

CAMEROON GENERAL CERTIFICATE OF EDUCATION BOARD

Technical and Vocational Education Examination

Professional Communication Skills 1
7095



JUNE XXXX

ADVANCED LEVEL

Specialty(Specialty Code)	Secretarial Administration and Communication SAC (ACA)
Centre No.	
Centre Name	
Candidate No.	
Candidate Name	

Mobile phones are **NOT** allowed in the examination room

Professional Communication Skills 1: MULTIPLE CHOICE QUESTION PAPER

One and a half hours

INSTRUCTIONS TO CANDIDATES

Read the following instructions carefully before you start answering the questions in this paper. Make sure you have a soft HB pencil and an eraser for this examination.

1. USE A SOFT HB PENCIL THROUGHOUT THE EXAMINATION.
2. DO NOT OPEN THIS BOOKLET UNTIL YOU ARE TOLD TO DO SO.

Before the examination begins:

3. Check that this question booklet is headed **Advanced Level – Professional Communication Skills 1**
4. Insert the information required in the spaces above.
5. Insert the information required in the spaces provided on the answer sheet using your HB pencil:
Candidate Name, Exam Session, Subject Code, Centre Number and Candidate Number. Take care that you do not crease or fold the answer sheet or make any marks on it other than those asked for in these instructions.
6. **Answer ALL questions**
7. Each question has FOUR suggested answers: **A, B, C** and **D**. Decide on which answer is correct. Find the number of the question on the Answer Sheet and draw a horizontal line across the letter to join the square brackets for the answer you have chosen.
For example, if **C** is your correct answer, mark **C** as shown below:
[A] [B] [C] [D]
8. Mark only one answer for each question. If you mark more than one answer, you will score a zero for that question. If you change your mind about an answer, erase the first mark carefully, then mark your new answer.
9. Avoid spending too much time on any one question. If you find a question difficult, move on to the next question. You can come back to this question later.
10. Do all rough work in this booklet, using, where necessary, the blank spaces in the question booklet.
11. Texts, notes and pre-prepared materials of any kind are also **NOT** allowed in the examination room.
12. **At the end of the examination, the invigilator shall collect the answer sheet first and then the question booklet after. DO NOT ATTEMPT TO LEAVE THE EXAMINATION HALL WITH IT.**

Turn Over

1. Modern business letters are usually written in:
A Semi-block style
B Indented style
C Simplified style
D Fully-block style

2. Select the best complementary close for a business letter generalities
A Best regards
B Yours truly
C Yours faithfully
D Sincerely yours

3. How do we call a letter which is written with spaces to be filled, multiplied and distributed to several receivers?
A Standard letter
B circular letter
C service letter
D business letter

4. Which of these is an external sound that hinders the flow of communication
A Noise
B Planning
C Semantic problems
D Wrong assumptions

5. The part of a letter which summarizes the reason for writing the letter :
A Introduction
B Subject matter
C Complimentary close
D Body of the letter

6. "Carriage paid" is a?
A Delivery term
B Banking terms
C Transportation term
D Trade terms

7. A consignment note is established by :
A Buyer
B Seller
C Transporter
D Broker

8. In dealing with a customer with doubtful situation, the supplier uses a/an :
A An advice note
B Promissory note
C Pro-forma invoice
D Status enquiry

9. Which document is sent as an acknowledgement of goods ordered :
A Advice note
B Delivery note
C Cover letter
D Consignment note

10. What name is given to a letter written by a supplier to a transporter inviting him to deliver goods to a customer?
A Goods received note
B Delivery note
C Reception note
D Consignment note

11. A means used to determine the credit worthiness of a new customer is :
A Status inquiry
B Pro-forma invoice
C Statement of account
D Bank statement

Questions 12 to 15 are based on the information below
A woman bought provisions for 200,000 on the 2nd of May. She was subjected to 5% trade discount, 4% cash discount for payment within 2 weeks, 2.5% cash discount for payment with 3 weeks, net at 1 month.

12. What is the value of trade discount ?
A 4750
B 5000
C 10000
D 182,250

13. What will be the value of cash discount ?
A 10000
B 4750
C 14750
D 5000

14. In which of the following documents are the sales conditions above calculated ?
A Quotation
B Proforma Invoice
C Bill of exchange
D Invoice

15. A criterion for a first reminder letter is:
A A soft tone
B Threaten legal action
C Propose a new latest date for payment
D Use a harsh tone

16. If the appellation A4 refers to a paper size, what does C4 represent?
A File size
B Folder size
C Envelope size
D Thick paper size

17. Which of the following documents is usually printed in red?

- A Debit note
- B Advice note
- C Invoice
- D Credit note

18. Which of the following discounts is calculated first on an invoice?

- A Trade discount
- B Cash discount
- C VAT
- D Rebate

19. How do we call an amount of money a customer withdraws more than what is found in his/her account?

- A Withdrawal
- B Loan
- C Overdraft
- D Standing order

20. The best way a tenant uses to pay monthly rents through a bank to the landlord is :

- A Cross Cheque
- B Pay-in-slip
- C Money order
- D Standing order

21. A financial transaction entered on the credit side of a bank statement helps to :

- A Increase the customer's debt
- B Increase the customer's income
- C Reduce the customer's income
- D Balance the customer's account

22. An instruction to regularly transfer a stated amount into an account :

- A A standing order
- B A banker's draft
- C Money order
- D Credit transfer

23. Who is a teller in banking transactions?

- A Cashier
- B security officer
- C waiter
- D A secretary

24. Contributions made by the insured is called :

- A Indemnity
- B Premium
- C Fringe benefits
- D Quota

25. When an insured suffers a loss after ensuring his property, what is given to him as compensation?

- A Premium
- B Indemnity
- C A cover
- D A policy

Questions 26 and 28 are based on the following case; Nambeke & Sons Company undertakes a fire insurance policy to cover their goods with PENJEL insurance company.

26. Who is PENJEL Insurance Company in the fire insurance policy?

- A Insurer
- B Customer
- C Claimer
- D Insured

27. A company that takes charge of risk suffered by another company that has a policy is called

- A Road Safety Company
- B NGO Company
- C Insurance Company
- D National Social Insurance Fund

28. Who is Nambeke & Sons Company in the fire insurance contract?

- A Customer
- B Insurer
- C Insured
- D Claimer

29. Which document can be used to indicate that an employee once worked in a particular organization?

- A A testimonial
- B An attestation of service
- C A certificate
- D A reference

30. A responsible individual in Professional Correspondence who gives true information about an applicant for a job is a :

- A Referee
- B Hierarchical authority
- C Manager
- D Job applicant

31. An application for employment package refers to documents which testify the facts stated in the application. Identify which of the following is NOT an application package

- A Copy of birth certificate
- B Copy of certificate of service
- C Curriculum vitae
- D Copy of assumption of duty

Turn Over

32. The person responsible for advertising a job offer is the:
- Secretary
 - Employer
 - Applicant
 - Employee
33. If good will letters are written to express concern between business partners, then such include:
- Late payment
 - Application for employment
 - Replies to enquiries
 - Letter of condolence
-
34. A memorandum (Memo) is considered as a brief form of written communication for:
- External use
 - Internal use
 - Formal use
 - Legal use
-
35. Following the direction of transmission of information, a service note is a/an
- Descending document
 - Ascending document
 - Horizontal document
 - Lateral document
-
36. A document used to express a need in materials from the stores accountant in an organisation is :
- Circular letter
 - Requisition
 - Administrative letter
 - Memos
-
37. A complain tabled by an aggrieved individual against a defendant/suspect for trespassing on his land at the state counsel chamber is classified as a/an
- Legal correspondence
 - Administrative letter
 - Complaint
 - Informal letter
-
38. It is a letter addressed by a service head to an employee drawing his/her attention to some bad habits/attitudes/behaviour exercised towards his/her job requiring no response :
- | | |
|---|-----------------------|
| A | Dismissal letter |
| B | Query |
| C | Letter of observation |
| D | complaint |
-
39. A sample transaction for an executive Assistant's sundry expenses within the month includes :
- Computers
 - Correction Fluid
 - Spiral binder
 - laminator
-
40. At the beginning of the month of January, the petty cahier was given a sum of 100000 FRS as imprest for the month. The total expenditure for that month amounted to 43750 FRS. What will be the imprest amount for the following month?
- 100000
 - 56250
 - 43750
 - 143750
-
41. To create an E-mail account you have to :
- Sign in
 - Sign up
 - Log out
 - Shut down
-
42. Which of the following is not an attachment to an E-mail ?
- videos
 - graphics
 - images
 - Note pad
-
43. A part of an account name that helps to ensure the security of information in an e-mail account :
- Password
 - Extension
 - Initials
 - Name tag
-
44. When using the E-mail, the convenient place to store contact information for quick retrieval is :
- Address box
 - Address book
 - Message box
 - Telephone box
-
45. It is a tax levied by the state on all production activities.
- Trade discount
 - VAT
 - Rebate
 - Cash discount
-
46. What is the commercial net of goods whose gross amount is 350000 Frs with a trade and cash discounts of 3% and 2% respectively?
- 17500
 - 343000
 - 339500
 - 360500
-

47. Which of the following commercial documents accompany goods to the customer

- A Credit note
- B Debit note
- C Goods received note
- D Delivery note

48. An error noticed on goods delivered should be addressed in a letter called?

- A Notification of error letter
- B Letter of complaint
- C Letter of claim
- D Letter of acknowledgment

49. When a letter carries an attention line it means that will be opened by the:

- A Secretary
- B Mail clerk
- C Manager
- D Person addressed on the letter

50. What is another name for imprest?

- A Amount
- B Float
- C Account
- D Petty cash

NOW GO BACK AND CHECK YOUR WORK