

## 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

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Question 21 ..... Candidate Number .....  
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(a)(i) Two advantages of the open plan office  
- Increased supervision of workers.  
- It is cheaper to set up or establish.

(ii) Two disadvantages of the cellular office -  
- Prevents workers from situations where closer interpersonal relationships may be fostered with co-workers.  
- It is generally expensive to set up.

(b) Three functions of the office are:  
- Processing of data  
- Collection of data and information  
- Dissemination of information by means of communication and delegation.

(c) Memorandum  
To: Assistant Reception Clerk  
From: Receptionist  
Date: 24/5/12.  
Subject: Rules pertaining to answering the company's telephone.

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 you are relatively new to the organisation and may be unaware of particular telephone etiquette. When answering the phone you should:-  
Answer promptly or quickly, this is to ensure callers are not waiting for extended periods of time and the probability of not receiving important messages is reduced.

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Question 4(c) continued: Candidate Number  
Write on both sides of the paper and start each answer on a new page.

Greet the caller politely and respectfully, this serves to maintain a professional relationship between you and the caller while also fostering a positive image of the company.

Speak slowly and clearly ensuring answers to caller queries and responses to situations are audible. Finally, ~~enquire about alternatives~~ Never keep the caller waiting too long or neglected for long periods of time and offer alternatives and solutions to keep callers active so that they may not feel as if they are being ignored or wasting their time.

I hope these rules are of use to you.

S. Lamfey  
Receptionist.

## 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	<ul style="list-style-type: none"> <li>- Accurate and clear responses identified and outlined for the functions of the Marketing Office.</li> <li>- Reasons the clerk in the Sales and Marketing Department should maintain a mailing list were appropriately stated</li> <li>- Good explanation given for a trade and cash discounts</li> <li>- Accurate calculations and working shown for the various discounts</li> </ul>	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

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Q1) Three functions of the Marketing office are Advertising, Publishing and Budgeting market activities. Communicating with other Advertis

Q2) Give reasons why a clerk in the sales & marketing department should maintain a mailing list are:

- to send information to persons on the mailing list about products.
- to send products to people through mail and their names will be on the mailing list so it should be maintained.
- the mailing list contains persons who are doing business with the department.

Q3) A trade discount is a discount given to customers by the manufacturer who buys in large quantity.

Q4) Cash discount is given to customers if you pay our balance with a company within a certain time (eg 1 month) 5% if you pay

ii) 25 shirts = 50 x 25  
 Marked price = \$1250

Trade discount	= $\frac{20}{100} \times 1250$	
	= <del>1250</del>	
		1250
		- 250
		<u>\$1000</u>

Net Price

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Cash discount = 5% of net price

$$= \frac{5}{100} \times 1000$$
$$= \underline{\underline{\$50}}$$

$$\begin{array}{r} 1000 \\ - 50 \\ \hline \$950 \end{array}$$

Specialty discount = 15%

$$= \frac{15}{100} \times 950$$
$$= \underline{\underline{\$142.50}}$$

$$\begin{array}{r} 950 \\ - 142.50 \\ \hline \underline{\underline{\$807.50}} \end{array}$$

Mr Brown will pay \$807.50 if he takes advantage of all the discounts.

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