Marking Scheme Office Administration and Customer Care Written Paper 2004

The paper is divided into four sections with two questions in each section. Candidates are required to answer four questions, one from each section. Each question carries sixty marks.

Question 1 (a) 5 suggestions @ 5marks each 25	60
(1)	60
5 reasons @ 5 marks each 25	60
(b) 2 checks @ 5 marks each 10	00
Question 2	
(a) 2 items @ 5 marks each 10	
(b) 3 items @ 7, 7 and 6 marks 20	
(c) Marked out of a total of 5, answer X 6	
Excellent V. Good Good Fair Attempt	
5 4 3 2 1	60
Question 3	
(a) 10 names placed in alphabetic order	
(a) 4 marks each 40	
(b) 4 departments @ 5 marks each 20	60
Question 4 Organization Chart with 5 items (2.8 months each 10.	
(a) Organisation Chart with 5 items @ 8 marks each 40 (b) 4 forms of communication @ 5 marks each 20	60
(b) 4 forms of communication @ 5 marks each 20	00
Question 5	
(a) 10 as follows: date @ 1mark 10	
total @ 2 marks 20	
analysis @ 1 mark 10	
balance @ 8 marks 8	
totals 2 @ 1 mark 2	
(b) 2 reasons @ 5 marks 10	60
Question 6	
(a) 6 items directly relevant to an office situation	
(a) 6 nems effectly relevant to all office statation (a) 5 marks each 30	
(b) Marked out of 5 answer X 6	
Excellent V. Good Good. Fair Attempt	
5 4 3 2 1	60

Question 7			
(a)	10 figures @ 5 marks each	50	
(b)	1 answer @ 10 marks	10	60
Question 8			
(a)	5 figures @ 6 marks each	30	
	(if only formula given 5 X2 marks,		
	if formula filled in with correct figures 5 X 4 marks,		
	if correct answer 5 X 6 marks)		
(b)	4 items, (8, 8, 7, 7 marks)	30	60