



JUNE XXXX

INTERMEDIATE LEVEL

Subject Title	OFFICE PRACTICE
Subject Code No.	5090
Paper No. 2	TWO

TIME ALLOWED: 2 Hours 30 Minutes

INSTRUCTIONS TO CANDIDATES

Read the following instructions carefully before you start answering the questions.

This paper comprises of three (3) sections (A, B and C). Each Section has three (3) questions.

The first question in each section is **COMPULSORY** so it **MUST** be answered.

1. Make sure this paper has nine questions
2. You are expected to attempt five questions as follows:
 - Answer the compulsory questions in each section (sections A,B, C)
 - Also answer any other TWO questions, from any of the three sections NOT choosing more than one from one section.

You are reminded of the necessity for good English and orderly presentation in your answers.

SECTION A: BUSINESS COMMUNICATION

QUESTION 1: COMPULSORY

You are Eyong Smith, a Civil Servant working with the Divisional Delegation for Secondary Education, P.O. Box 375 Mamfe as the Divisional Chief of Service for Sports. You were appointed to your present post on the 22nd August 2014 by degree N° 107/108/MINESEC of 22nd August 2014. You assumed duty on the 25th of August 2014 as a Category A2, civil servant, employment N° 758776 today is 4/09 and you have not yet received your duty post allowance. One of the documents required for this allowance is the attestation of effective Service. This is supposed to be issued by the Divisional Delegate for Secondary Education, Mr. Mbulong Stanley.

Work Required

- a) Write a letter to the Divisional Delegate requesting this document. (7.5 marks)
 b) Complete Appendix 1 (7.5 marks)

SECTION A: BUSINESS COMMUNICATION

QUESTION 2:

Mrs Senta Martha is a secretary to the purchasing manager, Mr. Pango Felix of DEXTA CONSTRUCTION & CO Ltd P.O. Box 144 Douala. A board meeting was held on the 28th of July this year to evaluate turnover. It was realised that the assiduity rate and sales has reduced by 20% within the 1st half of the annual year as compared to the previous years. An urgent meeting was convened two days after the meeting by the General Manager with attendance being compulsory.

Mrs Senta Marta could not go to work on the day of the meeting due to sudden ill health of her daughter and she had to rushed her to the hospital where she was admitted. On the 1st of August same year, a query letter was issued by her boss to be answered within 48 hours why she did not attend the meeting.

Work Required

- (a) Write the letter (4.5 marks)
 (b) Reply the letter (3 marks)

QUESTION 3:

PROMISE EXPRESS P.O. Box 633 Nkonsamba is a newly created Transport Company with 10 seventy seater buses, 10 forty- five seaters buses, 10 thirty seaters buses and 5 nineteen seater buses. This Company needs the services of 40 drivers and has made a radio announcement.

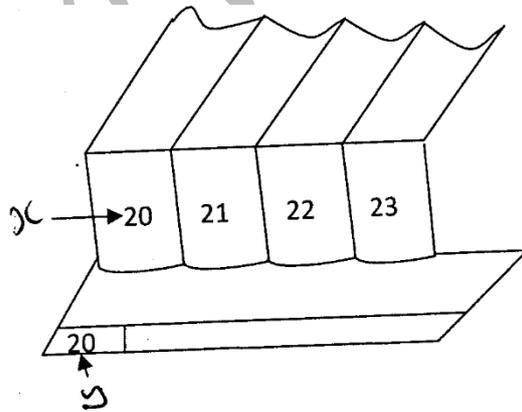
After recruitment interview which took place on 16 June this year, Mr. Ako Daniel was recruited and he was requested to assume service on 20 June this year.

Work Required**(7.5marks)**

Write a letter to be sent to Mr Ako Daniel knowing that his address is:

Presbyterian Church Maholi-Kumba.

The Human Resource Manager Mrs Kum Syvorine will sign the letter.

(7.5marks)**SECTION B: OFFICE DOCUMENTATION****QUESTION 4: COMPULSORY****(15 marks)**

- (a) Identify the filing system **(1mark)**
- (b) Identify the method of filing used **(1mark)**
- (c) Name the parts labelled X, y **(2marks)**
- (d) i) What is the difficulty encountered when file 21 or 22 is removed. **(2marks)**
 ii) How can the problem in (i) above be solved **(1mark)**
- (e) What is the problem faced in the absence of the part labelled "Y" **(2marks)**
- (f) Document can also be arranged on rotative filing cabinet.

i) What is Rotative filing Cabinet?

(2marks)

QUESTION 5:

CARMANSU COMMERCIAL ENTERPRISE P.O. Box 42 Mbangbang, supplies office stationeries and equipment both at wholesale and retail. Due to some financial misunderstanding between the enterprise and some of its customers, management has decided to receive all payments made by customers before depositing into their account.

Work Required

(15Marks)

As the mailing clerk in the enterprise, establish and record the information found on appendix 1 in a remittance book. This book will be signed by the Chief Cashier.

APPENDIX 2

1. 10/06/current year Received a cheque from ATABONG and Sons ENTERPRISE P.O. Box 124 Buea worth 2,000,000frs account N° 001234564
2. 28/05/current year cash payment of 1,500,000 from customer ALOBIA ENTERPRISE P.O. Box 145 Mamfe account N° 1569871.
3. 30/05/current year received money order from customer LASAMBA P.O. Box 54 DOUALA worth 500,000frs,
4. 01/06/current year received cash payment from customer NGASSA and Sons P.O. Box 114 Muyuka
5. 05/06/current year Received a cheque from BABARO LAMBA P.M.B 2145 Manbanda worth 700,000frs account N° 145698.
6. 13/06/current year Received accepted bill of exchange from MIKY CONSTRUCTION COMPANY P.O. Box 23 Bertoua worth 600,000frs, account N° 32145.
7. 12/06 current year received cash from LABAN ENTERPRISE P.M.B. 235 Limbe worth 580,000frs account N° 08089754.
8. Received card money order from KOK ROSIE on the 15/06/ current year worth 3,000,000frs account N° 258963

QUESTION 6

You work as an Administrative Assistant in ZAMCO ENTERPRISE P.O. Box 1441 Douala. While you were on maternity leave, management realised the need for a receptionist because you were handling both. Upon resumption from your maternity leave, the manager asked you to outline the qualities, functions and materials needed by a receptionist to enable the personnel department employ a quality receptionist.

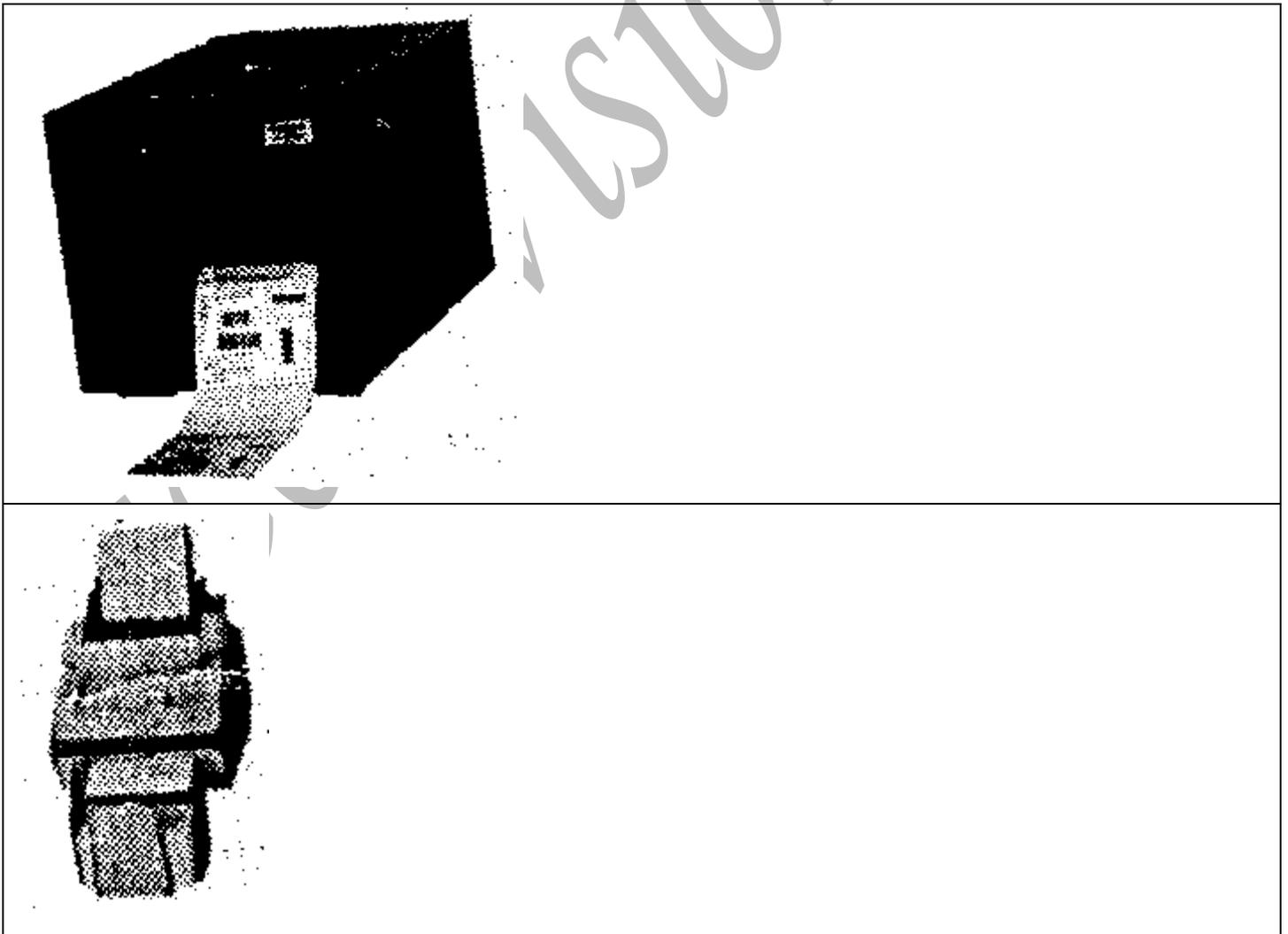
Work Required

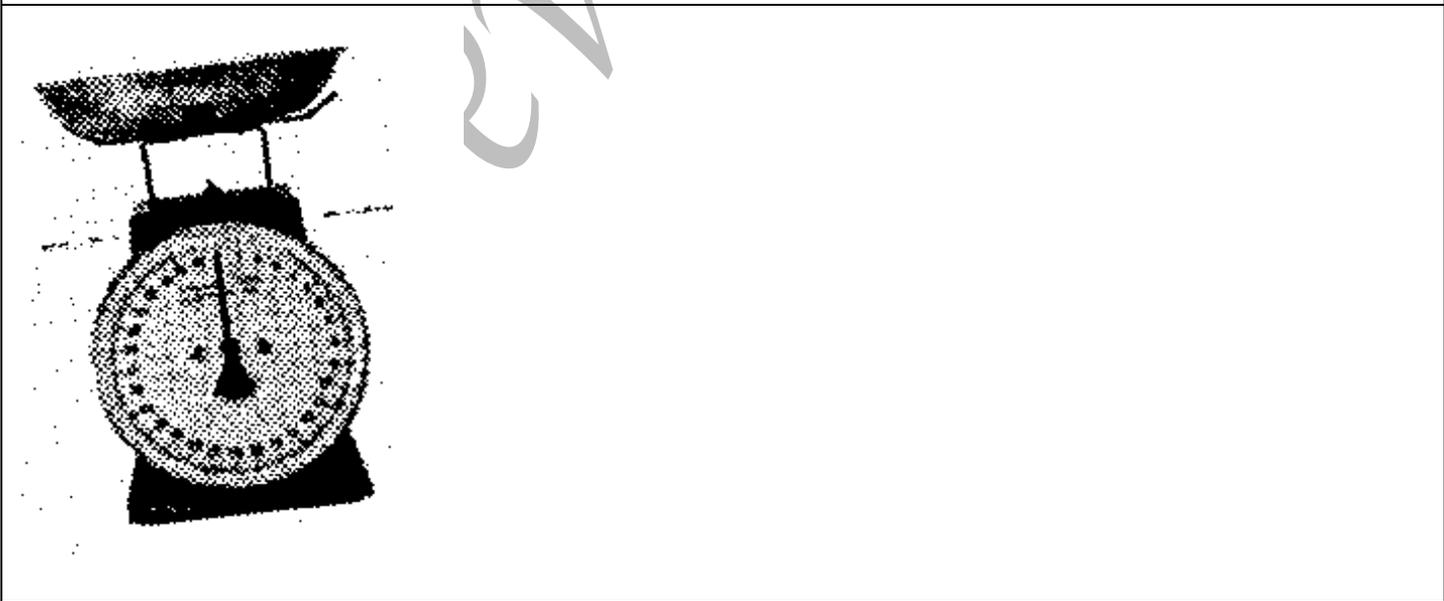
6 a) Outline 4 qualities, 4 functions and 5 materials in the receptionist office

(4.5mark)

6 b) Name and explain 3 departments of an organisation and those in charge of each of the departments

(3.5mark)





SECTION C: OFFICE TECHNOLOGY**QUESTION 7: COMPULSORY (15 marks)**

Mballe and Co P.O. Box 40 Bonaberi where you work as an administrative Assistant is an enterprise which deals with household decorations such as Curtains, Carpets etc. With the increasing growth of turnover in the enterprise, there is the need for more manpower and equipment. Madam Mercy Flora has just been recruited as a mailroom clerk in order to assist you in this domain, and needs your assistance in the manipulation of some equipment used in her office.

Work Required

- 7(a) With your good knowledge in office technology, identify the equipment in appendix 3 labelled 1-5. (5marks)
- 7(b) Complete appendix 4 by arranging the equipment in order of use in the processing of outgoing mail. (10marks)

Appendix 4 for question 7 (to be handed in with answer booklet)

Features Equipment	Name of equipment	Function	ADVANTAGES	DISADVANTAGES

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Turn Over XXXX/5090/2/C

(8) a) Briefly describe the role of the following rollers in each offset lithography

(3marks)

- (i) Plate cylinder
- (ii) Water rollers
- (iii) Ink rollers
- (iv) offset cylinder
- (v) Impression cylinder

b) The telephone answering machine is a device that is connected to the telephone set in order to increase its efficiency. Name the three types of telephone answering machines and explain the particularity of each them.

(3.5marks)

c) Outline three points of difference between order transmitter and the total intercommunication installation of an interphone.

(1.5mark)

(9) You work as an Administrative Assistant in BLESSING ELECTRONICS YAOUNDE. Your company wants to launch a sensitisation campaign in the distribution of coloured brochures to over 10000 persons.

WORK REQUIRED

As an expert in the domain of multiplication of document, provide answers to the following questions.

a) Which duplication process will you advice your boss to use? Give reasons for your choice **(1mark)**

b) Give the different masters used in the process stating the total number of copies each master can run.

(1.5marks)

Turn Over

- c) How can errors be corrected on a metallic master? **(1mark)**
- d) List any two (2) materials that can be used in this process. **(1mark)**
- e) What is the use of the following in this process: **(1.5marks)**
- Master cylinder
 - Blanket cylinder
 - Impression cylinder
- f) Give the two advantages and one disadvantage of using this process **(1.5marks)**