

Office Practice 2

5090

GENERAL CERTIFICATE OF EDUCATION BOARD

Technical and Vocational Education Examination

JUNE 2025

KAWLO

INTERMEDIATE LEVEL

Specialty Name and Acronym	COMMERCIAL SPECIALTIES EXCEPT HOME ECONOMICS
Subject Title	Office Practice
Subject Code No.	5090
Paper No.	2

Duration: Two and a Half Hours

INSTRUCTIONS TO CANDIDATES

This Paper comprises **THREE** sections, A, B and C.

Section A: Business Correspondence, TWO Questions (1 & 2)

Section B: Office Documentation, TWO Questions (3 & 4)

Section C: Office Technology, TWO Questions (5 & 6).

Answer ALL SIX 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

HIGH LIFE Industry, P.O. Box 18 Douala, this morning prepared Delivery Note No. 7 to accompany the following goods in response to Order No. 005:

BAPI Enterprises, P.O. Box 81 Bali, Douala had successfully negotiated to benefit from a 2% cash discount for all goods received. This new company enjoys tax exoneration; hence her customers are free from taxes. Transport is 5,000Fcf per item except the stabilizer.

Work Required

- a) Prepare the invoice number 006 today that will accompany the delivery note to be sent with the goods.

(7.5 marks)

b) One week ago, HIGH LIFE Industry, P.O. Box 18, Douala advertised the post of an Accountant and short-listed candidates for interview. One of the candidates invited is Ms Sone Mirabel, C/o Mr. Reniel Mua, ALPHA Supermarket Bonaberi, P.O. Box 3999 Douala. She is required to come along with originals of her credentials during the interview three days from today at 8.00 a.m. The venue is the headquarter of the company in Bonanjo Douala.

Work Required: You are W. Russell-Bristian, the Managing Director, propose a suitable correspondence for this purpose

(7.5 marks)

(Total = 15 marks)

Question 2

ENANGA & Sons Enterprise, P.O. Box 340 Douala dispatched through the manager, Promise Express Bus Service P.O. Box 181 Douala the following items to Ngumbuh Company Limited, P.O. Box 531 Limbe:

- 29 cartons of sardine for 350,000Fcf weighing 480kgs, Ref. S29.
- 50 cartons of tomatoes for 405,000Fcf weighing 200kgs, Ref. T50.
- 250 bags of white rice for 650,000Fcf weighing 12,500kgs, Ref. WR25.

The goods were transported on the 20th June this year with Lorry N° AB75E on carriage paid basis and with Mr. Egbe Tobias as driver. Loaders were Zacchariah and Arrey. Before these goods were conveyed, a letter of consignment requesting the transport agency whether they will be available to offer this service was written 8 days before the delivery.

Task Required

- a) Prepare the letter of consignment that was signed by Mrs B. Alice N.
- b) Draw and fill Consignment Note N°. 062 below with the above items:

(7.5 marks)

(7.5 marks)

TO BE FILLED BY SENDER					
CONSIGNMENT NOTE N°.			CODE N° : /		
Consignment note for the carriage of :					
CONSIGNOR:			CONSIGNEE:		
Ref	Description	Quantity	Weight	Unit	Cost (FCFA)
Mode of carriage:					
Conditions of carriage:					
FOR TRANSPORTER'S USE ONLY					
Name of driver:					
Loaded by:					
Lorry/container/craft N°:					
Date of carriage:					
Consignment examined by:					
Date of examination:					

(Total = 15 marks)

SECTION B: OFFICE DOCUMENTATION**Question 3**

In Akwo Georges Comprehensive High School Bertoua , the registration of students is compiled in a register at the beginning of each academic year. According to the policy of the school is that each student has to be identified by a registration number which is attributed according to the following plan:

- **Year of Registration:** Two last figures of the year of registration
- **Gender:** 1 for male and 2 for female
- **Serial number:** Determined by considering the last serial number, being 026
- **Class:** 1 figure according to the class of student (N° 1 to 7, for Form 1 to Form 7)
- **Control key:** Determined by using Modulo 23 method.

You have been given a list of the following students:

- Ngum Alex, Male, admitted in Form 2 in 2002
- Alice Ndum, Female, admitted in Form 1 in 2014
- Ewane Stephanie, Female, admitted in Form 7 in 2000
- Chi Nestor, Male, admitted in Form 4 in 2020
- Barbara Ngwana, Female, admitted in Form 3 2018
- Titany Pauline, Female, admitted in Form 5 in 2016
- Watat Victor, Male, admitted in Form 6 in 2019
- Jacob Zun, Male, admitted in Form 2 in 2017
- Boban Felicia, Female, admitted in Form 5 in 2015
- Ako Pascaline, Female, admitted in Form 7 in 2007

Work required

In your answer booklet, draw the table below and attribute codes to the students listed above.

(15 marks)

No.	Student name	Registration number						Control Key
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								

(Total = 15 marks)

Question 4

You work as an Administrative Manager in Sky Blue Enterprise Maroua. Your boss has asked you to arrange the following text books according to a decimal filing method using the Administrative Management, Clothing Industry, Civil Engineering, Physical Science and Electrical Engineering.

- Introduction to Brick Work
- Fashion and Textile Management
- Elementary Physics
- Office Practice for Beginners

- Introduction to Bespoke
- Complete Course in Electrostatics
- Pittman Shorthand Guide
- Simplified Course in Electricity
- Office Practice Made Simple
- Beginning Science Physics
- Introduction to Electric Techniques
- Advanced Techniques in Building Construction

Work required

Use the aforementioned titles and arrange them in the Decimal Filing Method

(15 marks)

(Total = 15 marks)

SECTION C: OFFICE TECHNOLOGY

Question 5

You have just been employed by the PIKOLO MultiBusiness Centre, P.O. Box 111 Debunsha. Your new job requires you to work with the mailing department. Recently, your company received the following mail:

1. April 15th – at 9:30am, as acknowledgement of an order was received from Mrs. Adamu Patty, P.O. Box 120 Kumba, it was referred to the sales department.
2. April 17th – at 9:45am, a Delivery Note was received from Mr. Konyuy Lawrence, P.O. Box 9 Tiko, for the purchasing department.
3. April 15th – at 8:25am, an Invoice was received from Mr. Kaba Mathias, P.O. Box 12 Idenau, addressed to the advertising department. It was enclosed with a cover note.
4. April 17th – at 2:15pm, a Cheque was received from Mrs. Ako Ashutary, GTHS Bakingili, addressed to the sales department.
5. April 19th – at 1pm, an Electricity Bill was received from Mrs. Obi Eliza P.O. Box 60, Mamfe, for the sales department.
6. April 16th – 1:15pm, an Order was received from Mr. Justin Mbeng, P.O. Box 17, Mutengene, for the sales department.
7. April 19th – at 10:30am a Consignment Note was received from Mrs. Lucy Mbeneya, P.O. Box 23, Limbe, for the sales department.
8. April 18th – at 3:00pm, a Water Bill was received from Nklele Daniel, P.O. Box 102, Banga – Bakundu for the maintenance department

Turn over

Work Required

In your answer booklet, draw and complete the Incoming Mail Register below with the help of the listed correspondences above, knowing that the last number or reference is 0817. **(15 marks)**

Received		No. or Ref.	Sender's address	Subject	Department or Person	Enclosure	Remarks
Date	Time						

(Total = 15 marks)

Question 6

You have been recruited as a receptionist in CHOPCHOP Company Ltd, P.O. Box 788, Mbouda. Your boss has just informed you that he has been receiving numerous complaints from customers about the poor behaviour of the former receptionist especially when receiving calls and customers.

He therefore asks you to provide answers to the following questions:

- Name two types of reception in the organisation **(1 mark)**
- State 4 rules to be respected when making a telephone call **(2 marks)**
- Give the difference between a visitor's book and a visitor's/audience form **(2 marks)**
- What is a telephone answering machine? **(1 mark)**
- State and describe the various types of telephone answering machines and one advantage each offers **(7 marks)**
- Define a telephone and state 2 main advantages that it offers **(2 marks)**

(Total = 15 marks)