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

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<th>Section A</th>
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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.

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

3. State three job titles for secretarial staff.

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

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

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

…………………………………………………………………………………………
…………………………………………………………………………………………
…………………………………………………………………………………………
(3 marks)

10 Put these three names in the correct alphabetical order:

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…………………………………………………………………………………………
…………………………………………………………………………………………
(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)
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)
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)

☐ Immediately ☐ Within 2 working days

☐ Within 7 working days ☐ As soon as convenient

Action taken to be reported to ______________________________________________

By ______________________________________________

Signed ______________________________
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\textsuperscript{th} Postage £2.60
15\textsuperscript{th} Window cleaning £10.00
21\textsuperscript{st} Envelopes £3.50
26\textsuperscript{th} Bus fare £1.35
28\textsuperscript{th} Biscuits £0.80

\begin{tabular}{|l|c|c|c|c|}
\hline
Receipts & Date (year) & Details & Voucher No. & Total Payment £ & Postage / Stationery £ & Travel £ & Sundries £ \\
\hline
28.32 & 1\textsuperscript{st} & Balance b/f & 18 & 3.10 & 3.10 & & 5.20 \\
71.68 & 1\textsuperscript{st} & Cash received & 19 & 5.20 & & & \\
 & 3\textsuperscript{rd} & Stamps & 20 & 6.00 & & & \\
 & 10\textsuperscript{th} & Milk & & & & & \\
 & 12\textsuperscript{th} & Taxi & & & & & \\
\hline
\end{tabular}

\(\text{(10 marks)}\)

End of examination