

GENERAL CERTIFICATE OF EDUCATION BOARD
Technical and Vocational Education Examination

JUNE 2026

ADVANCED LEVEL

Specialty Name and Acronym	ADMINISTRATION AND COMMUNICATION TECHNIQUES (ACT)
Centre No.	
Centre Name	
Candidate Identification No.	
Candidate Name	

Mobile phones are **NOT** allowed in the examination room

7095 Professional Communication Skills 1: MULTIPLE CHOICE QUESTION PAPER

Duration: One and a Half Hours

INSTRUCTIONS TO CANDIDATES

Read the following instructions carefully before you start answering the questions in this paper. Make sure you have a soft HB pencil and an eraser for this examination.

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 **7095 Professional Communication Skills 1 - Advanced Level**
4. Fill the information required in the spaces above.
5. Fill the information required in the spaces provided on the answer sheet using your HB pencil:
Candidate Name, Exam Session, Subject Code, Centre Number and Candidate Number. 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. **Answer ALL questions**
7. Each question has **FOUR** suggested answers: **A, B, C** and **D**. Decide on 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]
8. 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.
9. 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 this question later.
10. Do all rough work in this booklet, using, where necessary, the blank spaces in the question booklet.
11. Texts, notes and pre-prepared materials of any kind are also **NOT** allowed in the examination room.
12. Non-programmable calculators are allowed.
13. **At the end of the examination, the invigilator shall collect the answer sheet first and then the question booklet after. DO NOT ATTEMPT TO LEAVE THE EXAMINATION HALL WITH ANY OF THESE.**

Turn Over

1. In a semi blocked style of a letter, the complimentary close is written from
 - A Left to right
 - B Center to right
 - C Right to left
 - D Centre to left

 2. The recommended complimentary close when Dear Mr. Asanga is used as the salutation is
 - A Yours faithfully
 - B Yours Faithfully
 - C Yours sincerely
 - D Yours Sincerely

 3. Complementary should always be _____ the salutation
 - A different from
 - B Tie with
 - C opposite to
 - D parallel to

 4. Identify the date written with the correct full punctuation
 - A 11th, February 2024
 - B February 11th, 2024
 - C 11th February, 2024
 - D 11th February 2024

 5. An advantage of electronic correspondence is
 - A It ensures effective communication.
 - B It is rapid and sure.
 - C It is less secured and prone to privacy breaches.
 - D It requires physical resources like paper and ink

 6. A supplier informs the public about the existence of a new product by means of a/an
 - A Sales promotion
 - B Interpersonal relationship
 - C Communication medium
 - D Advertisement

 7. An unsolicited letter of inquiry is written when
 - A A business advertises its products
 - B The recipient has done nothing to prompt your inquiry
 - C You cannot find any information on a technical subject
 - D You need to find the name and address of the business related to your report

 8. Goods despatched by post or rail use a/an
 - A Credit note
 - B Promissory note
 - C Advice note
 - D Pro-forma invoice

 9. A commercial document that engages a customer in a business transaction is a/an
 - A Order form
 - B Advice Note
 - C Quotation
 - D Enquiry

 10. It is a shipping document that accompanies delivery packages
 - A Consignment Note
 - B Delivery note
 - C Packing note
 - D Invoice note

 11. A business situation where the customer takes charge of the transport is known as
 - A Carriage paid
 - B Carriage forward
 - C Terms of carriage
 - D Terms of delivery

- Questions 12 and 13 are based on the information below:
- Bello and sons P.O Box 667 Douala received order No. 3 from Peterson Constructions P.O Box 83 Muyuka on the 18th of May this year for the following goods:
- 100 bags of Dangote Cement at 5500 FRS each
 750 sheets of 3m Zinc at 6500 FRS each
 50 buckets of oil paint at 23500 FRS each
12. Determine the gross amount
 - A 6,600,000 FRS
 - B 660,000 FRS
 - C 66,000 FRS
 - D 66,000,000 FRS

 13. Considering that the customer was offered a trade discount of 1.5% and VAT was equally calculated. The net amount payable is
 - A 6,501,000
 - B 1,251,442.5
 - C 752,442.5
 - D 7,752,442.5

 14. A means of payment initiated by the supplier is
 - A Money order
 - B Cheque
 - C Bill of exchange
 - D Promissory note

 15. A means of settlement with only two parties involved
 - A Bank cheque
 - B Money order
 - C Bill of exchange
 - D Promissory Note

16. One reason for dishonouring a cheque is
- A Maturity date is due
 - B Signature is the same
 - C Insufficient funds in drawer's account
 - D Insufficient funds in drawee's account

Question 17 and 18 are based on the case below;

Thirty-five out of fifty bags of rice worth 300,000 FRS were returned due to damages in transit but were charged on an invoice.

17. On what basis can a customer complain?

- A Undercharge invoice
- B Damaged in transit
- C Wrong delivery
- D Overcharged invoice

18. The supplier will correct the error by

- A Replacement of the damaged goods
- B Debiting the customer account
- C Crediting the customer's account
- D An error note

19. In the case of bulky supplies, when delivery is incomplete the customer has to notify the supplier within

- A 12 hours
- B 24 hours
- C 48 hours
- D 72 hours

20. Which of the following should be included in an after-sales service letter?

- A Promotional discounts and offers
- B A persuasive sales pitch
- C Contact information for customer support
- D Detailed product information

21. After sales letters are written to

- A Promote sales of the firm
- B Persuade a creditor
- C Advertise a product
- D Congratulate the customer

Questions 22 to 24 are based on the statement of account of Mr. Paulinus Numa from the Peoples bank as follows

Date	Particular	Debit	Credit	balance
10/01	Initial balance	-	-	650,000
13/01	Cheque No. 013546	350,000	-	
17/01	Cash deposit	-	155,000	
25/01	Payment of bill of exchange No. 061343	400,000		
28/01	Bank charges	53250		

22. Calculate the balance as of the 13/01

- A 650,000
- B 300,000
- C 350,000
- D 1,000,000

23. Calculate the balance as on the 25/01

- A 55,000
- B 155,000
- C 455,000
- D 555,000

24. Calculate the balance at the end of the month

- A 400,000
- B 108,250
- C 53,250
- D 1,750

25. A cheque where payment is only necessary in future is called a/an

- A Cross cheque
- B Open cheque
- C Sales cheque
- D Post-dated cheque

26. What is the primary purpose of a bank statement?

- A To track personal expenses
- B To reconcile account transactions
- C To request a loan
- D To apply for a credit card

27. At the introduction of a report of a loss suffered, the insured

- A Calls for prompt assessment
- B States the policy number
- C State the policy number and date
- D Mention the premium affected

28. Payment made from an insurance company to Mr Kenla after a loss is called a/an

- A Premium
- B Freight
- C Cover
- D Indemnity

29. The worth of a car is estimated at three million francs but is insured for one million francs. If it has an accident, the insured will be compensated worth

- A 1,000,000 FRS
- B 2,000,000 FRS
- C 3,000,000 FRS
- D 4,000,000 FRS

30. To apply for insurance cover, the applicant fills a/an

- A Policy form
- B Proposal form
- C Insurance cover form
- D Application form

31. Money regularly paid by the insured for a risk to be covered is known as

- A Premium
- B Insurance
- C Indemnity
- D Fee

32. In job application, a letter of intent is written by a/an

- A Job candidate
- B Trainee
- C Employer
- D Employee

33. The operation or activity carried out on applications prior to an interview is

- A Sorting
- B Recommendation
- C Placement
- D Shortlisting

34. After two months of probation an employee is entitled to receive a written

- A Statement of particulars
- B Contract
- C Work handwork
- D Personnel manual

35. The process of familiarising new employees to the organisation rules and regulations is known as

- A Orientation
- B Placement
- C Selection
- D On boarding

36. An employment letter in response to an advertisement is

- A Unsolicited
- B Intent
- C Solicited
- D Approval

37. A service note transmits

- A Order from subordinate to the hierarchy for signature
- B Information from superior to collaborators
- C Information no matter the sense of circulation in hierarchy
- D Order from the superior to the subordinate

38. A letter issued to Mrs Ngu by the management as a result of misconduct for the first time is titled

- A Demotion letter
- B Observation letter
- C Query
- D Engagement letter

39. A worker who qualifies for a top management position deserves a

- A Promotion
- B Congratulatory note
- C Placement
- D Recommendation

40. Circular letters are meant for

- A Confidentiality
- B Individual communication
- C Multiple recipients
- D Limited communication

41. One reason for writing a Memo is to

- A Save time
- B Circulate a message internally
- C Catch the reader's attention
- D Make sales and adverts

Questions 42 to 44 are based on the case below: A to Z Company hands 50,000 FRs monthly to the cashier for sundry expenses. The cashier spends 36% of the money in the month of April.

42. Calculate the total expenditure for the month of April

- A 50,000
- B 40,000
- C 36,000
- D 18,000

43. Calculate the amount of money left at the end of the month

- A 18,000
- B 32,000
- C 40,000
- D 50,000

44. How much will be added at the beginning of the month of May?

- A 18,000
- B 32,000
- C 40,000
- D 50,000

45. In order to restrict the recipients of a correspondence, Mr A uses

- A WhatsApp
- B Facebook
- C YouTube
- D Twitter

46. Holding Video conferences have been made easy with the use of

- A Messenger
- B Skype
- C TikTok
- D Instagram

47. A social media facility that is END-TO-END encrypted is

- A Facebook
- B Tik Tok
- C Twitter
- D Telegram

48. A suitable envelope to contain a $\frac{1}{2}$ A4 paper is

- A C3
- B C4
- C C5
- D C6

49. A land dispute between two neighbouring villages has caused loss of lives. The SDO for that area writes a letter to restrict both villages from the land. This letter is known as a/an

- A Injunction order
- B Quit notice
- C Convocation
- D Injection notice

50. A complaint on the breach of contract is always written by

- A A bailiff
- B Both parties to the contract
- C A plaintiff
- D A defendant

STOP

GO BACK AND CHECK YOUR WORK