

Office Procedures

Level 1

8993-01-001
51077



Candidate's name (Block letters please)

Centre no

Date

Time allowed: 1 hour 30 minutes
(plus 5 minutes' reading time).

Section A Answer **all** 15 questions in Section A. Your answers should be written in the question booklet in the spaces provided. You are advised to spend no more than 1 hour on this section.

Section B Answer **all** questions in Section B.

If additional separate sheets of paper are used, make sure each page is clearly labelled with your name.

Calculators and English and mother tongue dictionaries can be used.

For examiner's use only

Section A	Section B	Total
45	25	70

Section A

Answer **all** questions in this section – 45 marks.

1 State **three** ways other than e-mail, by which an office can receive communications by technological means.

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.....

(3 marks)

2 Identify **three** ways to ensure that an emergency exit door is effective.

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.....

(3 marks)

3 State **three** job titles for secretarial staff.

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(3 marks)

4 List **three** pre-printed headings on a memo.

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(3 marks)

5 Apart from the message, state **three** essential pieces of information that should be left by the caller on a telephone answering machine.

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.....

(3 marks)

6 List **three** checks that should be made before opening incoming mail.

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(3 marks)

7 Identify **three** documents which may be issued by a supplier after goods have been delivered.

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(3 marks)

8 Name **three** headings on a stock card which controls the purchasing of stock.

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.....

(3 marks)

9 Identify **three** procedures to be followed when paying out money from petty cash.

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(3 marks)

10 Put these **three** names in the correct alphabetical order:

Jonnie Banda, J Banda, Jonathan Banda.

.....
.....
.....

(3 marks)

11 List **four** disadvantages of using a lateral filing system.

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.....
.....

(4 marks)

12 Give **two** pieces of information to be completed on a cross reference card.

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.....

(2 marks)

13 Identify **three** items of information that may be printed on an envelope by a franking machine.

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(3 marks)

14 Give **three** ways to ensure the safe storage of computer disks.

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(3 marks)

15 Identify **three** items of computer hardware.

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.....
.....

(3 marks)

(Total 45 marks)

Past Paper

Section B

Scenario

You work in the administration department. Your manager, Miss Wendy Lee, is out of the office until later today and has left you the following three tasks to complete today.

- 1 Using the e-mail format below, prepare an internal e-mail to send to the sales manager, Mr Hughes, with a copy to Miss Lee, asking him to ensure that members of his department return borrowed files on time. Include a reason why failure to do this can cause inconvenience to others.

(6 marks)

The image shows a screenshot of an email client window titled "Mail To:". The window has a menu bar with "File", "Edit", "View", "Actions", "Tools", "Window", and "Help". Below the menu bar is a toolbar with icons for "Send", "Cancel", "Address", "Save", "Undo", "Copy", "Paste", "Bold", "Italic", "Underline", "Spell Check", and "Attach". Below the toolbar are tabs for "Mail" and "Send Options". The form fields include "From:" with a dropdown arrow, "CC:", "To:", and "Subject:". A large empty text area is provided for the email body.

- 2 Using the notes below, complete the hazard report form on the opposite page for the administration manager to sign today.

(9 marks)

Please complete a hazard report form about the canteen stairs for me to sign as soon as I return.

The caretaker says the hand rail is unstable and the carpet is worn on several steps with some holes now appearing. He has placed warning cones at both ends.

Office staff & canteen personnel have also complained.

There is a high risk of an accident, so I want immediate action and the report by tomorrow at the very latest.

Wendy

**Health & Safety at work
Notification of Hazard**

To Health and Safety Officer

From _____

Date _____

Location of hazard _____

Brief description of hazard _____

Reported by _____

Risk Assessment _____

Action already taken (if appropriate) _____

Action required (please tick appropriate box)

- | | |
|--|--|
| <input type="checkbox"/> Immediately | <input type="checkbox"/> Within 2 working days |
| <input type="checkbox"/> Within 7 working days | <input type="checkbox"/> As soon as convenient |

Action taken to be reported to _____

By _____

Signed _____

1 Complete the petty cash account below for last month to include the following purchases. Continue the sequence of voucher numbers and total the payment and analysis columns.

- 15th Postage £2.60
- 15th Window cleaning £10.00
- 21st Envelopes £3.50
- 26th Bus fare £1.35
- 28th Biscuits £0.80

(10 marks)

Receipts £	Date (year)	Details	Voucher No.	Total Payment £	Postage / Stationery £	Travel £	Sundries £
28.32	1 st	Balance b/f					
71.68	1 st	Cash received					
	3 rd	Stamps	18	3.10	3.10		
	10 th	Milk	19	5.20			5.20
	12 th	Taxi	20	6.00		6.00	

End of examination