

# UNEB U.C.E OFFICE PRACTICE 2007

## SECTION A, I

1. The following are duties of a receptionist except
  - A. Answering the telephone.
  - B. Receiving visitors.
  - C. Making policies
  - D. Directing callers.
2. A machine that prints postal impressions on envelopes is called
  - A. An envelope sealing machine
  - B. A franking machine
  - C. A typing machine
  - D. An addressing machine
3. Information covering all services rendered by the post office is contained in the
  - A. Post Office Directory
  - B. Post Office Guide.
  - C. Post Office Code Book.
  - D. Classified Directory.
4. Which of these is the fastest method of sending a written message?
  - A. Telephone.
  - B. Telegram
  - C. Telex.
  - D. Letter.
5. The purpose of a debit Note is to
  - A. Inform the customer about an undercharge in invoicing
  - B. Cancel an order
  - C. Confirm that goods have been delivered.
  - D. Correct an overcharge.
6. A credit card will
  - A. Allow a buyer to pay the seller for an overcharge.
  - B. Enable a person to purchase goods without using cash.
  - C. Be paid only to a banker.
  - D. Enable a customer to pay his creditors with one cheque.
7. The system of filing documents in order of location is known as
  - A. numerical order
  - B. Chronological order.

- C. Geographical order.
- D. Alphabetical order.
- 8. The purpose of an agent is to
  - A. Inform members of a scheduled meeting.
  - B. Give a record of the previous meeting
  - C. Give details of what will be discussed.
  - D. Postpone a scheduled meeting.
- 9. The following are methods of paying staff monthly salaries except
  - A. money order
  - B. Post stamps.
  - C. Cheque
  - D. Cash
- 10. The act of destroying unwanted documents is carried out using a
  - A. Shredding machine.
  - B. Binding machine.
  - C. Stapling machine
  - D. Guillotine.

**SECTION A, II**

- 11. GIVE THREE advantages of written communication in business.
- 12. State any three details to be included in a mail register.
- 13. State any three types of information that can be found on a headed paper.
- 14. Mention any three types of information to be recorded when taking a telephone message
- 15. Mention any three features to be found on a petty cash voucher.
- 16. Give any three factors to be considered before placing an order.
- 17. Outline any three matters which an office worker should be silent about in the office.
- 18. List any three machines used when handling outgoing mail.
- 19. Give any three types of letters that may be opened in the mailing room.
- 20. Write the following business abbreviations in full
  - (i) VAT . . . . .
  - (ii) CIF . . . . .
  - (iii) E & OE . . . . .

**SECTION B**

- 21. (a) Outline any five uses of a computer in the office.
- (b) Explain any three benefits and two limitations of using a computer.
- 22. (a) (i) Explain vertical filing
- (ii) Give any five benefits of vertical filing

(b) A letter has been received in an office with details that could be used as a guide to determine the system of filing. Write down only the name of the system to be used if the letter was to be filed according to:

- (i) Date of letter,
- (ii) Letter reference
- (iii) Name of the company written to,
- (iv) Subject matter,
- (v) District of the company,
- (vi) Name of the writer.

23.(a) Differentiate between the following as used in meetings:

- (i) Agenda and minutes.
- (ii) Memo and a letter

(b) Write a notice calling a school Sports Committee meeting today, due to take place in the school's main hall at 5:00pm. Include a short agenda of three items.

24. (a) (i) What is a routing slip?

(ii) Outline three details contained on a routing slip.

(b) Explain the following five procedures of handling incoming mail.

- (i) Sorting
- (ii) Opening
- (iii) Date stamping,
- (iv) Recording,
- (v) Distribution.

25.(a) Explain any three advantages of using:

- (i) Telex,
- (ii) Telephone.

(b) What three factors should be borne in mind when sending a telegram?

26. (a) Explain the uses of the following memory aids:

- (i) Calendars
- (ii) Diaries,
- (iii) Appointments card.

(b) Describe the importance of a;

- (i) Year planner
- (ii) Notice Board.