

Office Procedures

Level 2

8993-02-002

51131



Candidate's name (Block letters please)

Centre no

Date

Time allowed: 2 hours
(plus 5 minutes' reading time).

Section A Answer all 12 questions. Your answers should be written in the question booklet in the spaces provided.

Section B Answer all questions. Information required to help answer these questions is given in the Scenario.

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
60	40	100

Section A

Answer **all** questions in this section – 60 marks.

1 Suggest **one** task which would only be carried out in each of the following departments only.

- Personnel/Human Resources

.....

- Accounts

.....

- Sales

.....

- Production

.....

- Transport

.....

(5 marks)

2 What **five** duties and/or responsibilities would be expected of an employee in connection with health and safety?

.....

.....

.....

.....

(5 marks)

3 State with brief reasons a different appropriate method for sending each of the following documents..

- a) A confidential legal document needed for a Court hearing.

.....

.....

- b) A complex document which includes a diagram.

.....

.....

(4 marks)

4 List **six** instructions to be given to a junior on how to handle a customer who telephones and wishes to make a complaint.

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

(6 marks)

5 State **five** ways computer terminals can be protected from damage.

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

(5 marks)

6 Give **three** advantages and **two** disadvantages of using answering machines/voice mail.

Advantages

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.....
.....

Disadvantages

.....
.....

(5 marks)

7 List **three** advantages and **two** disadvantages of using a credit card for payment.

Advantages

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.....
.....

Disadvantages

.....
.....

(5 marks)

8 State **five** rules for the issue of stationery stock.

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

(5 marks)

9 State **three** internal and **two** external sources of reference an administrator in the Personnel Department would find useful.

Internal

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

External

.....
.....

(5 marks)

10 List **five** ways of maintaining the security of information stored on computers

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

(5 marks)

11 a) Define the following terms used in connection with meetings

Resolution

.....

Amendment

.....

Ad hoc

.....

(3 marks)

b) Give **two** reasons for producing Minutes of a meeting.

.....
.....

(2 marks)

12 Give **one** reason why each of the following should be checked before making a business trip abroad.

Passport

.....

Visa

.....

Insurance document

.....

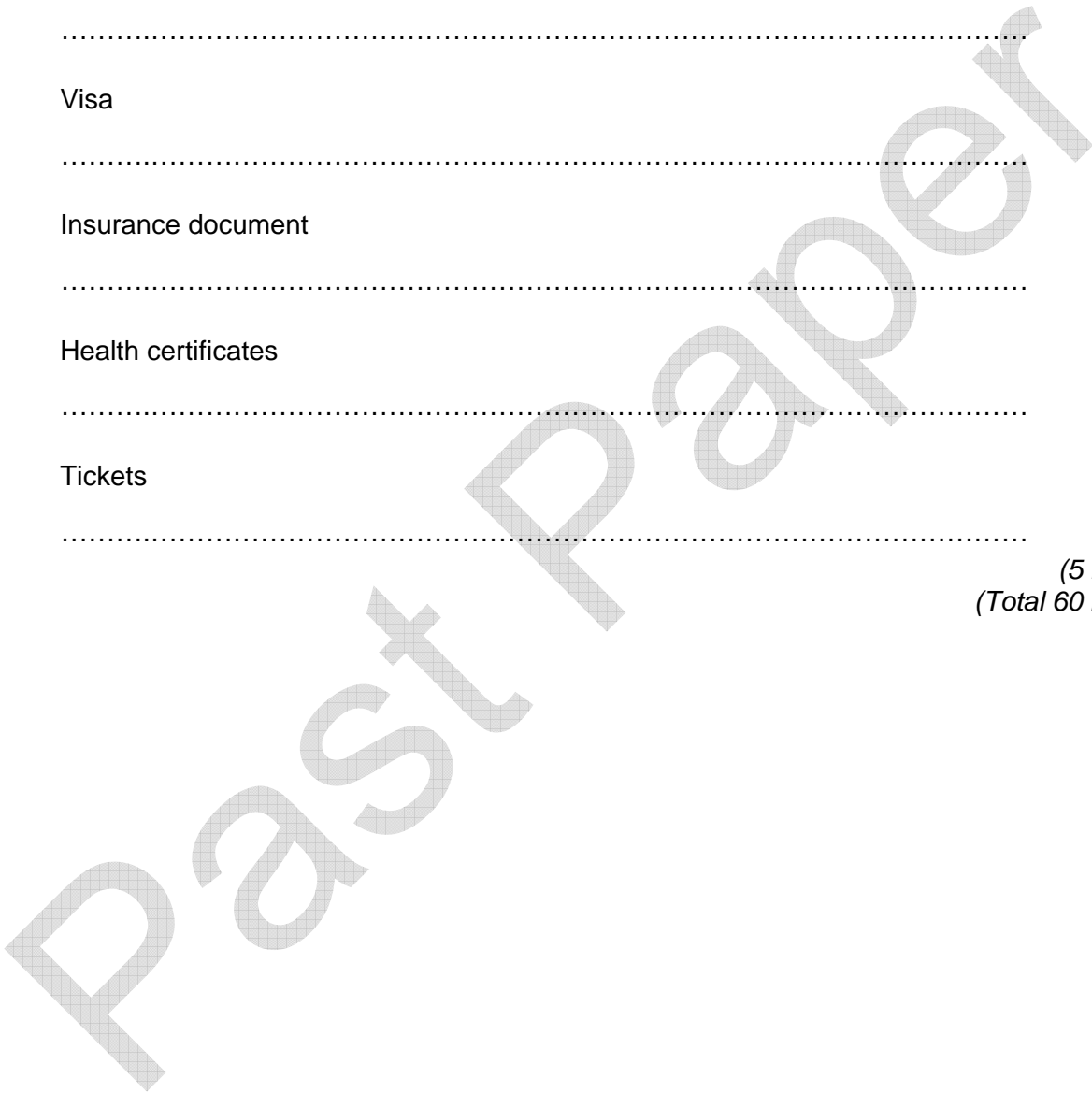
Health certificates

.....

Tickets

.....

(5 marks)
(Total 60 marks)



Section B Answer **all** questions in this section – 40 marks.

Scenario

You are employed as an Administrator at The Central School of Motoring, a large driving school. You are directly responsible to Miss Lucia Alam, the Managing Director. She is out of the office today and has left you the following four tasks;

- A quotation
- A letter
- A fire notice
- Petty Cash Account

1 Read the following e-mail and referring to the price list below, prepare an e-mail in reply using the box on the opposite page, setting out a quotation.

(12 marks)

Mail Send Options	
From: <input type="text" value="thebushes@mycos.com"/>	CC: <input type="text"/>
To: <input type="text" value="Central School of Motoring"/>	BC: <input type="text"/>
Subject: <input type="text" value="Driving Lessons"/>	
<p>(Yesterday's date)</p> <p>My son, Tony, wishes to learn to drive. Please could you let me know how much it would cost if he had 10 lessons? He would also like to have 2 sessions on the simulator before the lessons. I believe you also have a computer-based training package (MAP) and he will need to have some theory training.</p> <p>Thank you,</p> <p>Mrs Emily Bush</p>	

CENTRAL SCHOOL OF MOTORING

Enjoy Learning to Drive
 12 Field Road
 Reading
 RD4 4PD
www.central.co.uk

PRICE LIST

One hour tuition	£20.00
Block booking discount – 10 lessons	10%
Theory Test Training Pack	£18.00
Driving simulator for a better start – session	£15.00
 MAP (Mind, Alertness Programme) Computer based training package	£16.99

AND

Advanced Courses Collection from home Underage courses on private roads Driving instructor training Own car tuition	}	Prices on request
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Mail To: [-] [□] [X]

File Edit View Actions Tools Window Help

Send Cancel Address [Save] [Undo] [Cut] [Paste] | fff b u [Spell Check] >>

Mail | Send Options

From: [] CC: []

To: [] BC: []

Subject: []

[]

- 2 Read the message below from Miss Alam and referring to the timetable below, write the letter to PJM Motors Ltd. Use the letterhead opposite.

On the telephone yesterday I arranged a meeting with Stewart Nkomo, the Sales Manager of PJM Motors Ltd at their factory in Long Lane, Bristol, BR1 6HP, at 9.30am one week today. We are going to discuss the purchase of a new fleet of cars for next year. He is arranging for me to test drive their new XJ72 car. Will you please write and confirm the arrangements. They are going to send a car to collect me at Bristol Parkway station. Please find a suitable train from the timetable and mention the time of the train's arrival in the letter.

Thank you L.A.

(11 marks)

London – Bristol Parkway – Cardiff – Swansea		MX	WW	WW	A				
London Paddington	d	0045		0425		0645	0715	0730	0745
Slough	d	0035		0456		0659	0700	0714	0734
Heathrow Term. 1	d						0630	0630	0700
Gatwick Airport	d	2318		0020		0528	0611	0611	
Reading	d	0120		0600		0714	0740	0755	0810
Oxford	d			0600	0650		0732	0745	
Didcot Parkway	d	0139		0618	0711	0729	0754	0809	
Swindon	d	0200s		0635	0642	0735	0748	0815	0839
Chippenham	d	0216s		0656	0751		0829		
Bath Spa	a	0230s							0902
Bristol Parkway	d		0713b			0818		0855	
Bristol Temple Meads	a	0250	0657d		0724	0823	0842	0900	0915
Weston-Super-Mare	a				0744	0909			1000
Newport	a		0735			0839		0916	
Hereford	a		0904			0948		1018	
Cardiff Central	a		0751			0856		0937	
Bridgend	a		0812			0917			
Port Talbot Parkway	a		0823			0929			
Neath	a		0831			0936			
Swansea	a		0848			0952			
						R			
London Paddington	d	1100	1115	1130	1145	1200	1215		1230
Slough	d	1054	1104	1124	1134	1204	1204		1224
Heathrow Term. 1	d	1015	1015	1045	1045	1115	1115		1145
Gatwick Airport	d	1003	1003	1032	1032	1103	1103		
Reading	d	1125	1140	1155	1210	1226	1240		1255
Oxford	d			1140	1145	1204		1240	1245
Didcot Parkway	d			1155	1209	1224		1253	1309
Swindon	d		1209	1218	1229	1244		1310	1318
Chippenham	d		1223	1234				1324	1336
Bath Spa	a		1236	1248		1311		1336	1350
Bristol Parkway	d	1224			1256	1316			1356
Bristol Temple Meads	a		1255	1310	1314	1330		1355	1405
Weston-Super-Mare	a			1357	1357c	1414		1447	1447
Newport	a	1244			1316		1339		1416
Hereford	a	1348					1448		
Cardiff Central	a	1300			1337		1355		1437
Bridgend	a	1321					1415		
Port Talbot Parkway	a	1333					1427		
Neath	a	1343					1435		
Swansea	a	1358					1451		

CENTRAL SCHOOL OF MOTORING 

12 Field Road

Reading

RD4 4PD

www.central.co.uk

Tel: 57842 98453

Fax: 57842 98446

Past Paper

3 Complete the blank Fire Notice below with instructions for staff and visitors.

(8 marks)

FIRE NOTICE

ANY PERSON DISCOVERING A FIRE SHOULD:

ON HEARING THE FIRE ALARM:

ASSEMBLY POINT IS: On the Green beyond the Car Park

4 Balance the Petty Cash Account below at the end of last month and restore the imprest on the 1st of this month

(10 marks)

Amount	Date	Details	Voucher No.	Total Paid £	Postage £	Stationery £	Travel £	Office Sundries £
£100.00	1 st	Imprest						
	3 rd	Stamps	102	12.60	12.60			
	10 th	Coffee and Milk	103	5.10				5.10
	12 th	Taxi and rgistered mail	104	7.50	3.00		4.50	
	18 th	Flowers and plants	105	12.00				12.00
	20 th	Tea and milk	106	4.50				4.50
	25 th	Bus fare and stationery	107	20.60		18.00	2.60	
	27 th	Supplies for First Aid	108	15.20				15.20
	28 th	Copier paper	109	10.30		10.30		