

AN ROINN OIDEACHAIS AGUS EOLAÍOCHTA

Leaving Certificate Applied 2001

Vocational Specialism — Office Skills and Retail Distribution

(240 marks)

Tuesday, 12th June, 2001
Afternoon 2.30 pm – 4.00 pm

Marking Scheme
&
Sample Answers

General Directions

1. Write your EXAMINATION NUMBER in this space:
2. WRITE ALL ANSWERS INTO THIS ANSWER BOOK.
3. SHOW NECESSARY WORK ALONGSIDE YOUR ANSWERS.
4. CALCULATORS MAY BE USED.
5. THERE ARE FOUR SECTIONS IN THIS EXAMINATION.
ANSWER FOUR QUESTIONS.
ONE QUESTION MUST BE ATTEMPTED FROM EACH SECTION.



For the Examiner only

Question	Mark
1	
2	
3	
4	
5	
6	
7	
8	
Total	

ALL QUESTIONS CARRY EQUAL MARKS.

Section 1 – Retail Organisations and Selling (60 marks)

1. (a) You work as a cashier in a hardware company called “Home Decor” Ltd. A customer Michael Green wishes to buy goods costing £35. He hands you the following cheque.

	1 June	20	00	93-22-48
 Allied Irish Banks				
Pay House Decorations Ltd.	or order			
Thirty pounds only	IR£ 35			
	Michael Green			
	Tom Green			
<small>Allied Irish Banks plc</small>				
⑈000928⑈ 93 22481 47265143 02				

Name three (3) things that are incorrectly filled out in the cheque.

1. **Figures and words differ** (9)

2. **Incorrect Signature** (8)

3. **Wrong Year** (8)

3 points @ 9,8,8 = 25marks

(25 marks)

(b) Name two (2) other methods of payment that could have been used by Michael.

1. **Credit Card** (8)

2. **Cash** (7)

(15 marks)

(c) List four (4) personal qualities necessary for a good salesperson.

1. **Pleasant Personality** (5)

2. **Good Communicator** (5)

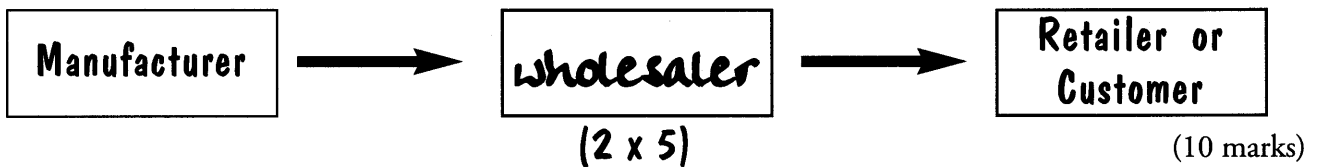
3. **Patient** (5)

4. **Energetic** (5)

If skill stated instead of personal qualities give 2 each

(20 marks)

2. (a) Complete the following diagram;



(b) Give one example of each of the following retail organisations:

Mail Order example **Oxendales** (5)

Chain Store example **Boots** (5)

Vending Machine example **Cigarettes** (5)

Supermarket example **Dunnes** (5)

Franchise example **McDonalds** (5)

(25 marks)

(c) 1. What is bar-coding?

A method of identifying individual products using lines and numbers and of giving information on its product (5)

2. What is it used for?

To scan prices at the till (3)

To Stocktake (2)

(2 points)

(10 marks)

(d) You work in a supermarket. The owner is concerned about the drop in fruit sales. Outline three ideas you could suggest to increase sales.

1. **Improve the display** (5)

2. **Offer samples to the shopper** (5)

3. **Reduce Cost** (5)

(3 points @ 5 marks)

(15 marks)

Section 2 – Junior Cleric

(60 marks)

3. (a) Imagine your name is Maria Cleary. You work at Westside, Galway for a company called Smith Ltd. Your supervisor has asked you to fax an order for forty reams of A4 paper (white) from the company head office at 12 Store St., Dublin.
Complete the blank fax sheet below:

<h1>FAX</h1>	
To: <u>Smyth Ltd – Head Office</u>	(4)
From: <u>Maria Cleary -</u>	Date: <u>12 June 2001</u>
<u>Westside Galway</u>	(4)
Message: _____	
<u>Please forward 40 reams of A4 paper (White) as soon as possible</u>	

Signed: <u>Maria Cleary</u>	
(4)	

(5 pieces of information @ 4 marks each)

(20 marks)

- (b) Give two advantages of sending a fax.

1. Speed (5)
2. Record of the communication (5)

(10 marks)

(c) Organise the following names in alphabetical order:

Ann Marie Duke, Brian Duffield, Henry Dudley, Claire Duffy, Seán Duggan, Patrick Duignan, Anne Duff, Elaine Duhan, Maurice Duffin, Mairéad Duhig.

- | | |
|--------------------------|---------------------------|
| 1. <u>Dudley Henry</u> | 6. <u>Duggan Seán</u> |
| 2. <u>Duff Anne</u> | 7. <u>Duhan Elaine</u> |
| 3. <u>Duffield Brian</u> | 8. <u>Duhig Mairéad</u> |
| 4. <u>Duffin Maurice</u> | 9. <u>Duignan Patrick</u> |
| 5. <u>Duffy Claire</u> | 10. <u>Duke AnnMarie</u> |

(10 x 2 marks)

(20 marks)

(d) State two benefits of a good filing system.

- | | |
|---|------------|
| 1. <u>Easy restoration of documents</u> | (5) |
| <hr/> | |
| 2. <u>Neatness of office</u> | (5) |
| <hr/> | |

(2 x 5 each)

(10 marks)

4. (a) You work for "Organic Foods" Ltd. Your supervisor has asked you for suggestions on designing new headed paper for the organisation. Sketch below the headed paper. Include five (5) different pieces of information.

(25 marks)

**Organic Foods Ltd.
2 Main St.
Nenagh
Co. Tipperary**

**Phone:066-21358
Fax:066-21369
Email:Organic@eircom.net
VAT Reg. No: 216935**

LOGO

Directors: J.Murphy. P.Green

**5 pieces of information @ 5 marks each.
Deduct 3 marks if company name is not included**

(b) The photocopier in your office does not work. Suggest three (3) things you would check before calling in a service person.

1. **Check machine is switched on**

2. **Check power supply**

3. **Check that paper is present**

Check toner

(3 x 5 each)

(15 marks)

(c) The business in which you work has purchased two new computer packages, a word processing package and a spreadsheet package. Suggest three uses of each package.

Word processing package:

1. **Type Letters** (4)

2. **Newsletter** (3)

3. **Documents** (3)

Spreadsheet package:

(Calculation of)

1. **Invoices** (4)

2. **Statements** (3)

3. **Wages** (3)

(20 marks)

Section 3 – Office Practice

(60 marks)

5. (a) You are the treasurer in your basketball club “Celtic Heroes” you are asked to record the following receipts and payments for the month end May 2001.

		£
May 2	Purchase of basketballs	40
May 3	Hire of bus	120
May 6	Subscriptions	500
May 8	Sponsorship	1,500
May 12	Purchase of new kit	700
May 20	Purchase of refreshments for tournament	150
May 24	Sale of entry tickets	75
May 25	Rent of equipment	185
May 28	Affiliation fees	200
May 29	Fee for referee	30

Using the above information prepare a Receipts and Payments account with 4 analysis columns. You may use the format provided below or any other suitable layout.

Date	Details	Total	Date	Details	Total	Equipment	Rent	Travel	Misc.
May 2	Subs	(2) 500	May 2	B.Balls	(2) 40	(1) 40	—	—	—
May 8	Sponsorship	(2) 1,500	May 3	Bus	(2) 120	—	—	(1) 120	—
May 24	Tickets	(2) 75	May 12	Kit	(2) 700	(1) 700	—	—	—
			May 20	Refreshments	(2) 150	—	—	—	(1) 150
			May 25	Equipment Rent	(2) 185	—	(1) 185	—	—
			May 28	Affiliation fees	(2) 200	—	—	—	(1) 200
			May 29	Referee	(2) 30	—	—	—	(1) 30
					1,425				
					650 (8)	(1)	(1)	(1)	(1)
		(2) 2,075			(2) 2,075	740	185	120	380
May 31	Bal	(2) 650							
	10 items @ 2 each	= 20							
	Analysis 7 @ 1	= 7							
	Dates	= 5							
	Balance (8 + 2)	= 10							
	Totals (4 x 1) + (2 x 2)	= 8							
		50							

(50 marks)

- (b) Give two (2) reasons why personal hygiene is important in the workplace.

(10 marks)

(1) Pleasant working conditions

(2) Health and safety considerations

(2 x 5 marks)

6. (a) List six (6) things you would do in an office to ensure a safe and healthy environment.

1. **Correct ventilation**
 2. **Correct Lighting**
 3. **Safe electric installations**
 4. **Training on correct lifting**
 5. **Clearly marked exits**
 6. **Regular fire drills**
- 6 items @ 5 each**

(30 marks)

(b) Suggest two (2) ways in which timekeeping is monitored in the workplace.

1. **Time Clock** (8)
2. **Sign in - Sign out** (7)

(15 marks)

(c) You are P. Griffin. Fill in the Petty Cash voucher below for one jar of "Smooth Gold" coffee at £3.25. The voucher is passed by A. Mannion.

Petty Cash Voucher	Folio 21
Purpose 1 Jar of Smooth Gold Coffee	Amount
	£ 3 p 25
Signed P. Griffin	
Passed by A. Mannion	

(5 items @ 3 marks each)

(15 marks)

Section 4 – Retailing and the Consumer

(60 marks)

7. (a) Loyalty cards such as the Club Card, Statoil Card and Value Card are used by many retailers today.

Outline two (2) benefits of these cards to:

1. The Consumer

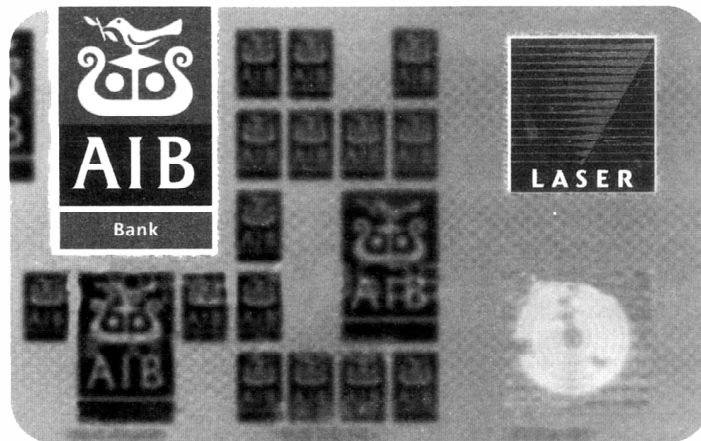
- (i) **Points which earn cash vouchers** (5)
-
- (ii) **Sometimes bonus points on certain goods** (5)
-

2. The Retailer

- (i) **Customer loyalty** (5)
-
- (ii) **Gather information on spending patterns** (5)
-

(20 marks)

- (b) A customer hands you the following card to pay for goods costing £20.50. She also requests £10 cash.



Outline how you would handle the transaction.

- (i) **Key in £20.50** (v) **Hand Back card + £10**
-
- (ii) **Key in £10 cashback** (vi) **Place slip in till**
-
- (iii) **Ask Customer to sign**
-
- (iv) **Check signature**
-

(5 steps @ 4 marks each)

(20 marks)

- (c) A customer wishes to pay in cash for an item costing £7.50. She hands you £10.00. Describe four (4) steps you would take when handling this transaction.

1. **Check note for forgery**

2. **Key in £7.50 sale + £10 total**

3. **Hand back £2.50 change**

4. **Place £10 in till**

4 @ 5marks each

(20 marks)

8. (a) Calculate the % mark-up on each of the following goods.

Cost Price	Selling Price	% Mark-up
£40	£50	25%
£300	£320	6.66%
£150	£170	13.33%

(10)

(10)

(10)

4 each if correct formula with correct figures

(30 marks)

- (b) Tick one box for each sentence to show whether the sentence is true or false.

You are leagally bound to join a Trade Union.

True	False
<input type="checkbox"/>	<input checked="" type="checkbox"/>

A shop must accept all goods returned by customers.

<input type="checkbox"/>	<input checked="" type="checkbox"/>
--------------------------	-------------------------------------

Pregnant wömen are entitled to five months maternity leave.

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-------------------------------------	-------------------------------------

All employees are entitled to statutory redundancy if made redundant.

<input checked="" type="checkbox"/>	<input type="checkbox"/>
-------------------------------------	--------------------------

A shop must accept sterling in payment for goods.

<input type="checkbox"/>	<input checked="" type="checkbox"/>
--------------------------	-------------------------------------

All employees are entitled to a minimum wage.

<input checked="" type="checkbox"/>	<input type="checkbox"/>
-------------------------------------	--------------------------

(30 marks)

(6 @ 5marks)

Notice either true or false will be accepted as question should have read

Pregnant women are entitled to 5 months paid maternity leave.