

GENERAL CERTIFICATE OF EDUCATION BOARD

Technical and Vocational Education Examination

Office Practice 1
5090

JUNE 2023

INTERMEDIATE LEVEL

Specialty Name and Acronym	SECRETARIAL ADMINISTRATION AND COMMUNICATION (SAC)
Centre No.	
Centre 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 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 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. The successive stages in which a message moves from the sender to the receiver until the feedback is received is described as
 - A Communication model
 - B Communication process
 - C Communication method
 - D Communication style

2. A letter written by a student to the parents informing them about the balance of her school fees can be described as
 - A Business letter
 - B Formal letter
 - C Informal letter
 - D Formal and informal letter

3. A method of business letter layout which requires that all the parts should start from the left hand margin is
 - A Fully blocked style
 - B Fully indented style
 - C Semi blocked style
 - D Semi indented style.

4. Another name for a price list is:
 - A Order
 - B Tender
 - C Invoice.
 - D Quotation

5. It is a document used when the supplier decides to transport goods to his customer via a third party
 - A A consignment note
 - B Delivery note
 - C A dispatch note
 - D A receipt

6. A credit note is used when:-
 - A An invoice is balance
 - B When goods are bought on credit
 - C An invoice is overcharge
 - D An invoice is undercharge

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

8. The most suitable tense used in writing reports is
 - A Future
 - B Continuous
 - C Present
 - D Past

9. Applications for jobs which are not replying to job advertisements are called
 - A Solicited Job Applications
 - B Job Applications
 - C Unsolicited Job Applications
 - D Solicited And Unsolicited job applications

10. Certificates of Assumption and resumption of duty are grouped under
 - A Administrative Correspondence
 - B Employment Correspondence
 - C Legal Correspondence
 - D Miscellaneous Correspondence

11. If the water metre of a customer is giving wrong readings, the customer is supposed to
 - A complain about overcharged bills to CAMWATER
 - B complain about faulty meter to CAMWATER
 - C request for new meter from CAMWATER
 - D refuse to pay the faulty water bills until the problem is solved by CAMWATER

12. An application for taxpayer's card is considered to be
 - A Legal correspondence
 - B Communication with service providers
 - C Administrative correspondence
 - D Goodwill correspondence

13. Goodwill letters are generally written in order to
 - A Express appreciation
 - B Request for appreciations and sympathy
 - C Express feelings of concern
 - D Carryout a business transaction

14. The minimum number of members to be present before a meeting can officially start is called
 - A Quorum
 - B Alternates
 - C Proxy
 - D In attendance

15. A list of items arranged logically to be discussed during a meeting
 A Minutes
 B Agenda
 C Resolution
 D Quorum
-
16. Applications for claims against risk are addressed to
 A Banks
 B Organisations
 C Taxation
 D Insurance companies
-
17. A function performed by a personnel manager in the organisation is
 A Technical
 B Commercial
 C Administrative Functions
 D Routine
-
18. A type of file with many compartments is called
 A Springgrip
 B Concertina File
 C Wallet File
 D Manila File
-
19. A type of index with limited capacity is
 A Card Index
 B Strip Index
 C Vowel Index
 D Rotary Index
-
20. It is a filing method whereby files are arranged according to location or addresses of the persons or parties to whom they relate
 A subject filing method
 B alphabetical filing method
 C geographical filing method
 D decimal filing method
-
21. What is the main disadvantage of horizontal filing system
 A It is very expensive to manage in the organisation
 B It is very difficult to consult files that are right down
 C It does not consume lot of floor space in the organisation
 D It is not difficult to expand
-
22. The advantage that centralised filing system has over decentralised filing system is that
 A It is cheaper
 B It has more space
 C It can be used for long
 D It is easy to expand
-
23. A technique that is used to indicate that a file can be traced in two separate places is
 A Indexing
 B Cross-referencing
 C Signalling
 D Thinning
-
24. A birth certificate is an example of a
 A Reference book
 B Record card
 C Printed matter
 D Index card
-
25. Mail that are received in an organisation are registered in the
 A Remittance Book
 B Mail Register
 C Incoming Mail Register
 D Outgoing Mail Register
-
26. A code that describes the information it represents and whose meaning can be derived from the code itself is
 A Justaposed
 B Insignificant code
 C Alphabetical code
 D Significant code
-
27. In a company, the department that is in charge of making the goods available is called
 A Marketing department
 B Administrative department
 C Production department
 D Personnel department
-
28. The arrangement of files in a filing cabinet is known as
 A Filing methods
 B Filing methods and system
 C Indexing the files and materials
 D Filing systems
-

29. In the organisation, less frequently consulted documents are kept in
 A pending files
 B Outdated files
 C Semi-actives files
 D Archives files
-
30. A filing system that is most suitable for filing materials like, plans, maps etc is
 A Lateral filing system
 B Horizontal filing system
 C Suspended filing system
 D Vertical filing system
-
31. Placing files according to the order of information written on them is known as
 A Filing systems
 B Indexing
 C Filing systems and methods
 D Filing methods
-
32. When files are placed one behind with the back on the floor, the filing system used is called
 A Ordinary Vertical filing system
 B Horizontal filing system
 C Suspended filing system
 D Lateral filing system
-
33. If a file is extracted from the filing cabinet to be used elsewhere in the organisation, it is important to indicate this by using a/an
 A Cross referencing
 B Absent folder
 C Tickler file
 D Penning file
-
34. In offices today, many new machines are being used in place of others because they perform better than the early ones. This can be described as
 A Evolution of office technology
 B New technology for better performance
 C Evolution of computer technology
 D Office equipment
-
35. A printing calculator is so called because it is able to
 A Print on tally roll when requested for
 B Print on typing sheet when required
 C Print books when needed
 D Print the results of the calculations on paper
-
36. A process of multiplying documents with the use of plates is
 A Electrostatic
 B Offset
 C Ink
 D Risograph
-
37. The services performed by telecopier can be easily performed today using
 A Cellphone
 B Photocopier
 C Telex
 D Computer
-
38. The pointing device found on laptops is called
 A Joystick
 B Touch screen
 C Touchpad
 D Trackball
-
39. A mailroom equipment that is used for treating both outgoing and incoming mail is
 A Franking machine
 B Perforator
 C Addressing machine
 D Shredder
-
40. Another name for an ATM is
 A Cash paying machine
 B Cash dispenser
 C Automatic Teller Machine
 D Cash Depositing Machine
-
41. A peripheral that can be attached to the telephone to provide information to callers in the absence of the person to answer the call is
 A Telephone answering machines
 B Call deviator
 C Radio
 D Walkie talkie
-
42. It is a mailroom equipment for treating incoming mail
 A Addressing machine
 B Letter folding machine
 C Franking machine
 D Trolley
-
43. A computer device that is both input – output is
 A Keyboard
 B Monitor
 C USB Key
 D Speaker
-

44. The production of large quantities of documents using a prepared master is called
A Copying
B Duplication
C Reprography
D Offset Lithography
-
45. What is the full meaning of INTERNET ?
A Intra-net
B Inter-network
C International network
D Interconnection network
-
46. The main advantage of an ATM is
A Proof of transaction with a receipt
B Cash deposit
C Cash withdrawal at 24/7
D Cash withdrawal
-
47. A duplicating process that produces qualitative and quantitative copies of documents from a prepared master is
A Thermo copying
B Offset lithography
C Copying
D Electrostatic
-
48. Distant photocopying of documents is done with the use of a
A Scanner
B Printer
C Computer
D Telecopier
-
49. What is the name of the communication device used by the security service?
A Telephone
B Dictaphone
C Mobile phone
D Walker talkie
-
50. Another name for reproduction is
A NRC
B Copying
C Duplicating
D Carbon copying
-

STOP
GO BACK AND CHECK YOUR WORK