

GENERAL CERTIFICATE OF EDUCATION BOARD
Technical and Vocational Education Examination

7095 Professional Communication Skills 2

JUNE 2021

ADVANCED LEVEL

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

Two and a half hours

INSTRUCTIONS TO CANDIDATES

- *You are required to Answer Question ONE (compulsory) and THREE others.*
- *Non programmable calculators are allowed.*
- *You are reminded of the necessity for good English and orderly presentation in your answers.*
- *You are advised to read carefully through the question paper, before you begin your answers.*

Materials required:

- ABA

QUESTION ONE: ORDERING AND DELIVERY (COMPULSORY)

MONYELE AND SONS enterprise P.O. BOX 457 Yaounde is to dispatch the following items to NDIKUNCHA COMPANY Ltd P.O BOX 54 Mutengene who placed an order on the 15th of May this year.

- 24 cartons of liquid peak milk for 435,000frs weighing 480kg
- 96 cartons of sardines for 400,000frs weighing 600kgs
- 250 bags of Bijou Rice for 500,000frs weighing 12,500kg

After having received a letter of consignment from MONYELE and SONS on the 17th of May this year, Mr Solomon Nkeng, the director of Suzy Express Bus services P.O.BOX 310 Yaounde requests for an immediate consignment note number 05 to be established. One of the 20 tons delivery trucks marked CE067M has been chosen to deliver the food stuff by the driver Mr. Amindum Jack, to be loaded by the usual loaders Philip Ngang and Mike Pang.

Work Required

1.1 Complete the consignment note on **Appendix 1**

(10 marks)

1.2 Write a letter to acknowledge the receipt of goods given that the goods were delivered two weeks after the consignment note was signed and in good condition. The last letter was No 011 to be signed by the stores accountant, Mr Pasho Ndam. Use the semi blocked style with open punctuation.

(15 marks)

QUESTION TWO: COMPLAINTS

You work in a MEDICAL CENTER, P.O BOX 89, BALI. On the 12th of May ____ your boss Mr Samuel Tih (purchase manager) received an invoice no 20 (**Appendix 2**) from HEALTHY MEDICINE P.O.BOX 781 Yaoundé. During verification, you realized that 5 cartons of gloves were destroyed. The damaged goods were returned. Unfortunately, it was noticed that all the goods including the damaged ones were charged in the invoice.

Work Required

2.1 Write the suitable letter. Use an indented layout. The letter that had the invoice enclosed was referenced HM/FM/082/21 and the last mail in the outgoing mail register is 550.

(15 marks)

2.2 Prepare the corrected invoice.

(10 marks)

APPENDIX 2 for question 2

HEALTHY MEDECINE
P.O BOX 781
YAOUNDE

MEDICAL CENTER
P.O. BOX 84
BALI

Bali the 15/05/20__ invoice no 20

Reference	Description	Unit	Quantities	Unit price	Amount
GV 12	Gloves	1	15	12000	180,000
MT67	Monitors	1	20	30.000	600,000
DV43	DVD ROM	1	100	5000	500,000
A/L	Alcohol	1	60	5000	300,000

VALUE OF THE ORDER.....1,580,000frs

THE FINANCIAL MANAGER

PETER ATEFOR

NB:

- The supplier did not grant the 12% trade discount
- Erroneous bill
- highlight the erroneous bill and request for a credit note

SAMUEL Tih
The purchasing manager

QUESTION THREE: INSURANCE OPERATIONS

In order to secure your business property, it is always necessary to insure it since businesses involve a lot of risks. This can be done with insurance companies. In insurance policy, both the insurer and the insured have to agree on a premium. This cover will help to indemnify should there be any loss incurred.

Work Required

Explain the following terms as used in the passage above.

- 3.1 Indemnity
- 3.2 Insurer
- 3.3 Insured
- 3.4 Premium
- 3.5 Insurance policy

(25 marks)

QUESTION FOUR: ENQUIRIES AND REPLIES (TENDER ESTIMATES)

You work with the Board Atlantic Group, (BAG) P.O BOX 188, Buca, as an Administrative Assistant attached to the Director Mr Frankline Fossoh. Your company wishes to carry out some renovation work in a newly acquired outlet made up of 4 large rooms.

On the 25th of June this year your company called for tenders to paint the 4 rooms from the general public. Miss Celine Munja, project manager of FONJUNGO AND SONS ENTERPRISE P.O. BOX 23, TIKO became interested and provided the estimate found on **Appendix 3**. A bill of exchange No 63 was sent alongside the estimate to Board Atlantic for acceptance. The bill will be due payment into account No 510004100206 with BICEC Buca in 30 days

Work required:

4.1 Write a letter acknowledging reception of the estimate as instructed by your Director. (15 marks)

4.2 Complete the Bill of exchange in appendix 4. (10 marks)

Appendix 3 for question 3

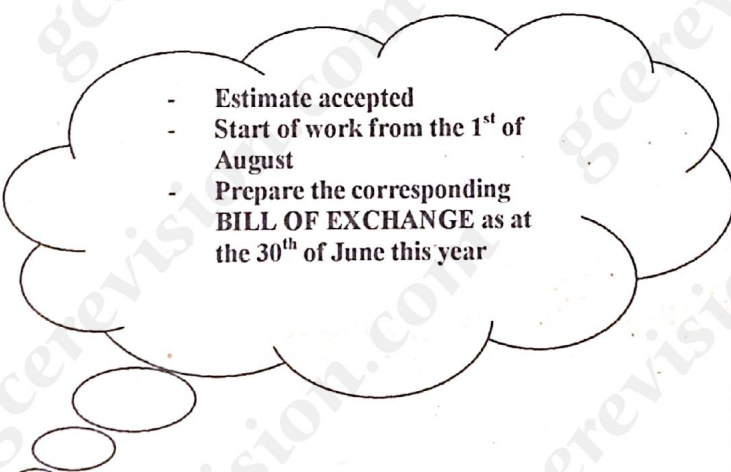
FONJUNGO & SONS ENTERPRISE
P.O. BOX 23
TIKO

Tel: 222 22 67 45

The BOND ATLANTIC GROUP (BAG)
P.O BOX 188
BUEA

30th of June this year

**ESTIMATE
PAINTING WORK**

- Scraping of the walls: 4 rooms at 5.000frs a room	20.000
- Buying of whitewash : 2 drums at 8.000frs each	16.000
- Buying of 2 drums of oil paint at 16.000frs each	32.000
- Buying of ordinary paint drums at 8.000frs each	8.000
- Labour	
- VAT 19.25%	
Settlement: 25% of the amount all tax inclusive at the completion of work billed for 30 th September 2021 and the balance will be negotiated at a later date.	125.000
Total:	201.000
INSTRUCTIONS  - Estimate accepted - Start of work from the 1st of August - Prepare the corresponding BILL OF EXCHANGE as at the 30th of June this year	

Mrs CAROLINE MUNGA
General Manager

Turn Over

QUESTION FIVE: EMPLOYMENT ISSUES

The management of WINCOMP COMPANY, P.O.BOX 56, DOUALA made a radio announcement over CRTV one week ago for the services of an Administrative Assistant. Consider you are MBELA ELSIE and a holder of the FSLC in CBC Nkwen in 2007, later attended GTC Nkwen from 2007 to 2011 where you obtained a CAP certificate as a shorthand typist. You continued your education in GTHS Bamenda from 2011-2014 and had Probatoire in 2013 and Baccalaureat G1 in 2014. Because of the zeal you had for office Administration, you went to National Polytechnique in Bambui for 2 years and obtained an HND in Administrative Techniques in 2016. In 2017, you applied for a job in CAMCUL credit union Bamenda and worked as an Executive Secretary from then till date. All along you have always asked Ngwa Didi the manager of CAMCUL to act as your referee. Your address is P.O Box 105 Commercial Avenue Bamenda and you were born on the 25th April 1997 in Nkwen Bamenda. Your parents are Mrs MBELA Lisa and Mr MBELA Luck. Your hobbies are sports, dancing, cinema and singing.

Work Required

5.1 Write an application to this company attaching your Curriculum vitae. (15 marks)

5.2 Conceive and fill the Curriculum vitae (10 marks)

(25 marks)
