **Show all working**. (7 marks)

Responses to Paper 02 - Question 7 in the May/June Sitting 2012

Quality of Response	Strategies Used	Effective Use of Strategies	Suggestions for Improvement	Remarks/Comments
The quality of response to this question was excellent. The candidate scored 15 marks - the maximum marks allotted	Clear functions, specific to the marketing office were presented. Candidate displayed a clear understanding of the reasons a clerk in the Marketing Department should maintain a mailing list. A clear difference was presented between a trade discount and a cash discount. Accurate calculations of the various discounts were done with all working shown	- Accurate and clear responses identified and outlined for the functions of the Marketing Office Reasons the clerk in the Sales and Marketing Department should maintain a mailing list were appropriately stated - Good explanation given for a trade and cash discounts - Accurate calculations and working shown for the various discounts	None in this case	Candidate noted the specific requirements of the question and responded appropriately to each part of the question, thus was awarded full marks

Question ... write on both sides of the paper and start each answer on a new page. Page 9 V Do not write Do 1 al Three functions of in this writ margin. in tl Thuricating Will I thinke reasons kithy a clerk in the sales & marketing department should maintain a information to persons on the 1134 about people through mail and her names kill should be maratained. contains persons who are doing business with the department (3) a trade discount is a discount given to customers by the manufactuerers sho buy in large 25 9hirts = 50 x 25 Marked price = \$1250 x 1250 1250 misself 250 000 Net Price

