



UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS  
Cambridge International Diploma in Office Administration  
Standard Level

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**OFFICE PROCEDURES**

**5233/A**

Core Module: Practical Assessment

**2007**

**1 hour 30 minutes**

Additional Materials:      Envelope  
                                    Answer Booklet/Paper  
                                    Typing Paper



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**READ THESE INSTRUCTIONS FIRST**

Write your Centre number, candidate number and name on all the work you hand in.

If you use handwriting for your answers, write in dark blue or black pen.

Do not use staples, paper clips, highlighters, glue or correction fluid.

Read the Guidelines to Candidates carefully before attempting any of the tasks.

You must attempt **all** tasks.

All printouts must be submitted at the end of the assessment.

At the end of the examination, fasten all your work securely together.

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This document consists of **5** printed pages.



**GUIDELINES TO CANDIDATES**

The following guidelines will help you to be successful in your assessment:

- 1 Use the 10-minute reading and preparation time to make your rough notes. Your tutor will give you paper.
- 2 Read the scenario and task instructions carefully. Clearly identify what the tasks are asking you to do. Decide the most appropriate way to present your answer – unless the task asks you to use a particular method of presentation.
- 3 Use standard business conventions and layouts and insert today's date on letters and memorandums etc., unless the task asks you to do something different.
- 4 Your tutor will provide you with rough planning paper and either plain white paper or templates for retrieval. If you are using a word processor, you will be provided with the information you need to retrieve templates.
- 5 If you are using a word processor, save each task as a separate file. Your tutor will tell you the printing arrangements.
- 6 You may use handwriting, a typewriter or a word processor to complete your tasks.
- 7 If handwriting is used, write clearly in black or blue ink. Do not use red ink. Pale blue ink can be difficult to read. If your work is difficult to read, you will automatically lose marks.
- 8 If you use a typewriter, you may use the memory facility available but it must be cleared before the assessment period starts.
- 9 Make sure that you write your Centre number, candidate number, name and task number at the top right-hand corner of every page before assembling your work in task order, together with the Instruction Sheet and any Centre Guidelines.
- 10 If you do not finish a task attach it to the back of your completed tasks and mark it "INCOMPLETE TASK".

## Scenario

You work as an Administrator in a Finance Department. You have been asked to complete the following tasks.

### Task 1

*Note*

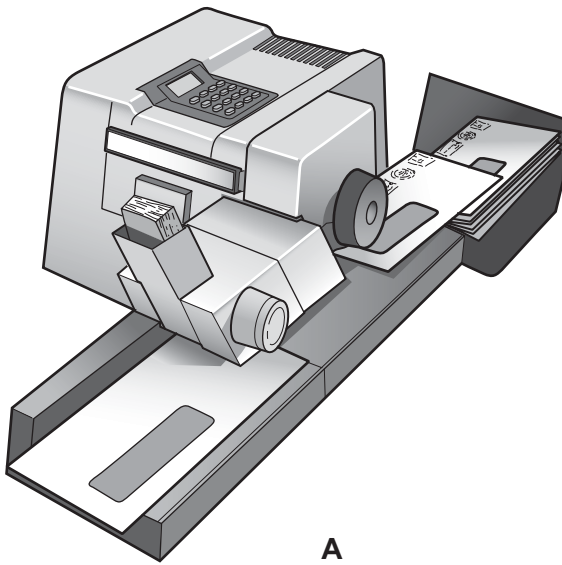
Several errors have recently been found in invoices received from suppliers. All invoices must be checked before being passed for payment.

- List 2 ways in which you would check the invoice below.
- List 1 reason why a quotation is sent following an enquiry.
- List 2 reasons why customers are sent a statement of account.
- Give 1 reason why a credit note would be used.

<b>INVOICE</b>			
J K Brown 9 Angel Road Bury St Edmonds, Suffolk, BS2 9OP			
<b>Invoice Number 3476</b> <b>Tel: (44) 1284 234 265</b>			
Quantity	Description	Unit Price \$	Total Price \$
20	Print Cartridges	10	200
15	Reams A4 paper	5	75
4	Boxes A4 envelopes	15	60
50	Post it note pads	1	50
Carriage Paid	<b>INVOICE TOTAL</b>		<b>385</b>
Terms 5% 21 days			

## Task 2

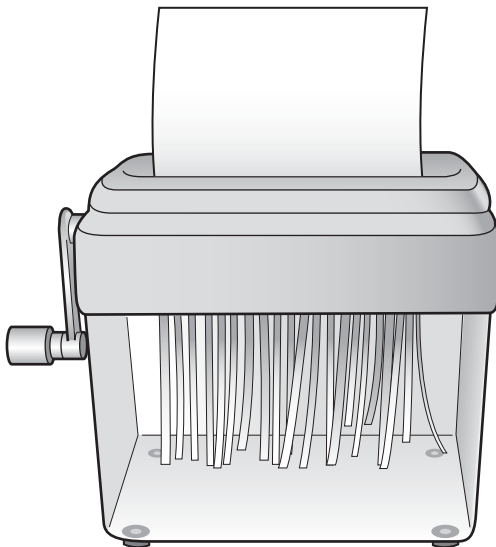
This equipment is used in your mailroom.



A



B



C



D

- Name the equipment **A**, **B**, **C** and **D**.
- Give a reason why a circulation slip would be used by the mail room staff.
- List 3 actions you would take if you thought a parcel received in the mail room was suspicious.

**Task 3***Note*

The amount spent on stationery is increasing every month and we need to do something about this.

- List 2 ways of monitoring stationery.
- List 2 problems which could be identified through monitoring stationery.
- List 2 causes of wastage or damage to stationery.

**Task 4**

- List 2 ways in which customer data can be kept secure.
- Give 2 advantages of using computerised filing.