

GENERAL CERTIFICATE OF EDUCATION BOARD
Technical and Vocational Education Examination

JUNE 2022

INTERMEDIATE LEVEL

Specialty Name and Acronym	COMMERCIAL SPECIALTIES EXCEPT HOME ECONOMICS
Centre No. & Name	
Candidate Identification No.	
Candidate Name	

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

OFFICE PRACTICE 1: MULTIPLE CHOICE QUESTION PAPER

1 hour 30 minutes

INSTRUCTIONS TO CANDIDATES

Read the following instructions carefully before answering the questions.

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. Fill the information required in the spaces provided on the answer sheet OMR using your HB pencil:

Candidate Name, Exam Session, Subject Code, Centre Number and Candidate Identification Number.

Ensure that you do not fold the answer sheet or make any marks on it other than those asked for in these instructions.

How to answer the questions

5. Answer **ALL** the **50** questions. All questions carry equal marks.
6. 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]

7. 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.
8. 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 it later.
9. Do all rough work in the answer booklet.
10. At the end of the examination, the invigilator shall collect first the answer sheet and then the question booklets. **DO NOT ATTEMPT TO LEAVE THE EXAMINATION HALL WITH IT.**

Turn Over

1. An element that can be used to check the effectiveness of communication is
 - A Feedback
 - B Message
 - C Channel
 - D Decoding

2. Business letters such as complaints, inquiries, orders, requests for payment are all generally called
 - A Business letters
 - B Informal letters
 - C Formal letters
 - D Informal and formal letters

3. The arrangement of letter parts on a page is known as
 - A Blocked style
 - B Letter display
 - C Indented style
 - D Modified display

4. A reduction granted to the customer in order to encourage prompt payment
 - A Trade discount
 - B Bonus
 - C Rebate
 - D Cash discount

5. When goods are transported by the supplier's own transport van to the customer the
 - A Consignment note is used
 - B Goods received note is used
 - C Delivery note is used
 - D Sales invoice is used

6. What is the objective of a proforma invoice?
 - A Requests for payment before delivery of goods
 - B Informs the buyer about the actual amount to be paid for goods supplied
 - C Requests the buyer to pay for the goods immediately they are supplied
 - D Helps the seller to decide who to sell the goods to when he/she needs money

7. Instalmental payments for an insurance policy is called
 - A Indemnification
 - B Premium
 - C Charges
 - D Compensation

8. Reports that are written at regular intervals are known as
 - A Formal report
 - B Routine report
 - C Research report
 - D Informal report

9. Applications written in reply to vacancies are
 - A Solicited job applications
 - B Job applications
 - C Unsolicited job applications
 - D Solicited and unsolicited job applications

10. Application to subscribe for an ENEO electricity meter is considered as a/an
 - A Legal correspondence
 - B Administrative correspondence
 - C Communication with a service provider
 - D Goodwill correspondence with a service provider

11. Age declarations, attestation of names, land disputes, tenancy related issues are collectively called
 - A Administration correspondence
 - B Legal correspondence
 - C Miscellaneous correspondence
 - D Goodwill correspondence

12. An application for a taxpayer's card is considered a/an
 - A Legal correspondence
 - B Communication with a service provider
 - C Administrative correspondence
 - D Goodwill correspondence

13. A congratulatory letter is an example of a
 - A Goodwill letter
 - B Sales letter
 - C After sales service letter
 - D Miscellaneous letters

14. Invitation is an example of a/an
 A Miscellaneous correspondence
 B Goodwill correspondence
 C Business correspondence
 D Administrative correspondence
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15. A meeting not opened to the public is called
 A Private meeting
 B In camera meeting
 C Closed meeting
 D Public meeting
-
16. A status inquiry is written to the
 A Customer
 B Supplier
 C Transporter
 D Bank
-
17. A department which is in charge of employee affairs
 A Administrative department
 B Accounting department
 C Human resource department
 D Production department
-
18. What is the main objective of filing?
 A Keep and retrieve records easily
 B Arrange records of the organisation
 C Group records in good order
 D Organise documents until they are needed in future
-
19. Pick out a Means of fixed signalling
 A Tags
 B Colours
 C Pegs
 D Clips
-
20. Which of the following is a direct filing method?
 A Numerical filing method
 B Alphabetical filing method
 C Alphanumerical filing method
 D Terminal filing method
-
21. A filing system in which files are placed one on top of the other with the backs facing the user
 A Vertical filing system
 B Lateral filing system
 C Horizontal filing system
 D Standing filing system
-
22. When the filing of records in the organisation is done by each service, it is described as
 A Centralised filing system
 B Departmental filing system
 C Individual filing system
 D Central organisation filing system
-
23. The process of removing outdated documents to reduce the size of a file is
 A Microfilming
 B Thinning
 C Filing
 D Cross-referencing
-
24. A file that contains a variety of subjects is
 A Pending file
 B Miscellaneous file
 C Manila file
 D Signature
-
25. Details of all monetary enclosures extracted from incoming mail
 A Outgoing mail register
 B Petty cash book
 C Remittance book
 D Incoming mail register
-
26. In modulo 97, control key of the code 10007 is
 A 97
 B 16
 C 10
 D 19
-
27. Activities that take place in the office can be described as
 A Commercial
 B Technical
 C Record management
 D Clerical
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28. A storage device mostly used to record computerised documents is

- A Printed matter
- B File
- C Flash drive
- D Folder

29. Reminder for actions are placed in

- A Pending file
- B Miscellaneous file
- C Tickler file
- D Manila file

30. Direct filing can be accessed with the help of

- A Index list
- B Guide card
- C Absent folder
- D Absent marker

31. Subject, alphabetical and numerical filing methods are

- A Derived filing methods
- B Principal filing methods
- C Indirect filing methods
- D Main and derived filing methods

32. When files are placed side by side on a shelf, the system is

- A Lateral
- B Vertical
- C Suspended
- D Horizontal

33. Rarely consulted files are kept in

- A Drawers
- B Files
- C Archives
- D Filing cabinets

34. The study of materials, machines and equipment used in offices to facilitate work is termed

- A Office work
- B Office technology
- C Office equipment
- D Office documentation

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35. A machine which makes calculations and issues receipts is called

- A Accounting machine
- B Cash register
- C Solar calculator
- D Electronic calculator

36. Identify which of the following is a method of reprography

- A Duplication
- B Printing
- C Calculating
- D Typing

37. A communication device used to send facsimile documents over long distances is

- A Teleprinter
- B Telewriter
- C Telecopier
- D Teletype

38. Which of the following is an input and output device of the computer

- A Touch screen
- B Printer
- C Monitor
- D Speaker

39. A mailroom equipment that determines the weight of a parcel is

- A Addressing machine
- B Letter opening machine
- C Franking machine
- D Scale

40. It is used in banks to pay money to account holders with the use of cards

- A Cash dispenser
- B Cash register
- C Cash counter
- D Cheque

41. Identify a device use for mass communication

- A Loudspeaker
- B Interphone
- C Walkie talkie
- D Telephone

42. A mailroom equipment used in processing outgoing mail
- A Dictating machine
 - B Letter opening machine
 - C Trolley
 - D Scale

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43. Main input device of the computer
- A Keyboard
 - B Mouse
 - C Scanner
 - D Microphone

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44. Plastic and metal plate are used in
- A Diazo copying
 - B Offset duplication
 - C Thermal copying
 - D Electrostatic copying

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45. A device that is useful for oral communication is
- A Teleprinter
 - B Computer
 - C Walkie talking
 - D telecopie

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46. ATM machines are used in financial houses to perform the services of
- A Cash withdrawal
 - B Cash deposit
 - C Cash withdrawal and deposit
 - D Cash withdrawal after working hours only

47. The multiplication of documents into several copies
- A Copying
 - B Reproduce
 - C Reprography
 - D Duplication

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48. A telephone peripheral where calls are directed to a particular telephone set
- A Loud speak
 - B Telephone answering machine
 - C Telephone meter counter
 - D Call deviator

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49. Composition of a handset of a fixed telephone
- A Mouth piece and earpiece
 - B Mouth piece and handset
 - C Earpiece and key board
 - D Earpiece and handset

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50. In the offset lithographic duplication method, the master is fitted round the
- A Offset cylinder covered with blanket
 - B Impression cylinder
 - C Offset cylinder
 - D Damping roller

STOP

NOW GO BACK AND CHECK YOUR WORK