



Coimisiún na Scrúduithe Stáit

State Examinations Commission

Scrúdú na hArdteistiméireachta Feidhmí, 2009

Leaving Certificate Applied Examination, 2009

Riarachán Oifige agus Cúram Custaiméirí

Office Administration and Customer Care

Leibhéal comónta

Common level

Scéimeanna marcála

Marking schemes

Riarachán Oifige agus Cúram Custaiméirí

Office Administration and Customer Care

240 marcanna 240 marks

Achoimre na marcanna Summary of marks

- C1** Q.1(60) (a) 24 (6×4), (b) 16 (4×4), (c) 20 (10×2)
C2 Q.2(60) (a) 20 ($2 + 8 + 10$), (b) 20 ($10 + 10$), (c) 20 ($5; 5 \times 3$)
C3 Q.3(60) (a) 40 (4×10), (b) 20 (4×5)
C4 Q.4(60) (a) 18 ($1 \times 6; 12$); (b) 18 ($2 + 4 + 2; 10$); (c) 12 (3×4); (d) 12 ($10 + 2$)
C5 Q.5(60) (a) 8; (b) 10 (2×5); (c) 42 ($8 + 8 + 15 + 6 + 5$)
C6 Q.6(60) (a) 12 (3×4); (b) 20 (4×5); (c) 28 ($1 \times 5; 1 \times 5; 1 \times 3; 2 \times 5; 1 \times 5$)
C7 Q.7 (60) (a) 45 (3×15); (b) 15 ($3 \times 1; 12 \times 1$)
C8 Q.8(60) (a) 30 ($10 (2 \times 5); 20 (4 \times 5)$) (b) 30 (6×5)

Creidiúintí Credits

12: 204-240 **11:** 187-203 **10:** 170-186 **9:** 154-169 **8:** 137-153 **7:** 120-136
6: 103-119 **5:** 86-102 **4:** 70-85 **3:** 53-69 **2:** 36-52 **1:** 19-35
0: 0-18

NB: If applicable . . .

- In the grand total, round **down** fractions or decimals to the next whole number
- Leave fractions or decimals in individual answers

Reasonable accommodation

Where a candidate has been granted, and availed of, the aid of a scribe, a tape recorder or a spell-enabled computer, or has been granted a spelling or grammar exemption, a modified interpretation of this marking scheme will apply to this paper.

SECTION 1—RETAILING AND SELLING

Ceist 1 Question 1

60 marks

	Marcanna Marks
(a) 6 marks for each of four ways (6 x 4)	... 24
(b) 4 marks for each of four skills or qualities (4 x 4)	... 16
(c) 10 marks for each of two situations (10 x 2); use grid #2	... <u>20</u>
	... <u>60</u>

Solutions (*as given or similar*)

(a) State any **four** ways of helping to increase sales

- (i) Display the products in an attractive manner. A new product getting a lot of attention to be used as a magnet to draw customers in.
- (ii) Have a sale with bigger reductions for slow moving items
- (iii) Entry into a draw for customers who buy €100 or more of products
- (iv) A free microwave with every purchase of a washing machine (value €300 or over)
- (v) Hand out leaflets promoting special offers in your shop

(24)

(b) Suggest any **four** skills or qualities of a salesperson

- (i) Good with people and persuasive
- (ii) An enthusiastic outgoing personality
- (iii) Good knowledge of product or service
- (iv) Be punctual and do not have potential customers left waiting
- (v) Good communicator and polite

(16)

(c) Dealing with **two** situations

- (i) Check the receipt to confirm that the microwave was bought in your shop. Explain to the customer that under the Sale of Goods and Supply of Services Act 1980 as the product is not faulty or damaged there is no obligation on the shop to make a refund. A credit note or replacement could be offered as a gesture of goodwill.
- (ii) Apologise to the customer. Explain that it is the shop's policy not to accept credit cards as is indicated by notice. It will accept cash or cheque with cheque card or debit card. It will hold on to the product for the customer if necessary while obtaining cash from the ATM.

(20)

SECTION 2—OFFICE ASSISTANT

Ceist 3 Question 3

60 marks

Marcanna Marks

- | | | |
|-----|--|------------------|
| (a) | 4 marks for each of 10 names organised in alphabetical order (4×10) | ... 40 |
| (b) | 5 marks for each of four points (5×4) | ... <u>20</u> |
| | | <u>60</u> |

Solutions

(a)

- (i) James Dolan
- (ii) Ann Heavey
- (iii) Ann Moran
- (iv) Patricia Rowe
- (v) Mary Ryan
- (vi) Siobhán Ryan
- (vii) Louis Walsh
- (viii) Catherine White
- (ix) John White
- (xi) Raymond Whyte

(40)

Note: For an attempt, say, first name in alphabetical order, allow 1 mark each. For example, Ann Heavey, Ann Moran, Catherine White, James Dolan, etc.

(b)

Four pieces of information such as the following or similar

- (i) Person's name
- (ii) Contact number
- (iii) The person to whom they wish to speak
- (iv) Nature of message

(20)

	Marcanna Marks
(a) 1 mark for each of six details (1×6)	... 6
3 marks for each of four points in the message (3×4)	... 12
(b) 2 marks for "To", four for "From" and two for "Date" ($2 + 4 + 2$)	... 8
10 marks for message; use grid #2	<i>up to</i> ... 10
(c) 3 marks for each of two rights (3×2)	... 6
3 marks for each of two responsibilities (3×2)	... 6
(d) 10 marks for layout; two marks for neatness ($10 + 2$); use grid #2	... <u>12</u>
	<u>60</u>

Solutions (as given or similar)

(a)

<p>Fax</p> <p>To: <i>Foyle Hotel</i> From: <i>Bell Ltd/Pat Hynes</i> Fax number: <i>0044-6772101</i> Telephone number: <i>0044-6772100</i> Date: <i>9 June 2009</i> Pages: <i>1</i></p> <p>Message: I am enquiring on behalf of my boss Jim Bell about the availability of a single en-suite room for Tuesday 16 June 2009. Secure car parking would be essential. Please quote me a price as soon as possible.</p>

(18)

(b)

<p>Memo</p> <p>To: <i>All office staff</i> From: <i>John Byrne HRM</i> Date: <i>16 April 2009</i></p> <p>Message: All summer holidays must be booked by Friday, 22 May 2009</p>

(18)

(c) (State any **two** rights)

- To be paid the minimum wage
- To get statutory annual leave
- Have a 39-hour working week

(State any **two** responsibilities)

- To arrive at work on time
- To work to the best of your ability
- To be respectful to colleagues

(12)

(d) Design of an office layout for three people

Accept any reasonable arrangement that will fit comfort, safety and efficiency requirements; allow for neatness.

(12)

SECTION 3—OFFICE PRACTICE

Ceist 5 Question 5

60 marks

Marcanna Marks

- | | |
|---|---------------|
| (a) 8 marks in total or two marks each for four brief points (2 × 4) | ... 8 |
| (b) 2 marks each for 5 items of information (2 x 5) | ... 10 |
| (c) 8 marks for dates, 8 marks for details, 14 marks for figures, 6 marks for totals, 5 marks (3 + 2) for balances (8 + 8 + 15 + 6 + 5) | ... <u>42</u> |

Note: Deduct two marks if the year is not given in the date column; **60**
 also accept alternatives in brackets.

Solutions (as given or similar)

(a) Imprest system

This is a system where one person, the petty cashier, is given responsibility for making all *small* payments for the business. The petty cashier is given a certain amount, called a float, at the beginning of each week or month. The total amount that they pay out is refunded to the cashier at the end of the period.

(8)

(b) Details required:

- 20 May 2009
- Scones for the staff
- Jackie Forde
- Helen Reidy
- €6.80

(10)

(c)

Petty Cash Book

Date	Details	Total	Date	Details	Total	Refreshments	Postage & stationery	Cleaning	Other
2009		€	2009		€	€	€	€	€
18 May	Cheque	100.00	18 May	Packets biscuits	3.80	3.80			
			19 May	Postage	15.60		15.60		
			20 May	Cleaning materials	18.50			18.50	
			20 May	Greeting card	4.00		4.00		(4.00)
			21 May	Washing-up liquid	1.40			1.40	(1.40)
			21 May	Breakfast rolls	8.00	8.00			
			22 May	Window cleaner	24.00			24.00	
			31 May	Balance c/d	24.70				
		100.00			100.00	11.80	19.60	43.90	(4.00)
1 Jun	Balance b/d	24.70					(15.60)	(42.50)	(5.40)

(42)

Marcanna Marks

(a) (1) 3 marks for each of two uses of a spreadsheet package (3 × 2)	... 6
(2) 3 marks for each of two uses of a word processing package (3 × 2)	... 6
(b) 4 marks for each of five items of safety in the office (4 × 5)	... 20
(c) 1 mark for each of five names (1 × 5)	... 5
1 mark for each of five times (1 × 5)	... 5
1 mark for each of three organisations (1 × 3)	... 3
2 marks for each of five purposes of visit (2 × 5)	... 10
1 mark for each of five responses (1 × 5)	... <u>5</u>
	<u>60</u>

Solutions (as given or similar)

(a) (1) (state any **two**)

- Accounts
- Wages
- Reports

(12)

(b) (2) (list any **five**)

- Proper lighting
- Adequate ventilation
- Safe electrical appliances
- Regular fire drills
- VDU protection
- Clearly marked exits

(20)

(c)

[Record of visits]

Name	Time	Organisation	Purpose of visit	Response
Jim Smith	9:40		Meeting with boss a.s.a.p.	Will contact him with suitable time
Quick Delivery	10:20	Precision Engineering	Package	Signed for
12 Andy Moran	10:30	Insulation Products	Delivers samples of new insulation materials	Asked that he call back next week
Mark Lewis	10:50	Evergreen Soccer Club	Seeks sponsorship	Promised to ring him
Mary Gallagher	12:10		Referee expenses	Asked her to send in her CV

(28)

SECTION 4—RETAILING AND THE CONSUMER

Ceist 7 Question 7

60 marks

Marcanna Marks

- (a) (1) 3 marks for each of 5 figures (3×5) ... 15
 (2) 3 marks for each of 5 figures (3×5) ... 15
 (3) 3 marks for each of 5 figures (3×5) ... 15

Note: Allow own figures; do not penalise twice.

- (b) (i) 3 marks for answer (3×1) ... 3
 (ii) 12 marks for reason (12×1) up to ... 12
60

Solutions

(a)

Quantity	Description	Cost per unit €	Cost excluding VAT €	VAT @ 21% €	Total €
6	Dining room chairs	100.00	6000.00	126.00	726.00
1	Dining table	800.00	800.00	168.00	968.00
5	Kitchen stools	80.00	400.00	84.00	484.00
1	Coffee table	200.00	200.00	42.00	242.00
2	Reclining armchairs	250.00	500.00	105.00	605

(45)

(b) (i) No

(ii) Under the Law of Contract, the customer is offering to buy the product at the named price of €50. There is no contract until the shopkeeper accepts the customer's offer. The shopkeeper is entitled to accept or reject an offer.

(15)

Ceist 8 Question 8**60 marks**

	Marcanna Marks
(a) 2 marks for each correct profit item (2×5)	... 10
4 marks for each correct percentage mark-up (4×5)	... 20
(b) 6 marks for each correct statement (6×5)	... <u>30</u>
	<u>60</u>

Solutions*(a)*

Cost price €	Selling price €	Profit €	Percentage (%) mark-up
200.00	250.00	50.00	20
475.00	500.00	25.00	5
300.00	350.00	50.00	14.3
140.00	200.00	60.00	30
75.00	100.00	25.00	25

*(30)**(b)*Statement #1 is false; all the others are **true**.*(30)*

Grid 1 (mark out of 5)

attempt	poor	fair	good	excellent
1	2	3	4	5

Grid 2 (mark out of 10)

attempt	poor	fair	good	excellent
1, 2	3, 4	5, 6	7, 8	9, 10

General noteOpen or closed punctuation is acceptable
