

GENERAL CERTIFICATE OF EDUCATION BOARD
Technical and Vocational Education Examinations

JUNE 2023

INTERMEDIATE LEVEL

Specialty Name and Acronym	SECRETARIAL ADMINISTRATION AND COMMUNICATION – SAC
Subject Title	Office Practice
Subject Code No.	5090
Paper No.	2

DURATION: Two Hours Thirty minutes (2hrs 30mins)

INSTRUCTIONS TO CANDIDATES

This Paper comprises Three Sections, A, B and C.

Ensure that there are Six (6) Questions in this Paper:

Section A: Business Correspondence, Two Questions (1 and 2);

Section B: Office Documentation, Two Questions (3 and 4) and

Section C: Office Technology, Two Questions (5 and 6).

Answer ALL Questions. All questions Carry equal marks.

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

Turn Over

SECTION A: BUSINESS CORRESPONDENCE

Question 1

Ms Sidone Akum, care of Mr. Akum Samson, ALPHA Supermarket Bonaberi, P. O. Box 3999 Douala was declared successful for the post of an Administrative Assistant at MEFOKA & MEFOKA COMPANY LTD, P. O. Box 6334, Bonanjo – Douala on the 15th of May this year, and she is expected to:

- Take up service in two weeks time (from the date of examination)
- Sign the employment contract on the date of taking up service and
- Come along with originals of credentials and their photocopies. These include the Birth Certificate, academic and professional certificates as well as Attestations of services.

You have been asked to draft a letter informing her about her success and eventual job offer.

Work Required

Write the corresponding job offer, knowing that the last reference was ME/05/22. Mr. Kum Blaise, the Personnel Manager will sign the letter.

(Total =10 marks)

Question 2

You work for Ndum & Bros Enterprise, P.O. Box 6667, Dschang. Your business has been functioning for about twelve years now in the domain of fashion wears. For about one year now some of your regular customers have been questioning your boss why your business does not have a bank account through which all settlements for goods bought can be made. Your boss has been planning to create a bank account but was still to decide in which bank to subscribe and operate an account. In order to respond to the concerns of your customers, your boss, the purchasing manager, Kelly Princewill has decided to create a bank account in Afriland First Bank Dschang Branch, P.O. Box 233. He intends to operate two accounts, Current and Savings.

Work Required:

a) Write a letter requesting to open the two Bank Accounts. The last letter despatched by your enterprise was referenced BB/39/08199. Your boss enjoys correspondences presented in indented style. (5 marks)

b) In a favourable response to your letter, write the corresponding letter on behalf of the Bank Manager, Mr. Anong Godson. Use ref. No, 065/BB/22. (5 marks)

(Total =10 marks)

SECTION B: OFFICE DOCUMENTATION**Question 3**

You have been newly recruited in Facility Building, P O BOX 325, Douala to replace Miss Bright Ngum who was dismissed due to incompetency especially in the filing of documents.

You just met the following files on your desk and have to correct Miss Bright's errors immediately:

• 20 th Century Store	15/05
• Victory Trading and Ventures	02/04
• John Ngwa Fashion	05/02
• Dr. Peace Nwana	20/05
• Beautiful Shop Douala	23/05
• Daughters of Mbei	01/04
• Formidable Fashion Store	03/03
• Justice Ngu Ivo	05/03
• Limbe Motor Park	13/04
• CICM Primary School	15/04

WORK REQUIRED

- File the above documents numerically knowing that the last file is bearing the number 565 (2.5 marks)
- Prepare an alphabetical index list (7.5 marks)

(Total =10 marks)

Question 4

In PRINCO & Sons Company Bafoussam each employee is identified by a code. The code is attributed according to the following plan:

- **Year of recruitment of employee:** Two last figures of the year of recruitment of employee in the company
- **Serial number:** This is determined according to the date of recruitment.
- **Gender:** 1 for female employees and 2 for male employees
- **Year of birth:** Two last figures of the year the employee was born
- **Category:** Two figures. If the category is not originally two figures, zero should be added before it.

You are on internship in PRINCO & Sons Company. As part of your training, your supervisor has given you a list containing the following names of employees and related information about them.

- 1) Henry King, born in 2009, Category 6, male, recruited in 2021
- 2) Celine Cynthia, born in 2004, Category 10, female, recruited in 2018
- 3) Peter Cina, born in 2002, Category 8, male, recruited in 2020
- 4) Bobi Niko, born in 1995, Category 7, male, recruited in 2014
- 5) Zanga Susan, born in 1999, Category 12, female, recruited in 2010
- 6) Pina Bobans, born in 1997, male, Category 4, recruited in 2012
- 7) Gideon Jonas, born in 1996, male, Category 11, recruited in 2022
- 8) Nsen Emande, born in 1995, female, Category 9, recruited in 2000
- 9) Akingha Benson, born in 2001, male, Category 5, recruited in 2019
- 10) Mercy Caroline, born in 1993, female, Category 3, recruited in 2017

You are told that the last employed is number 19

Work Required

In your answer booklet, draw the table below and attribute codes to the employees.

NO.	NAMES OF EMPLOYEE	CODES							
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									

(Total =10 marks)

SECTION C: OFFICE TECHNOLOGY**Question 5**

a) You have been given the operations below relating to a disorderly procedure of sending fax messages.

- Wait for the signal
- Drop the handset
- Put the original copy in the machine
- Dial the number of your correspondent
- Verify to see if the power is on
- Depress the transmission button "send"
- Wait for the message "received copy".

Work Required:

- a) Arrange the procedure logically
- b) Name the four parts of a fixed phone.
- c) Name any two equipment used for processing numerical data.

(7 marks)

(2 marks)

(1 mark)

(Total =10 marks)

Question 6

- a) You have been given the stages of processing outgoing mail and the equipment that can be used at each stage.

Stages of processing outgoing mail

- (i) Collection of outgoing mail
- (ii) Checking that the mail are addressed and if all enclosures are included and signed.
- (iii) Address the envelopes
- (iv) Folding the letter
- (v) Sealing the envelopes
- (vi) Weighing the envelopes
- (vii) Affixing of the postage stamps.

Equipment for processing outgoing mail

- Franking machine
- Addressing machine
- Signature machine
- Trolleys
- Folding machine
- Sealing machines
- Scale

Work Required: Sketch a table and match the stages of processing outgoing mail with the right equipment.

(7 marks)

- b) You have also been given the table below, in your answer booklet, sketch the table and complete the last column.

(3 marks)

No.	Operations	Equipment used
1	It is used to create space for filing in the organisation	
2	100 letter to be enveloped	
3	To align documents before stapling	
4	Production of 40 readable copies of a document directly from the original	
5	It is used for the recording of messages ready for transcription.	
6	It is used to cut papers into required sizes	

(Total =10 marks)