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.			
o.	Identify there ways to ensure that an emergency exit door is effective	(3 marks)		
2	Identify three ways to ensure that an emergency exit door is effective.			
		(2 a. uka)		
3	State three job titles for secretarial staff.	(3 marks)		
		(3 marks)		
4	List three pre-printed headings on a memo.			
		(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.	ıld		
6	List three checks that should be made before opening incoming mail.	(3 marks)		
		(3 marks)		

7	Identify three documents which may be issued by a supplier after goods have been delivered.	e
		(3 marks)
8	Name three headings on a stock card which controls the purchasing of stock	ζ.
		(3 marks)
9	Identify three procedures to be followed when paying out money from petty cash.	
		(3 marks)
10	Put these three names in the correct alphabetical order:	
	Jonnie Banda, J Banda, Jonathan Banda.	
		6
		(3 marks)
11	List four disadvantages of using a lateral filing system.	
		(4 marks)
12	Give two pieces of information to be completed on a cross reference card.	
		(2 marks)

13	franking machine.	а
		 (3 marks)
14	Give three ways to ensure the safe storage of computer disks.	
15	Identify three items of computer hardware.	(3 marks)
		(3 marks)
	(7	otal 45 marks)

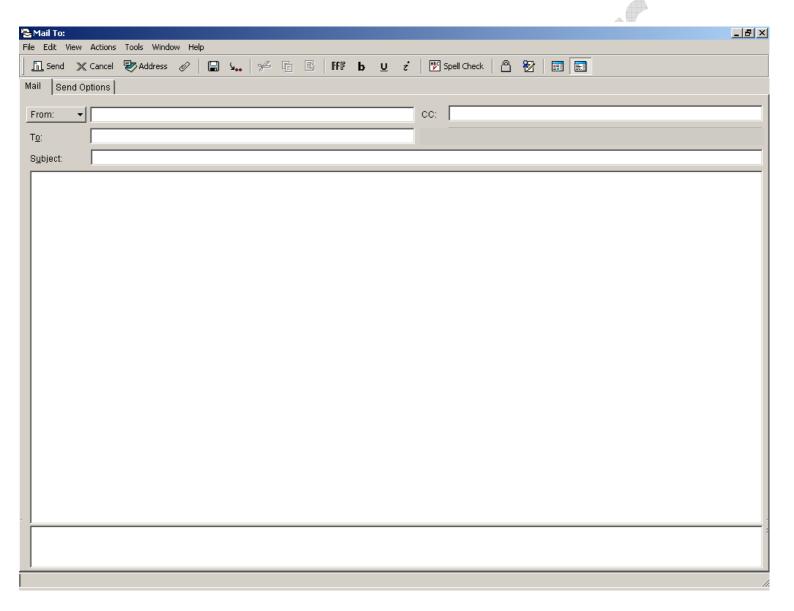
Section B

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.

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)



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	
bilei description of nazard	
Reported by	
Risk Assessment	
Action also shutsken (t	
Action alleady taken (ii appropriate)	
Action required (please tick appropriate box)	
☐ Immediately	Within 2 working days
☐ Within 7 working days	As soon as convenient
Action taken to be reported to	
Ву	
Signed	
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.

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

(10 marks)

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

End of examination