

50/01/2025
OFFICE PRACTICE
PAPER 1

SOUTH WEST REGIONAL MOCK EXAMINATION TECHNICAL AND VOCATIONAL EDUCATION

The Teachers' Resource Unit (TRU) in collaboration with the Subject Teachers' Association (STA)		Subject code 5090	Paper number 1
CANDIDATE NAME		Specialty: SECRETARIAL ADMINISTRATION AND COMMUNICATION	
CANDIDATE NUMBER		Subject title	
CENTRE NUMBER		OFFICE PRACTICE	
Intermediate Level		DATE Wednesday 26/03/2025	

Time Allowed: One hour thirty minutes

INSTRUCTIONS TO CANDIDATES:

1. USE A SOFT HB PENCIL THROUGHOUT THIS 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, Paper 1".
4. Insert the information required in the spaces provided above.
5. Without opening the booklet, pull out the answer sheet carefully from inside the front cover of this booklet. Take care that you do not crease or fold the answer sheet or make any marks on it other than those asked for in these instructions.
6. Insert the information required in the spaces provided on the answer sheet using your HB pencil:
Candidate Name, Centre Number, Candidate Number, Subject Code Number and Paper Number
How to answer questions in this examination:
7. Answer ALL the 50 questions in this examination. All questions carry equal marks.
8. For each question there are 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]
9. Mark only one answer for each question. If you mark more than one answer, you will score zero for that question. If you change your mind about an answer, erase the first mark carefully, and then mark your new answer.
10. Avoid spending much time on any question. If you find a question difficult, move to the next question. You can come back to this question later.
11. Do all rough work in this booklet using, where necessary, the blank spaces in the question booklet.
12. Mobile phones are **NOT ALLOWED** in the examination room.
13. You must not take this booklet and answer sheet out of the examination room. All question booklets and answer sheets will be collected at the end of the examination.

1. An example of a formal greeting in a business letter:
 - A Dear sir
 - B Good morning
 - C Hello!
 - D Dear all
2. A mobile phone is a means of:
 - A Audio Communication
 - B Written Communication
 - C Face-to-Face Communication
 - D Oral Communication
3. The body of a business letter is divided into how many parts?
 - A 4
 - B 1
 - C 3
 - D 5
4. Which of these office equipment can be manually and electrically operated?
 - A Franking machine
 - B Letter opening machine
 - C Date and stamp machine
 - D shredder
5. The process of multiplying documents by copying directly from the original is called:
 - A Duplication
 - B Reproduction
 - C Reprography
 - D copying
6. A copying process where documents can be enlarged or reduced in size is called:
 - A Diao copying process
 - B Electrical copying process
 - C Thermal copying process
 - D Duplicating process
7. A code which describes the information it represents is known as:
 - A Hierarchical code
 - B Sequential code
 - C Juxtapose code
 - D Significant code
8. The name given to the code attributed to civil service workers in Cameroon is:
 - A Numerical code
 - B Alpha-numerical code
 - C Mnemonic code
 - D Alphabetical code
9. A method of determining the control key by attributing the remainder to letters of the alphabet is called:
 - A Modulo 97
 - B Modulo 23
 - C Modulo 11
 - D Modulo 10
10. Which of these elements is not a reminder for the follow-up of documents needed for action?
 - A Pending files
 - B Diary
 - C Archives
 - D Tickler method
11. The order in which files or documents are arranged in the filing cabinet is called:
 - A Filing procedures
 - B Filing system
 - C Filing method
 - D Filing organization
12. A main method of filing documents is:
 - A Alpha- numerical filing
 - B Ideological filing
 - C Chronological filing
 - D Terminal digit filing
13. A bank check can only be paid through the:
 - A Counter of the bank
 - B ATM service
 - C Cash distributor
 - D Bank notes
14. The role of the office manager is to:
 - A Control workers
 - B Control workflow
 - C Control work place
 - D Control work station
15. What should be done when a paper jam occurs during a photocopying process?
 - A Open the feed tray and remove the paper
 - B Switch off the machine
 - C Call for a repairer
 - D Open the receiving tray and remove the paper
16. A guillotine machine is capable of performing similar functions like the:
 - A Franking machine
 - B shredder
 - C Staple remover
 - D Jogger
17. Collating is the process of:
 - A Storing information in a chronological order
 - B Collecting and storing information for future use
 - C Copying and organising data based on their nature
 - D Collecting and combining information in proper order

18. What is used to control the attendance of markers in their various halls or centers?
- Application for marking
 - Order form
 - Attendance register
 - cheque
19. Facsimile transmission of documents is done using:
- Telecopier
 - Teleprinter
 - Telephone
 - Tape recorder
20. In a photocopying machine plain sheets for copying are placed in the:
- Paper tray
 - Receiving tray
 - Receiving plate
 - Feeding tray
21. A mail room equipment that allows the user to put a stamped impression on an envelope:
- Computer
 - Franking machine
 - Fax machine
 - photocopying
22. The process of using a telecopier signifies:
- Proof-reading a document
 - Printing multiples copies
 - Transmitting or receiving documents by fax machine
 - Photocopying a document
23. A device connected to a computer to obtain hard copies of documents:
- Printer
 - Scanner
 - Laptop
 - photocopier
24. An office machine which facilitates the destruction of unwanted documents into pieces is:
- Pin remover
 - Guillotine
 - Shredder
 - Jogger
25. A machine frequently used in an office to multiply documents is:
- Printer
 - Photocopier
 - Teleprinter
 - Telecopier
26. A receiver answering a telephone call should:
- Answer promptly and announce your identity
 - Be courteous
 - Ask for who is calling
 - Ask for caller's address
27. A document sent by a supplier to a customer showing a summary of their financial transaction within a given period of one month is known as:
- Statement of account
 - Invoice
 - Cheque
 - Bank receipt
28. An instruction issued by a post office on behalf of a debtor to another post office to pay a certain sum of money to the named person is:
- Letter money order
 - Card money order
 - Money order
 - Telegraphic money order
29. Which is the most commonly information aid used in offices nowadays?
- Computer
 - Mobile telephone
 - Paper
 - Magnetic support
30. A visual indicator used to visualise information with variable characteristics:
- Signalisation
 - Mobile signalisation
 - Fixed signalisation
 - Signalling indicators
31. A document on which names of persons or departments is registered before distribution of mail:
- Circulation slip
 - Incoming mail register
 - Outgoing mail register
 - Outgoing mail tray
32. A sheet of microform with rows of images containing a large number of related document is known as:
- Microfilm jacket
 - Micro fiche
 - Microfilm aperture card
 - Negative
33. An example of a position printed matter:
- Application
 - Attendance list
 - Marriage invitation
 - Register
34. Which document is sent by a supplier to a customer requesting of payment of goods before they are delivered:
- Status enquiry
 - Pro-forma invoice
 - Delivery note
 - Bill of exchange
35. A document sent by a supplier to a transporter, inviting him to accept and deliver goods to a named customer:
- Consignment notes
 - Delivery note
 - Advice note
 - Consignment letter

36. The next step when a supplier receives an order for goods from a customer:
- A He supplies the good
 - B He draws up an invoice
 - C He acknowledges receipt of the order
 - D He verifies the delivery date
37. A letter display whereby every line begins at the left hand margin:
- A Fully blocked
 - B Semi-blocked
 - C Indented
 - D Semi-indented
38. Document showing the summary of an applicant's educational and academic background
- A Resume
 - B Curriculum vitae
 - C Academic experience
 - D Professional experience
39. Detailed information about a particular product can be found in:
- A Order
 - B Quotation
 - C Enquiry
 - D Delivery note
40. It is a set of instruction given to the computer:
- A Hardware
 - B Input
 - C Software
 - D Output
41. A basic management tool used in decision making:
- A Business letter
 - B Report
 - C Document
 - D Specific report
42. An institution whereby losses suffered by a company are shared by many subscribers:
- A Bank
 - B Insurance broker
 - C Risk bearer
 - D Insurance
43. It usually indicates that something is attached to a business letter:
- A Appendix
 - B Enclosures
 - C Annexes
 - D Index
44. A mobile communication network is also known as:
- A 3 G network
 - B VOIP network
 - C Cellular network
 - D internet
45. The main purpose of an office is to:
- A provide workplace and working environment for workers
 - B Provide workplace for the manager
 - C Provide workplace for administration
 - D Provide workplace for board of directors
46. Answering telephone calls is an example of:
- A Communicating information
 - B Creating information
 - C Managing information
 - D Processing information
47. The organization of records in a sequence according to dates of arrival is:
- A Alphabetical filing
 - B Numerical filing
 - C Subject filing
 - D Chronological filing
48. A unit that takes care of employers affairs in an organization:
- A Administration
 - B Socials
 - C Personnel
 - D Finance
49. In a tender, what is another name for a bidder?
- A A prices
 - B A person who builds houses
 - C A person who bid prices
 - D a competitor
50. The most suitable storage system for a large organization is the:
- A Image based
 - B Microfilm
 - C Paper based
 - D Electronic

END.

GO BACK AND CHECK YOUR WORK.