




Coimisiún na Scrúduithe Stáit State Examinations Commission

Leaving Certificate Applied 2004

Vocational Specialism – Office Administration and Customer Care (240 marks)

Tuesday, 15 June
Afternoon 2.30 pm to 4.00 pm

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.
ATTEMPT ONE QUESTION FROM EACH SECTION.

<i>For the Superintendent only</i>	<i>For the Examiner only</i>	
Centre Stamp	1. Total of end of page totals.	
	2. Aggregate total of all disallowed questions.	
	3. Total mark awarded (1 minus 2)	
	4. Bonus mark for answering through Irish (if applicable)	
	5. Total mark awarded if Irish bonus. (3 + 4)	
	Note: The mark in row 3 (or row 5 if an Irish bonus is awarded) must equal the mark in the Móriomlán box on the script.	

Vocational Specialism

Office Administration and Customer Care 2004

Section 1 – Retailing and Selling

(60 marks)

1. (a) You work in sales and marketing in a hardware store specialising in home décor. Suggest five (5) ideas to promote customer loyalty and encourage the customer to return to your store and give reasons for your answers.

1. Suggestion _____

_____ (5)

Reason _____

_____ (5)

2. Suggestion _____

_____ (5)

Reason _____

_____ (5)

3. Suggestion _____

_____ (5)

Reason _____

_____ (5)

4. Suggestion _____

_____ (5)

Reason _____

_____ (5)

5. Suggestion _____

_____ (5)

Reason _____

_____ (5)

(b) List two (2) security checks you would carry out if a customer handed you a cheque in payment for goods.

1. _____

2. _____

_____ (10)



2. (a) When a customer hands you a cheque guarantee card name two (2) items that you should check for:

1. _____

2. _____

_____ (10)

- (b) You work as a cashier in a department store called "Better Bargains". A customer Gina Healy hands you the following cheque.

 Allied Irish Banks		<u>1 June</u> 20 <u>00</u>	93-22-48
			
Pay	<i>Brighter Bargains Ltd</i>		or order
	<i>One hundred and</i>	<i>€135</i>	
	<i>twenty five euro</i>		
<small>Allied Irish Banks plc</small>		<i>Gina Healy</i>	
		<i>J. Healy</i>	
<small>⑈000928⑈ 93⑈ 2248⑈ 47265143 02</small>			

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

1. _____
 2. _____
 3. _____
- (20)

- (c) A customer visits the electrical store in which you work. He complains that the DVD player he purchased last week no longer works properly. He does not have a receipt but he does have his credit card duplicate. State how you would handle this situation.

(30)

Section 2 Office Assistant

(60 marks)

3. (a) Place the following names in alphabetic order:

- | | |
|----------------|----------------|
| 1. D. Kavanagh | 6. B. Keatley |
| 2. P. Kaar | 7. T. Keating |
| 3. P. Kehoe | 8. P. Kavanagh |
| 4. C. Keehan | 9. R. Keeffe |
| 5. A. Keeley | 10. P. Kelly |

- | | |
|----------|-----------|
| 1. _____ | 6. _____ |
| 2. _____ | 7. _____ |
| 3. _____ | 8. _____ |
| 4. _____ | 9. _____ |
| 5. _____ | 10. _____ |

(40)

(b) You work as a receptionist for Telco Manufacturing Ltd. State to which department you would direct the following queries.

1. A customer who complains that his product is faulty.

2. A person looking for a job.

3. A local charity looking for sponsorship.

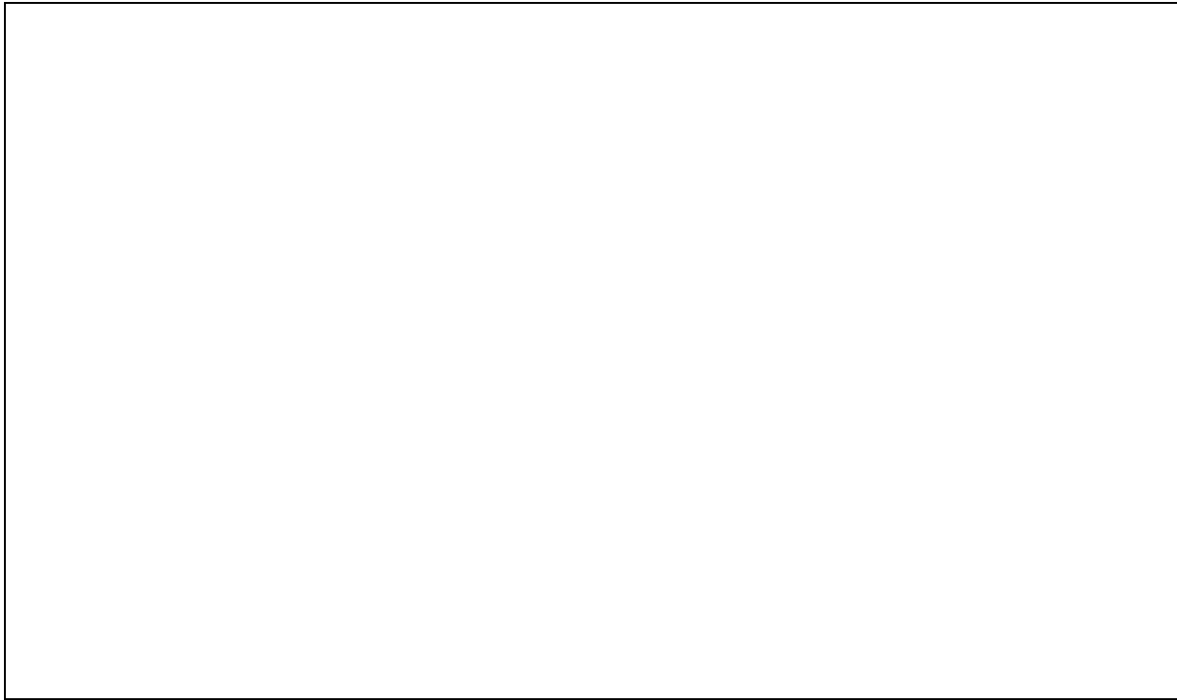
4. An employee who phones in sick.

(20)

4. "Poogan Ltd." a public relations company has the following personnel. John Murphy – Sales Manager. Phil Green – Personnel Manager. Anne White – General Manager. Paul Buckley – Sales Manager. Dorothy Simpson – Staff Supervisor. David Fahy – Chief Accountant.

Present these positions in an organisational chart.

(40)



- (b) Fax, Email, Telephone and Intercom are important forms of communication in the modern office. State which of these forms of communication you would use in the following circumstances.

1. A memo to be sent instantly to six branches nationwide.

2. An announcement to vacate the building for a fire drill.

3. Engineering drawings to be sent to a client quickly.

4. A request to the personnel manager for a day's holiday next Monday.

(20)

Section 3 - Office Practice

(60 marks)

5. (a) You are the treasurer in your Rugby Club “Mighty Maulers”. You are asked to record the following receipts and payments for the month of May 2004.

			€
May	2	Purchase of equipment	240
“	3	Hire of bus	120
“	6	Subscriptions	500
“	8	Sponsorship	2,500
“	12	Purchase of new kit	700
“	20	Purchase of refreshments for tournament	150
“	24	Sale of entry tickets	175
“	25	Rent of equipment	185
“	28	Affiliation fees	200
“	29	Expenses for referee	100

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

Date	Details	Total	Date	Details	Total				

(50)

(b) Give two (2) reasons why being able to work as part of a team is important.

1. _____

2. _____

(10)

6. (a) Health and safety is an important matter in any working environment.
List six (6) things you would do in an office to ensure a safe and healthy environment.

(i) _____

(ii) _____

(iii) _____

(iv) _____

(v) _____

(vi) _____

(30)

(b) Describe how you would **plan** and **carry out** a fire drill for an office with 20 employees.

(30)

Section 4 Retailing and the Consumer

(60 marks)

7. (a) Calculate the VAT and total price of the following items.

Quantity	Description	Cost Per Unit €	VAT @ 21%	Total €
1	CD Player	500		
1	Electric Guitar	800		
1	Amplifier	590		
1	Hands-free Microphone	250		
1	Keyboard	885		

(50)

- (b) Who collects VAT?

(10)

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

Cost Price	Selling Price	% Mark-Up
€150	€170	
€260	€290	
€125	€155	
€485	€500	
€200	€235	

(30)

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

	True	False
A shop may refuse a cheque in payment for goods.	<input type="checkbox"/>	<input type="checkbox"/>
The minimum wage is less for those aged under 18 than for those aged 18 years of age.	<input type="checkbox"/>	<input type="checkbox"/>
A P60 is a certificate you apply for when you need dental treatment.	<input type="checkbox"/>	<input type="checkbox"/>
It is illegal to discriminate against an employee on the grounds of race or religion.	<input type="checkbox"/>	<input type="checkbox"/>

(30)

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