

CAMEROON GENERAL CERTIFICATE OF EDUCATION BOARD

Technical and Vocational Education Examination



7095 Professional Communication

JUNE XXXX

ADVANCED LEVEL

Specialty Name (Specialty Code)	Secretarial Administration and Communication Skills SAC (ACA)
Subject Title	Professional Communication Skills
Paper No.	2
Subject Code No.	7095

Three hours

INSTRUCTIONS TO CANDIDATES

You are required to answer THREE questions.

The first question is COMPULSORY

NON PROGRAMMABLE CALCULATORS ARE ALLOWED

You are advised to read carefully through the question paper, before you begin your answers.

Turn Over

XXXX/7095/2/C

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Question 1: Compulsory

You work as the assistant manager of NOWEFOR international, P.O Box 4932, Nkambe. For the past five years now, your activities have grown drastically and financial records are becoming bulky to handle. Your boss, Mr Andago Fedelis visited a mother branch in Douala and brought back a good number of proposals amongst which is the need for specialized accounting officer. Since this post is so demanding, the following credentials will be of utmost importance: Be a holder of at least a first degree in accounting, be a male of age >24 and <40 years of age. Must have a working experience of at least 3 years in the same post, be of Cameroonian nationality and fluent in all official languages. Above all, should possess good curriculum vitae. Complete application files should be submitted to the human resource manager on or before 10th July same year.

Work required

- 1.1 Prepare a radio announcement on the 26th of June 2020, to the station manager of CRTV Bamenda to be broadcast over their national program "Economy" from Monday to Friday. **(15 marks)**
- 1.2 Consider that you are Mr Animbon Evan, P.O Box 203, Kumbo. Write an application for the post above. **(15 marks)**

(30 Marks)

Question 2

The general manager of ASAP Ltd, P.O Box 361 Wum received Invoice N° 820 drawn on the 15th of May this year with an amount of ten million (10,000,000FCFA) francs to be paid on or before 30th May this year. Following the low economic activities and consequent drop in sales, the general manager writes to Wallang Ventures, P.O Box 724 Bamenda to solicit for a prolongation of payment deadline to 30th June this year.

Work Required

Write the letter of ASAP Ltd.

(20 Marks)

Question 3

ALUMBA AND SONS Ltd P.O.Box 25 Limbe received and order No. 05 on the 15th of May for Office Equipment worth over five million (5000,000)fcfa from LAMOUR EQUIPS Ltd P.O.Box 15 Mamfe. These goods were to be supplied 2 weeks from the date of reception of order. An acknowledgement of receipt of order No. 25 was sent 2 days from date of reception of order.

Today is the 6th of June the goods ordered have not been supplied, and this has made the company to lose some of its customers.

WORK REQUIRED

- 3.1 Write a letter to your supplier finding out what the problem is and the inconveniences caused. Propose a future delivery date (12th June), failure to which the order shall be cancelled. This letter shall be signed by the purchasing manager Mr. LAMBE JOHN. **(7.5 Marks)**
- 3.2 Assume that the future delivery date was not respected. Write a letter cancelling the order. **(7.5 Marks)**
- 3.3 Name any three (3) circumstances that can lead to the cancellation of an order. **(5mks)**

Question 4

You are TABOGO ELMIN a Civil Servant working with the Divisional Delegation for Secondary Education P.O.Box375Mamfe as the Divisional Chief of Service for Studies. You were appointed to your present post on the 22nd of August 2014 with a decree No: 107/108/MINESEC/SESEEN of 22nd August 2014. You assumed duty on the 25th of August 2014 as an A2 with Matricule No: 75877-Y. Till today, you have not yet received your duty post allowance. In order to complete your documents for the allowance, an Attestation of Effective service is needed. The Divisional Delegate Mr. Akulong Martins must be informed.

WORK REQUIRED (15mks)

4.1 Write a letter to the Divisional Delegate requesting for an Attestation of Effective Service. (10 Marks)

4.2 Complete the attestation on appendix 1. (10 Marks)

(20 marks)

Question 5

Bill of exchange can be dishonored for several reasons in settlement by the bank.

5.1 Explain the concept of bill of exchange as a means of settlement in business correspondence (3 marks)

5.2 Suggest any 5 possible reasons why the bank can dishonor a bill of exchange (10 marks)

5.3 There are usually 3 parties involved in any banking transaction with the use of cheque; drawer, drawee and Payee. Explain what each represent. (7 Marks)

(20Marks)
