

5090/2/2025
OFFICE PRACTICE
ITVEE

SOUTH WEST REGIONAL MOCK EXAMINATION
TECHNICAL AND VOCATIONAL EDUCATION

THE TEACHERS' RESOURCE UNIT (TRU)
Cellule d'appui à l'action Pédagogique

IN COLLABORATION WITH
• En collaboration avec

THE REGIONAL INSPECTORATES OF PEDAGOGY AND
THE SUBJECT TEACHERS' ASSOCIATIONS (STA)

MONDAY 31st MARCH 2025

INTERMEDIATE LEVEL

Specialty	SECRETARIAL ADMINISTRATION AND COMMUNICATION
Subject Title	OFFICE PRACTICE
Subject Code Number	5090
Paper Number	2

THREE HOURS

INSTRUCTIONS TO CANDIDATES:

This paper carries SIX questions. Answer any FIVE questions.
Each question carries 20 marks. For your guidance, the approximate mark for each part of a question is indicated in brackets.
If you answer MORE THAN five (5) questions, ONLY the first five (5) answers presented will be marked and the other cancelled.
You must use ONLY Blue or Black ink. No answer in Pencil will be marked.
All Appendices filled or completed should be handed in with your answer booklet.
All necessary calculations must be shown.
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.

SECTION A: BUSINESS COMMUNICATION

QUESTION 1:

Mr. Gabi Wanjang, the financial manager of AGROBIZ Company, P.O.Box 11 Douala has been carrying out financial transactions since the month of February this year with PROVENBI Company, P.O.Box 126 Yaounde. As the secretary, you have decided to establish a statement of account NO 089 to remind your customer of the balance she owes.

The following transactions were carried out during the month of February:

- 3 rd Feb, Invoice No 101	350.000FCFA
- 5 th Feb, Debit note No 28	75.000FCFA
- 10 th Feb, Cheque No 56	700.000FCFA
- 12 th Feb, Invoice No 102	400.000FCFA
- 15 th Feb, Credit note No 67	80.000FCFA
- 18 th Feb, Invoice No 103	250.000FCFA
- 21 st Feb, Payment by Bill of exchange No 456	500.000FCFA
- 25 th Feb, received cash payment	530.000FCFA
- 27 th Feb, Invoice No 104	250.000FCFA
- 28 th Feb, Dishonored Bill of exchange 456	500.000FCFA

The initial balance for the month of January was 290.000FCFA.

WORK REQUIRED:

20MKS

1. What is a statement of account? 2mks
2. Draw up the statement of account to be sent to PROVENBI Company. 10mks
3. Write the transmittal letter which will accompany the above statement of account. 8mks

QUESTION 2:

Emina and Son Enterprise, P.O.Box 237 Tiko wants to open a building construction material store. In preparation for the construction work, he has placed an order No 28 with Azima Cement Company, P.O.Box 1716 Douala on the 07th of February for the following items:

- 350 sheets of aluminum zinc
- 100 cartons of nail 80
- 270 bags of Dangote cement
- 50 sets of French toilet pots.

The Goods Received note No 108 on the 13th of February alongside the delivery of goods indicated the supply of the following items:

- 270 sheets of aluminum zinc and 70 sheets of TAC zinc
- 100 cartons of nail 80
- 270 bags of CIMAF cement
- 50 sets of Italian toilet pots.

WORK REQUIRED:

20MKS

Your boss Mr. Aloysious Wachang, the purchasing manager has instructed you to write a letter to your supplier informing them of the errors noticed during delivery, return articles not in conformity, immediate correction and replacement of items returned. Enclose a copy of the order No 28 and goods received note No 108.

SECTION B: OFFICE DOCUMENTATION

QUESTION 3

You have been newly recruited to work as a Liberian at OLIVET Bookshop and this morning, you have received a consignment of books. With your knowledge in this domain, you are expected to attributes codes to the new books in the spaces provided in Appendix 1. The last book recorded before your arrival was Office Practice by Gabi Wanjang whose reference code was:

1	2	9	O	P	G	W
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Structure of code:

- 3 figures for serial numbers
- First initials of the book title
- Category: Trade = 01, Novel = 02 Science = 03
- First initials of the author

Appendix 1:

S/N	Title of Book	Category	Author	codes					
1	Word Processing	Trade	Elando David						
2	Communication Theories	Novel	Handeson Joe						
3	History for Beginners	Novel	Margret Tah						
4	Economic analysis	Science	Amah Peter						
5	Physics Cure	Science	John Scott						
6	Perfect Solution	Novel	Lewis Amidou						
7	Modern Biology	Science	Samba Bryan						
8	Practical Electricity	Trade	Rena Skinny						
9	Daily Marriage	Novel	Tabule Odette						
10	Computer Techniques	Trade	Yakum Midred						

WORK REQUIRED:

20MKS

Attribute codes to the books in appendix 1 following the instructions above.

QUESTION 4:

You work as a secretary at the Cameroon Ship Yard Company that has just recruited workers to be sent off shore to carryout maintenance works on shipping equipment in Ghana. This morning, your boss gave you a list of the newly recruited workers to create their registration files using the alpha-numerical method of filing. The workers include:

- Engr. Cawung Emmanuel
- Armstrong and Son Enterprise
- 20th Century Best Builder
- The House of Gold Company
- Dorwing Empire Works
- St. Aloysius Oil Field
- Dr. Green World
- McFred Engine
- Company of Big Standard
- Insurance of Zenith Zone

After going through the past filing records, you discovered that the last files recorded for each section were as follows: A55, B210, C23, D11, F17, G79, H12, R67, T20, and Z58. Note that other filing sections not mentioned above had no previous files.

WORK REQUIRED:

- a) Define Alpha-Numeric filing. 5mks
- b) Establish files for the new workers using the Alpha-Numeric filing method. 15mks

SECTION C: OFFICE TECHNOLOGY

QUESTION 5:

You work as an office professional in ADE Company and your boss wants to know the functions of these office equipment and machine. Write short notes on each one using Appendix 2 below: 20mks

S/N	Equipment	Definition	Function	Advantages	Disadvantages
1	Addressing Machine				
2	Laminating Machine				
3	Computer				
4	Telephone				
5	Photocopying Machine				

QUESTION 6:

Progressive Comprehensive College Limbe has recorded the highest number of candidates during the 2024 TVEE registration exercise. With the closing date fast approaching, they have decided to use the fastest means of affixing stamps on candidates' forms to ease the manual stamping process.

WORK REQUIRED:

- a. Name and define the machine which will be suitable for the process. 10mks
- b. State two advantages and two disadvantages of the machine. 10mks