



Coimisiún na Scrúduithe Stáit State Examinations Commission


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	
<div style="border: 1px solid black; padding: 10px; text-align: center;"> Stampa an Ionaid Centre Stamp </div>	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.	

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.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins or other markings on the paper.

(40)

- (b) Suggest four (4) reasons why a customer might choose to shop in a town centre or city centre rather than in an out-of-town shopping centre.

- (i) -----

- (ii) -----

- (iii) -----

- (iv) -----

(20)

-
- Q.2** (a) You work in a supermarket specialising in freshly baked goods as well as the usual groceries and hardware. You have been asked to help develop the layout for the summer months. Suggest five (5) ideas for a suitable layout to encourage customers to travel the whole store and thus purchase more goods. Give reasons for your suggestions.

- (i) Suggestion: -----

- Reason: -----

- (ii) Suggestion: -----

- Reason: -----

(iii) Suggestion: _____

Reason: _____

(iv) Suggestion: _____

Reason: _____

(v) Suggestion: _____

Reason: _____

_____ (50)

- (b) Many purchases are now conducted over the internet on sites such as eBay. Outline two (2) security measures you would use to ensure that such transactions are safe.

(i) _____

(ii) _____

_____ (10)

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

- John Tierney
- Pat Tiernan
- Anne Thynne
- Carol Toale
- Sam Timmoney

- Deirdre Timmons
- Des Tobin
- Sue Thurrell
- Joe Tierney
- James Tierney

(i) _____

(vi) _____

(ii) _____

(vii) _____

(iii) _____

(viii) _____

(iv) _____

(ix) _____

(v) _____

(x) _____

(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.

(20)

- Q.4** (a) You are responding to an advertisement for a job vacancy as an office assistant to the firm of Brogan and Doyle, Solicitors, 44 Main Street, Letterkenny, Co Donegal. In the space below write the **cover letter** that you would enclose with your CV in response to the advertisement. Use any address you wish.

(40)

- (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) -----

(20)

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.



- (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)

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- 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				

- (b) As well as responsibilities, employees have many rights at work. State two (2) such rights.

(i) _____

(ii) _____

$$\overline{(10)}$$

Rough work

This image shows a full page of white paper with horizontal dashed lines, typical of primary-ruled notebook paper. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings present.

Section 4 - Retailing and the Consumer

60 marks

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			

(60)

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)

(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.	<input type="checkbox"/>	<input type="checkbox"/>
• The minimum wage in 2006 is €7.45 per hour for those aged 18 years of age and over.	<input type="checkbox"/>	<input type="checkbox"/>
• 2% of €26.50 is €0.53.	<input type="checkbox"/>	<input type="checkbox"/>
• It is illegal to make an employee redundant.	<input type="checkbox"/>	<input type="checkbox"/>

(30)

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