

AN ROINN OIDEACHAIS AGUS EOLAÍOCHTA

Leaving Certificate Applied 2002

**Vocational Specialism –
Office Administration and Customer Care**

Practical Examination (40% of Total Marks)

Time allowed: Twenty (20) minutes

OFFICE ADMINISTRATION AND CUSTOMER CARE

You are required to complete any three (3) assignments in the presence of the External Examiner. All assignments carry equal marks.

1. Photocopy a page of text on both sides of an A4 page.

2. The examiner will hand you a letter.
Open a new file for the client named in the letter and file the document in an appropriate manner.

3. Leave a message on an answering machine requesting an application form for the position of trainee manager in the firm.

4. Demonstrate the use of an office guillotine.

5. The examiner will hand you a blank cheque. Complete the cheque with the details that will be provided by the examiner.

6. You work in the reception area of an hotel. A student from the local school comes in and states that she is to start work-experience in the dining room at 09.30. You have no information about this arrangement. Role-play the situation. The examiner will role-play the part of the student.

7. Collate four copies of a three-page document.

8. Look up the Golden Pages to source the supplier of a product. The Examiner will suggest the product.