

FORM TP 2012100



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C A R I B B E A N E X A M I N A T I O N S C O U N C I L

**SECONDARY EDUCATION CERTIFICATE
EXAMINATION**

OFFICE ADMINISTRATION

Paper 032 – General Proficiency

1 hour 45 minutes

READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

1. You **MUST** use this answer booklet when responding to the questions. For **EACH** question, write your answer in the space indicated and return the answer booklet at the end of the examination.
2. Use the **CASE** to answer the questions.
3. You are advised to take some time to read through the paper and plan your answers.

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO.

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THE CASE

Hi Tech Limited of 21 Super-Way Drive, Kingston 10 is a large Caribbean-owned company that specializes in providing office products and technology services to its customers. The company prides itself on being one of the most innovative and customer-focused companies in the Caribbean. In preparation for increasing global competition, management has decided to place more emphasis on employing a workforce that is not only competent at multitasking but multi-skilled as well.

Management believes this strategy will lead to increased productivity for the organization. As a result, the company has started a recruitment drive to employ staff with a wide range of skills who can also adapt easily to perform different activities within the organization.

Answer ALL questions.

1. Outline THREE characteristics that the management of Hi Tech Limited would want its employees to display. Employees should be

- (i) _____
- (ii) _____
- (iii) _____

(3 marks)

4. Kamla has received an email from Mr Devarde Levi, the Human Resource Manager at Hi Tech Limited, acknowledging receipt and thanking her for her letter of application. His email address is delivi@hitech.com.

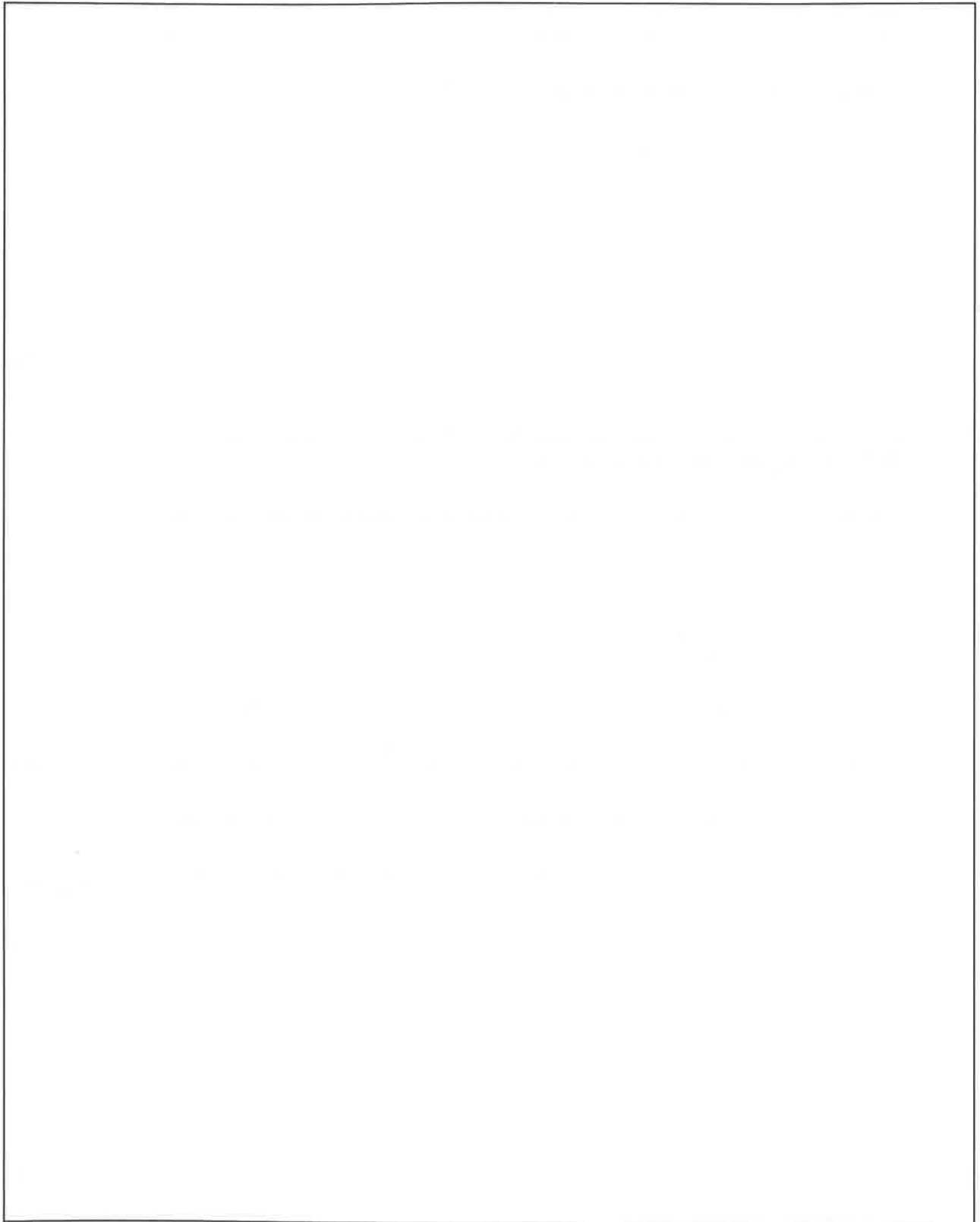
Draft a copy of the email that Kamla received at her email address, kramugh@mail.com.

Sent:	
To:	
Subject:	

(8 marks)

5. One month after Kamla sent her letter of application, a vacancy opens at Hi Tech Limited for an Administrative Assistant in its Records department. The following information is to be included in the advertisement which will appear in the weekend newspapers.
- Applications are invited from suitably qualified individuals to fill the position of Administrative Assistant.
 - Responsibilities: Day-to-day provision of administrative support to the company's Records department. Also responsible for the recording, filing and retrieval of the company's records and documents.
 - Education and Training: Diploma in Information Technology and Records Management.
 - Knowledge & Skills: Knowledge of Microsoft suite of programs, knowledge of basic records and database management.
 - Compensation: \$60, 000 - \$70, 000 per annum.
 - Contact: Submit application to Mr Devarde Levi, the Human Resource Manager at delivi@hitech.com

Use the information provided above to prepare the advertisement.



(6 marks)

6. Mr Levi contacts Kamla to inform her that he has reviewed her application which was placed on file and would like to invite her to an interview for the position of administrative assistant.

State FOUR ways in which she can prepare for the interview.

(4 marks)

7. Kamla believes that she has adequately prepared for the interview. However, on the morning of the interview, she starts to feel very nervous.

Suggest THREE techniques she could use to remain calm during the interview.

(3 marks)

8. Hi Tech Limited is aware of the factors that individuals consider when seeking a job. These include:

- (i) Education
- (ii) Job security
- (iii) Opportunities for promotion
- (iv) Working hours
- (v) Training

For EACH of the above factors, develop ONE question that Kamla could ask during the interview. Use the format indicated below.

Factor	Possible Question
(i) Education	
(ii) Job security	
(iii) Opportunities for promotion	
(iv) Working hours	
(v) Training	

(5 marks)

