



Coimisiún na Scrúduithe Stáit State Examinations Commission

Leaving Certificate Examination Applied 2005 Vocational Specialism – Office Administration and Customer Care (240 marks)

Tuesday, 14 June 2005 - Afternoon 2.30pm to 4.00pm

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.	

Section 1 – Retailing and Selling

(60 marks)

1. (a) You work in a department store. A customer returns a pair of shoes. He complained that when he took them home they did not match his suit. The shoes have been worn once. The customer has the receipt to prove that the shoes were purchased three days ago in that store. The customer has requested a replacement pair of shoes in a different colour, or he would be happy with his money back. From your knowledge of consumer law outline how you would handle this situation.

(30)

- (b) This marking used on most products is called:



(10)

(c) Give three (3) ways in which the information contained in this strip can be used.

1 _____

2 _____

3 _____

(20)

2. (a) You work as a sales assistant in a supermarket. Outline how you would deal with the following situations.

1 A customer hands you a credit card to pay for goods. The expiry date on the card is June 2004.

2 A customer offers you a cheque in payment for goods. The customer does not have a cheque guarantee card.

3 A customer slips on the floor on a water spill.

4 A customer refuses to pay the tax on a plastic bag and demands that she gets it free.

5 A customer wishes to return a loaf of bread because it is stale.

6 A customer skips the queue at the checkout and says she has only a few items and is in a hurry.

(60)

Section 2 Office Assistant

(60 marks)

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

- | | |
|-----------------------|--------------------------|
| 1. John Riordan | 6. Riordan's Travel |
| 2. Roadstone Builders | 7. Andy Rice |
| 3. Richies Bar | 8. River Island Fashions |
| 4. Brendan Roberts | 9. Dan Roache |
| 5. Rice College | 10. River Rooms Hotel |

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

(40)

(b) Name four (4) details you consider important to record when taking a message over the phone.

1 _____

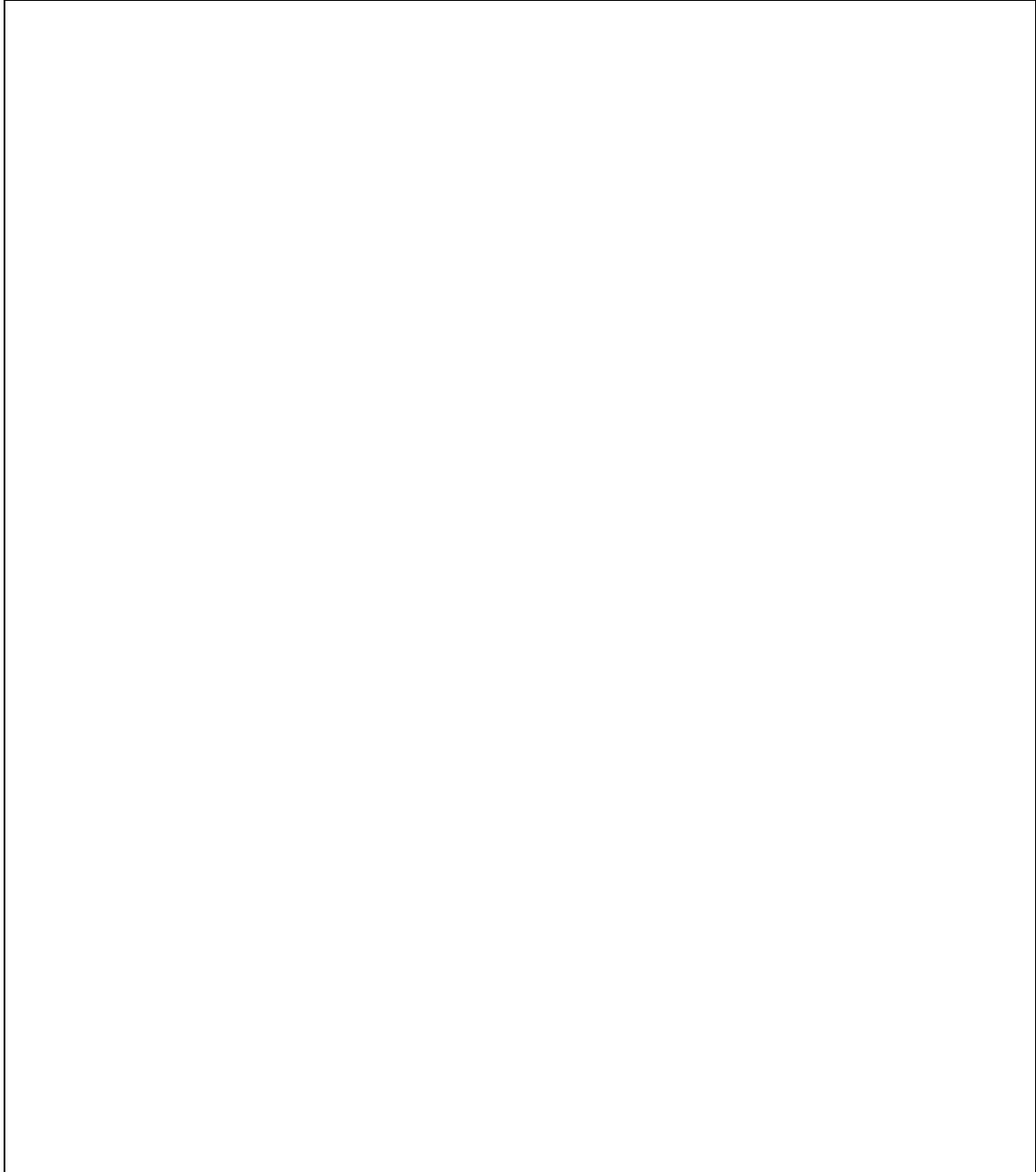
2 _____

3 _____

4 _____

(20)

4. (a) You work for Magnum Restaurant, 24 O'Connell Street, Athlone. A client has written to complain that the meal she had last week in the restaurant for her anniversary was not satisfactory and has requested that you deal with the matter. Write a letter to the client apologising and offering some redress. The client's name is Margaret Buckley, 24 Moore Terrace, Ballinasloe, Co. Galway.



(40)

(b) The business in which you work has purchased two new computer packages. A word processing package and a spreadsheet. Suggest three (3) uses of each package.

Word processing package:

- 1 _____
- 2 _____
- 3 _____

Spreadsheet package:

- 1 _____
- 2 _____
- 3 _____

(20)

Section 3 – Office Practice

(60 marks)

5. (a) From the following information prepare a Petty Cash book for “Glittering Jewellers Ltd.” for the week end 22 May 2005. Use four (4) analysis columns. You may use the outline below or any other suitable outline.

2005		€
April 19	money received from accounts department	50.00
April 20	2 litres milk	2.20
April 20	1 breakfast roll	3.50
April 20	1 packet tissues	0.70
April 21	1 bottle washing-up liquid	1.85
April 21	1 new baby gift	15.00
April 21	1 greeting card	1.20
April 22	cleaning materials	6.50
April 22	postage expenses	2.50
April 22	packet of pencils	3.00

Balance the account on April 22 and restore the imprest on that day.

(60)

Petty Cash Book

Date	Details	Total	Date	Details	Total	Postage & Stationery	Refreshments	Cleaning	Other

6. (a) You work for Abbey Construction Ltd. Your boss is out of the office for the day. During the day six visitors call to the office. Record these visits on the form provided or in some other suitable format.
- 09.30 "Fast Link" couriers delivers a package from Conroy Ltd. The package was accepted and signed for.
- 10.20 Con Lucey, a sales representative, delivers samples of a new roofing material. He has requested that it be tried out on the new housing development being built by your company.
- 10.45 Susan Walshe from the local secondary school calls requesting two weeks' work experience in the office.
- 11.10 Rory Lynch from the local GAA club called in and requested a donation for the club.
- 12.35 Barbara O'Brien from Hamilton Solicitors dropped off contracts to be signed.
- 13.50 Sean Devaney called and requested to meet your boss.

Name	Time	Organisation	Purpose of visit	Response

(50)

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

1 _____

2 _____

(10)

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	Dining table	€500		
1	Couch	€600		
1	Dining chair	€80		
1	Kitchen stool	€100		
1	Coffee table	€125		

(50)

- (b) What do the letters VAT stand for?

(10)

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

Cost price	Selling price	Mark-up
€150	€160	
€280	€290	
€25	€35	
€475	€500	
€300	€345	

(30)

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

	True	False
The Consumer Information Act 1978 is designed to protect the rights of the consumer	<input type="checkbox"/>	<input type="checkbox"/>
By law, employees must be made redundant on a first-in first-out basis.	<input type="checkbox"/>	<input type="checkbox"/>
A P60 is a certificate of the total pay, tax and PRSI for a given year	<input type="checkbox"/>	<input type="checkbox"/>
30% of 600 is 90	<input type="checkbox"/>	<input type="checkbox"/>
The 1990 Sale of Goods and Supply of Services Act States that unsolicited goods (unordered goods sent to your home) may be kept within 30 days of telling the seller to collect them or within 6 months if no notice is given.	<input type="checkbox"/>	<input type="checkbox"/>

(30)