

LEAVING CERTIFICATE APPLIED 2006

Vocational Specialism – Office Administration and Customer Care

WRITTEN EXAMINATION (240 marks)

Tuesday, 13 June - Afternoon, 2.30 to 4.00

GENERAL DIRECTIONS

Write your EXAMINATION NUMBER in this space.	
Write all answers into this ANSWER BOOK.	
Show necessary work alongside your answers.	
Calculators may be used.	
There are FOUR sections in this examination.	
-Answer FOUR questions.	
-Attempt ONE question from EACH section.	

For the Superintendent	For the Examiner	
C4	1. Total of end of page totals	
Stampa an Ionaid Centre Stamp	2. Aggregate total of all disallowed questions	
Centre Stamp	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.	

Q.1 (a) Give a description of a survey you have carried out on shopping in your own area. State how you went about it and the type of information you collected.

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(b)		gest four (4) reasons why a customer might choose to shop in a town centre or city centre er than in an out-of-town shopping centre.			
	(i)				
	(ii)				
	(iii)				
	(iv)				
		(20)			
Q.2 (a)	and Sug	work in a supermarket specialising in freshly baked goods as well as the usual groceries hardware. You have been asked to help develop the layout for the summer months. gest five (5) ideas for a suitable layout to encourage customers to travel the whole store thus purchase more goods. Give reasons for your suggestions. Suggestion:			
		Reason:			
	(ii)	Suggestion:			
		Reason:			

(iii)	Suggestion:	
	Reason:	
Gw	Cuagastian	
(10)	Suggestion:	
	D	
	Reason:	
(v)	Suggestion:	
	Reason:	
		(50
	y purchases are now conducted over the internet on sites such as eBay. Outline rity measures you would use to ensure that such transactions are safe.	two (2)
(i)		
(ii)		
		- 710
		(10

(b)

Q.3 (a)

Place the following names in alphabetic order:

•	John Tierney	•	Deirdre Timmons
•	Pat Tiernan	•	Des Tobin
•	Anne Thynne	•	Sue Thurrell
•	Carol Toale	•	Joe Tierney
•	Sam Timmoney	•	James Tierney

(i)	(vi)
(ii)	(vii)
(iii)	(viii)
(iv)	(ix)
(v)	(x)(40)
	(40)

(b) You work for Grunge Multi Stores, Unit 10-14, Ashton Industrial Estate, Tullamore, Co Offaly. The company is a wholesale distributor of teenage fashions. You are sending an invoice to Pink and Purple, Unit 25, Thomond Shopping Centre, Dock Road, Limerick. Show how you would address the envelope to this client.

ı	
	(20)

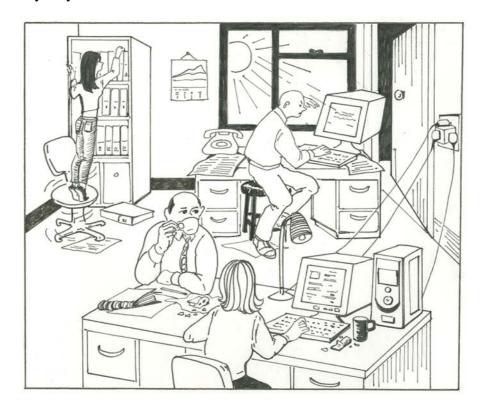
(20)

4 (a)	You are responding to an advertisement for a job vacancy as an office assistant to the firm Brogan and Doyle, Solicitors, 44 Main Street, Letterkenny, Co Donegal. In the space belowrite the cover letter that you would enclose with your CV in response to the advertisement Use any address you wish.
	(4
(b)	Conservation of paper is important in the modern workplace. State three (3) ways in which you would keep the use of paper to a minimum in an office.
	(i)
	(ii)
	(iii)
	(2)

Section 3 - Office Practice

60 marks

Q.5 (a) Health and safety is an important matter in any working environment. The picture below shows a number of unsafe practices. List six (6) things you consider unsafe and state the reason why they are unsafe.



(1)	 	 	
(ii)	 	 	
(iii)	 	 	
(iv)	 	 	
(v)	 	 	
(vi)	 	 	
			(30)

Describe how you would plan and carry out a fire drill for an office with 20 employees.		
(30)		

(b)

Q.6 (a) You are the treasurer in your athletic club, Sprinters and Chasers. Record the following receipts and payments for the month of May, 2006.

			€
May	2	Purchase of equipment	340
"	3	Hire of bus	120
"	6	Subscriptions	700
"	8	Sponsorship	2,500
"	12	Purchase of new kit	670
"	20	Purchase of refreshments for tournament	250
"	24	Sale of tickets for athletics meeting	325
"	25	Rent of equipment	175
"	28	Hire of coach	200
"	29	Referee expenses	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)

(0)	(i)
	(ii)
	- (10)
	Rough work

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

Quantity	Description	Cost per unit	Cost excluding VAT	VAT @ 21%	Total €
1	Plasma Television	€15,500			
2	Toasters	€50			
4	Electric Kettles	€60			
1	DVD Player	€250			
10	Electric Food Mixers	€125			

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

Cost price	Selling price	Percentage % mark-up
€250	€275	
€ 270	€290	
€130	€155	
€ 400	€500	
€200	€245	

(30)

(60)

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

		True	False
•	A shop may legally refuse dollars in payment for goods.		
•	The minimum wage in 2006 is €7.45 per hour for those aged 18 years of age and over.		
•	2% of €26.50 is €0.53.		
•	It is illegal to make an employee redundant.		

(30)

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