

GENERAL CERTIFICATE OF EDUCATION BOARD
Technical and Vocational Education Examination

JUNE 2025

KAWLO

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

Duration: One and a half hours

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 crease 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.**

1. An application for a job is an example of a/an
 - A Formal letter
 - B Informal letter
 - C Goodwill letter
 - D Administrative letter

2. The objective of Goodwill letters is to
 - A Express congratulations to someone
 - B Express appreciation to a buyer
 - C Express feelings of appreciation to someone
 - D Express feelings of sympathy to someone

3. The arrangement of a letter whereby the subject matter and complimentary close are centralized is known as
 - A Display of a letter
 - B Blocked style of a letter
 - C Modified blocked
 - D Blocked and indented

4. A letter that the supplier writes to the customer about an order is known as a/an
 - A Quotation letter
 - B Acknowledgement letter
 - C Complaint letter
 - D Sales letter

5. Any communication is considered to be complete when the
 - A Message has been transmitted by the sender to the receiver
 - B Receiver has received the message from the sender
 - C Message has been transmitted, received, and understood
 - D Message has left the sender successfully and on transit to the receiver

6. The Proforma invoice is usually used when the supplier
 - A Wants to sell goods on credit
 - B Is delivering goods to the buyer
 - C Is furnishing information to the buyer
 - D Does not want to sell to the buyer on credit

7. Letters written to enterprises in Cameroon such as MTN, ORANGE, ENEO, CAMWATER, CAMTEL etc are collectively described as
 - A Administrative correspondences
 - B Correspondences with service providers
 - C Miscellaneous correspondences
 - D Legal correspondences

8. A letter written by Mr Ngwesse, asking his tenant to quit his house is known as
 - A Administrative correspondence
 - B Complaint letter
 - C Legal correspondences
 - D Administrative correspondence

9. The purpose of a job advertisement is to
 - A Employ the most suitable candidates immediately
 - B Invite qualified candidates to come and start work
 - C Explain the job being advertised and choose the candidates
 - D Inform candidates about an available job vacancy

10. The purpose of a status inquiry is to
 - A Investigate the financial credibility of a new customer
 - B Recommend a supplier to a new buyer
 - C Ask a customer to pay goods in advance
 - D Recommend a new buyer to a supplier

11. An element that makes a report different from a business letter is that the report has a/an
 - A Introduction
 - B Recommendation
 - C Signatory
 - D Salutation

12. An application for taxpayer's card is an example of a/an
 - A Goodwill correspondence
 - B Legal correspondence
 - C Miscellaneous correspondence
 - D Administrative correspondence

13. A copy of delivery note can also serve as a/an
 - A Advice note
 - B Debit note
 - C Goods received note
 - D Credit note

14. Invitations, complimentary cards, announcements, are examples of
 A Administrative correspondences
 B Goodwill correspondences
 C Miscellaneous correspondences
 D Legal correspondences
-
15. The term used to define the minimum number of members before a meeting can begin is called
 A Quorum
 B Resolution
 C Motion
 D Proxy
-
16. In an insurance contract, the party that promises to pay compensation is called the
 A Insured
 B Actuary
 C Insurer
 D Agent
-
17. A filing system in which the files are placed one on top of the other with the backs facing the user is
 A Horizontal
 B Vertical
 C Lateral
 D Standing
-
18. Accessibility as an essential element of a good filing system means
 A No difficulties should be encountered each time filing has to take place
 B Records should be readily available when needed at any time
 C No difficulties should be entertained in the performance of any filing activities
 D No disturbance should be entertained by the filing clerk
-
19. If the last file in a filing cabinet is numbered 90098, the last of the next three files to be created in the cabinet will be numbered
 A 90101
 B 90099
 C 90103
 D 90010
-
20. Which of the following is a means of fixed signalling
 A Tags
 B Pegs
 C Clips
 D Colours
-
21. Where do we register mails received in an organisation?
 A Remittance Book
 B Mail Register
 C Incoming Mail Register
 D Outgoing Mail Register
-
22. The process of extracting old and outdated files from the active files to inactive files is called
 A Thinning-out
 B Indexing
 C Filing
 D Cross-referencing
-
23. In modulo 97, the control key of the code 10008 is
 A 97
 B 17
 C 13
 D 18
-
24. Which of the following is a direct filing method?
 A Numerical
 B Terminal
 C Alphabetical
 D Alphanumerical
-
25. It is a department in charge of employee affairs
 A Administrative
 B Accounting
 C Human Resources
 D Production
-
26. Reminders for appointments are filed in
 A Pending file
 B Miscellaneous file
 C Manila file
 D Tickler file
-

27. When dealing with incoming and outgoing mail, details of all funds should be entered in the
 A Outgoing Mail Register
 B Remittance Book
 C Petty Cash Book
 D Incoming Mail Register
-
28. It is a means of creating more space in the offices in organisations
 A Filing
 B Office Management
 C Lateral Filing System
 D Microfilming
-
29. Office files containing documents that do not belong to a particular subject are stored in
 A pending file
 B miscellaneous file
 C manila file
 D signature file
-
30. The coordination of the various activities that take place in the office can be described as
 A Office management
 B Information management
 C Record management
 D Information processing
-
31. Geographical, decimal, terminal chronological, and alpha-numerical filing methods are
 A Filing methods
 B Main filing methods
 C Derived filing methods
 D Indirect filing methods
-
32. A filing system where files are placed side by side like books on a shelf is
 A Vertical filing system
 B Lateral filing system
 C Suspended filing system
 D Horizontal filing system
-
33. It is used when the same information can be found in more than one file
 A Tickler file
 B Indexing rules
 C Cross-referencing
 D Index card
-
34. It is a communication device used to send facsimile documents over long distances
 A Interphone
 B Telephone
 C Photocopier
 D telecopier
-
35. Which of the following is a method of duplication?
 A Electrostatic
 B Offset Lithography
 C Carbon Copying
 D Diazo copying
-
36. A computer peripheral that is used in identifying and removing the sale of a product from stock in supermarkets and big shops is
 A Printer
 B Scanner
 C Modem
 D Barcode Reader
-
37. The study of modern machines and their uses in the realisation of work in offices is known as
 A Office Practice
 B Office Technology
 C Office Management
 D Office Documentation
-
38. The main input device of the computer is the
 A Printer
 B Screen
 C Keyboard
 D Scanner
-
39. Which of the following is a communication device for mass communication?
 A Interphone
 B Telephone
 C Walkie Talkie
 D Loudspeaker
-
40. Another name for an Automatic Teller Machine is
 A Cash Counter
 B Cash Dispenser
 C Cash Withdrawing Machine
 D Cash Register
-

41. A device used for oral communication is
A Telecopier
B Teleprinter
C Telephone
D Computer
-
42. A mailroom equipment used for treating outgoing mail is
A Addressing Machine
B Perforator
C Letter Opening Machine
D Sorting Machine
-
43. The main advantage of ATM is that it is used
A During and After Working Hours
B On Weekends and After Working Hours
C After Working Hours
D During Working Hours
-
44. The production of large quantities of documents using a prepared master is
A Offset Lithography
B Reprography
C Copying
D Duplication
-
45. Messages sent to telephone subscribers at the same time is
A Short messages
B SMS
C Broadcasting messages
D Telephone messages
-
46. It is a type of master used in offset lithography process
A Stencil
B Plastic plate
C Spirit stencil
D Carbon paper
-
47. The role of CM on an electronic calculator is to
A Store data in the memory
B Calculate in the memory
C Cancel the content of the memory
D Recall the figure previously stored
-
48. The multiplication of documents into many copies is referred to as
A Duplication
B Reprography
C Copying
D Reproduction
-
49. It is a communication device that is used for transmitting urgent documents over long distances
A Franking machine with internet
B Android phone with whatsapp
C Telephone with internet
D Android phone without whatsapp
-
50. Identify a mailroom equipment that is used in processing incoming mail
A Scale
B Franking machine
C Letter opening machine
D Dictating machine
-

STOP
GO BACK AND CHECK YOUR WORK