



OFFICE PRACTICE 1
5090

JUNE XXXX

INTERMEDIATE LEVEL

Centre No. & Name	
Candidate No.	
Candidate Name	

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

: MULTIPLE CHOICE QUESTION PAPER

1 hour 30 minutes

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 '**Intermediate Level –5090 OFFICE PRACTICE 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 erase or fold the answer sheet or make any marks on it other than those asked for in these instructions.

How to answer the questions in this examination:

6. Answer **ALL** the **50** questions in this Examination. All questions carry equal marks.
7. Each question has **FOUR** suggested answers: **A, B, C** and **D**. Decide 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. **You must not take this booklet and the answer sheet out of the examination room. All question booklets and answer sheets will be collected at the end of the examination.**

Turn Over

1. The form of communication that involves the skills of listening and speaking is called
- Audio
 - Oral
 - Audio visual
 - Video Conference
-
2. The part of a formal letter that gives a unique identity of the person who has written the letter is :
- Signatory
 - Designation
 - Signature
 - Addresser
-
3. The technical name for 'yours faithfully', 'yours Sincerely, as used in formal letters is
- Complimentary close
 - Enclosure
 - Signature
 - Reference
-
4. An incentive offered by the supplier to encourage customers to place large orders is
- Trade discount
 - Cash discount
 - Bonus
 - Rebate
-
5. When a customer is pressed with time factor, the element to be considered when choosing a supplier is
- Fidelity
 - Cost
 - Settlement delay
 - Delivery Delay
-
6. A letter written for non-respect of due date for payment is
- Miscellaneous letter
 - Complaint
 - Administrative letter
 - Goodwill letter
-
7. The parties involved in an insurance contract are
- Insured and the insurer
 - Broker and the agent
 - Agent and the insured
 - Broker and the insurer
-
8. How many main parts make up a report ?
- Four
 - Two
 - Five
 - Three
-
9. An induction course is an in-house activity which is meant to
- Promote new staff in the company
 - Introduce new staff in the company
 - Employ new employees
 - Select and encourage new staff
-
10. Extra charges paid to electricity company by a customer for not paying the bill on due date is
- Bill
 - Penalty
 - Fine
 - Interest
-
11. The name given to a document addressed by a landlord to a tenant to vacate his house is
- Tenancy Contract
 - Quit Notice
 - Tenancy Agreement
 - Vacancy
-
12. Charges paid on imported goods are evaluated by the
- Treasury
 - Taxation
 - Administration
 - Customer
-
13. A letter addressed by the management of an organisation to her loyal Customer is
- Congratulation letter
 - Goodwill letter
 - Seasonal greetings
 - Thanksgiving letter
-
14. Identify the document that gives details of travelling and accommodation for a business trip
- Travel warrant
 - Passport
 - Visa
 - Itinerary
-
15. The number of participants who must be present before a meeting can officially start is :
- Quorum
 - At least 20
 - At most 40
 - Majority
-
16. An amount paid by the insured to the insurance company for an insurance policy is
- Premium
 - Tax
 - Claim
 - Instalment
-
17. Crowdedness and noisiness are common characteristics of
- Open plan office
 - Closed office
 - Semiopen office
 - Mixed office
-
18. The type of file that is used in suspension filing is
- Ring binder
 - Manila flat file
 - Hammock

D Concertina file

19. A common characteristic with visible card is
 A They are filed in the same type of equipment
 B They all have Synoptical view
 C They have cut corners
 D They are all indexed
20. A filing method in which the most recent documents are piled on top of old ones is
 A Numerical
 B Chronological
 C Terminal-digit
 D Alpha-Numerical
21. A filing system whereby files with hooks at the edges are suspended on cabinets constructed with rails
 A Lateral filing
 B Suspended vertical filing
 C Horizontal filing
 D Filing in hammocks
22. Which of the following guarantees the security of confidential documents?
 A Mixed filing
 B Centralised filing
 C Departmental filing
 D Active filing
23. To trace documents or files extracted from a filing cabinet, a filing clerk uses .
 A Out markers
 B Absent card
 C Absent folders
 D Guide cards
24. On a printed matter, names are presented
 A In Combs
 B In Boxes
 C In columns
 D On lines
25. In the mailroom, 'sorting' is
 A Incoming mail operation
 B Outgoing mail operator
 C Incoming /outgoing mail operation
 D Miscellaneous /operation
26. Candidates' or customers' numbers arranged as : 2456,2457,2458 etc. is an example of
 A Sequential code
 B Numeric code
 C Significant code
 D Significant code
27. Which of the following services is carried out in an office ?
 A Manufacturing of goods for sale
 B Transporting goods to customers
 C Receiving and processing information concerning the sale of goods
 D Designing new products for manufacturing
28. Reasons why a file can be positioned twice in a filing system is that the
 A File name is too long
 B Name has been indexed in different ways
 C File name has two parts
 D File name has a common proper noun
29. When a sales and purchase transaction is complete, documents such as orders, invoices etc are considered as:
 A Active
 B Semi Active
 C Dead
 D Expired
30. The filing method with unlimited expansion is
 A Alphabetical
 B Alphanumerical
 C Numerical
 D Ideological
31. Numerical filing, alphanumerical filing, and decimal filing can be grouped as
 A Main methods
 B Derived methods
 C Direct methods
 D Indirect methods
32. Which of the following filing system requires the most expensive equipment
 A Cabinet with drawers
 B Shelves
 C Suspended filing system
 D Rotary filing system
33. Dead or inactive files are stored in
 A Boxes
 B Drawers
 C Shelves
 D Folders
34. The use of machines to execute office task is called
 A Office management
 B Office technology
 C Office practice
 D Authomatic processing
35. A hard copy of output results obtain from a calculating machine is on the
 A Screen
 B Tally roll
 C Paper
 D Printing organ
36. The process that is commonly referred to as photocopying is
 A Thermal copying
 B Diazo copying
 C Transfer diffusion copying
 D Electrostatic copying

Turn over

37. The most recent word processing equipment before the advent of computer is
 A Word processor
 B Electronic typewriter
 C Electric typewriter
 D Mini computer
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38. In computing, key boarding means
 A The studying of the keyboard
 B The mastering of the keyboard
 C Connecting the keyboard to the computer
 D Using the keyboard to input data and information
-
39. An operation that is common with incoming and outgoing mail is
 A Opening of mails
 B Sealing of mails
 C Weighing of mails
 D Registration of mails
-
40. The main function of the ATM used in banks and micro financial institutions is to
 A attend to customers during and after working hours
 B enable the customers to withdraw money at their convenience
 C enable customers to deposit in money into their accounts at their convenience
 D enable the bank to pay their debtors easily
-
41. A device needed for the computer to be connected to the internet service is the
 A Printer
 B Keyboard
 C Screen
 D Modem
-
42. The equipment used to print postal values on mails despatch through the Post Office
 A Franking machine
 B Sealing machine
 C Impression machine
 D Addressing machine
-
43. Warm booting is the process of
 A starting the computer
 B restarting the computer
 C shutting down the computer
 D booting the computer
-
44. A reproduction process which uses ultra-violet light to copy information
 A Dyeline copying
 B Electrostatic
 C Heat transfer
 D Thermal
-
45. In a telephone number the country's identification code is the
 A Last 3 digits
 B 3 middle digits
 C First 3 digits
 D First and last digits
-
46. In banking the most secret element of an ATM for a customer is the
 A Bank card
 B A/C number
 C ATM card
 D ATM personal code
-
47. Reprography means;
 A The combination of telecopy and telex
 B The combination of duplication and photocopying
 C The combination of duplication and reproduction
 D The combination of reproduction and photocopying
-
48. A telephone facility which enables a businessman to consult messages in his answering machine using remote control is the
 A answering recording machine
 B answering machine
 C according telephone
 D answering recording distant interrogator
-
49. A type of electronic device which transmits and receives only text produced by the machine
 A Telefax
 B Teleprinter
 C Telecopier
 D Computer
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50. Which of the following cylinders print the information from the master on to the paper in off-set lithography process ?
 A Basket cylinder
 B Master cylinder
 C Inking cylinder
 D Impression cylinder
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