



Coimisiún na Scrúduithe Stáit State Examinations Commission


LEAVING CERTIFICATE APPLIED, 2013

Vocational Specialism — Office Administration and Customer Care

WRITTEN EXAMINATION (240 marks)

Tuesday, 11 June, afternoon, 2.30 - 4.00

GENERAL DIRECTIONS

- Write your *EXAMINATION NUMBER* here. 
- Write all your answers in this *ANSWER BOOK* in the spaces provided.
- 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	
Stampa an ionaid Centre stamp	1. Total of end-of-page totals	
	2. Aggregate total of disallowed questions	
	3. Mark awarded (1 minus 2)	
	4. Bonus for answering in Irish (if applicable)	
	5. Total mark if a bonus is awarded for answering in Irish (3 plus 4)	
	Note: The mark in row 3 (or in row 5 if a bonus is awarded for answering in Irish) must equal the mark in the Total Marks box on the script.	
	Total Marks	

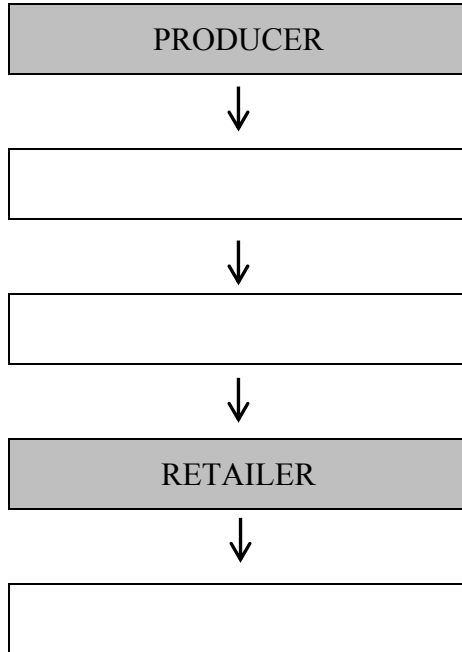
SECTION 1—RETAILING AND SELLING

Question 1

60 marks

Answer (a), (b) and (c).

(a) Fill in the **three** blank spaces in the following Chain of Distribution:



(12)

(b) In Ireland, many large grocery retailers offer loyalty cards to build and encourage customer loyalty.

(i) **Column 1** shows a list of large grocery retailers in Ireland. **Column 2** is a list of possible loyalty cards for these retailers.

Column 1 – Retailers	Column 2 – Loyalty Card
1. SuperValu	A. CLUBCARD
2. Centra	B. Real Rewards Card
3. DUNNES STORES	C. SMILE
4. TESCO	D. VALUEclub

Match the two lists by placing the letter of the appropriate loyalty card under the relevant number below:

1.	2.	3.	4.

(ii) Miss Ciara Leonard of 27 Corrib View, Clifden, Co. Galway has decided to register as a member of the Centra loyalty card scheme. Ciara, who was born on 20 February 1989, would prefer to be contacted by email (cleonardshopping@gmail.com) rather than by telephone (085-1200919). Her Fob Number is 2847326.

Using today's date, complete the blank REGISTRATION FORM for Ciara:

Please Complete This Form: (*mandatory)

Please complete this form in block capital letters using either black or blue ink. Please make sure you keep within the boxes provided.

Title: Mr Mrs Miss Ms Other *Gender: Male Female

*First Name:

*Surname:

*Address:

*County: *Date of Birth: / / dd/mm/yy

Email Address: @

Mobile:

Contact Preferences: Email: Y N App: Y N TXT: Y N Do not contact me

Fob No: Tick box to accept terms and conditions.

Signature: Date:

(33)

(c) (i) Explain the term 'mail order'. Give **one** example of a well-known 'mail order' retailer.

Example: _____

(ii) Explain **three** functions of a salesperson.

(15)

Question 2**60 marks**

Answer (a), (b) and (c).

- (a) Give **two** reasons why a salesperson should always greet a customer in an appropriate manner.

(8)

- (b) You work as a manager in a restaurant. Outline how you would deal with each of the following situations:

(i) A couple wishes to pay for their meal with a debit card. When processing the card, you discover that the expiry date on the card is 31 May 2013.

(ii) A regular customer attracts your attention and complains that the new waiter has dropped items of food and spilt a number of drinks when serving guests at his table.

(iii) A couple arrives for dinner at 7.30pm. When you check the reservations book, you discover that their reservation is for 8.30pm.

(27)

SECTION 2—OFFICE ASSISTANT

Question 3

60 marks

Answer (a), (b) and (c).

(a) Place the following names in alphabetical order of surnames and also, where necessary, in order of first name.

- | | |
|---|--|
| <ul style="list-style-type: none"><input type="radio"/> Patricia Newell<input type="radio"/> John Nolan<input type="radio"/> Anne Newell<input type="radio"/> Mary Neville<input type="radio"/> Kevin Nolan | <ul style="list-style-type: none"><input type="radio"/> Pat Nash<input type="radio"/> Tom Neville<input type="radio"/> Tom Nash<input type="radio"/> Audrey Nash<input type="radio"/> Joe Newell |
|---|--|

(i) _____

(vi) _____

(ii) _____

(vii) _____

(iii) _____

(viii) _____

(iv) _____

(ix) _____

(v) _____

(x) _____

(30)

(b) (i) You work in the Human Resources Department of Western Office Supplies Ltd, 32 High Street, Westport, Co. Mayo. Mr Kevin Holmes has recently been appointed to the position of Sales Representative and has a Contract of Employment with the company. His business contact details will be as follows: 093-56789 (Office), 085-7230579 (Mobile) and kholmes@wos.ie (E-mail). Draft a Business Card for Kevin in the space below:

(ii) As a Sales Representative with Western Office Supplies Ltd, Mr Kevin Holmes will receive a company car and a flat wage each week plus commission.

Explain each of the following terms:

Benefit-in-kind: _____

Commission: _____

(16)

- (c) (i) Using the following information, calculate the Net Pay that Mr Kevin Holmes will receive in Week No. 1 of his employment with Western Office Supplies Ltd:

	€	€
Gross Pay		385.00
Statutory Deductions	72.85	
Non-Statutory Deductions	29.65	
Total Deductions		
Net Pay		

(ii) PAYE is a statutory deduction from wages. What do the letters PAYE stand for?

(iii) Give **two** examples of non-statutory deductions from wages.

(14)

Question 4**60 marks**

Answer (a), (b), and (c).

(a) Office equipment is essential in the efficient running of an office.

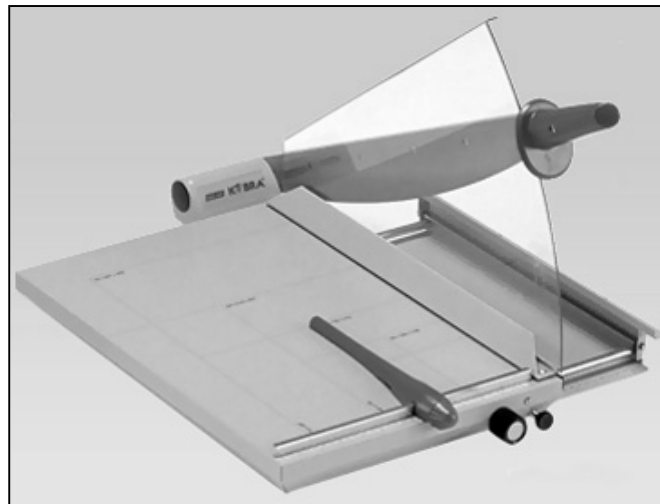
(i) **Column 1** shows a list of common pieces of office equipment. **Column 2** is a list of explanations for office equipment:

Column 1 – Office Equipment	Column 2 – Explanation
1. Stapler	A. Used to produce hard copy of a document
2. Printer	B. Used to destroy an important document
3. Photocopier	C. Used to attach a number of pages together
4. Shredder	D. Used to make an exact copy of a document

Match the two lists by placing the letter of the appropriate explanation under the relevant number below:

1.	2.	3.	4.

(ii) Identify the following piece of office equipment and explain its main function in an office:



Piece of Equipment: _____

Function: _____

(18)

- (b) (i) Alex Adams, the Petty Cashier, uses Petty Cash Vouchers to keep a record of small office expenses for Adams Ltd. Enter the transaction of 5 April 2013 in the Petty Cash Voucher provided below:

Adams Ltd		PETTY CASH VOUCHER No. 65	
		Date	
Details		Amount	
		€	c
Signature:			

(ii) Name the paper size which is most commonly used for standard letters in offices.

_____ (14)

- (c) (i) How much money did Alex need to restore the imprest at the end of April 2013?

€ _____

(ii) Explain term 'imprest'. _____

 _____ (6)

Rough work

Question 6**60 marks**

Answer (a), (b) and (c).

- (a) (i) You work as a receptionist. Your boss is away for the day. One of your duties is to keep a record of all visitors to the business. Using today's date, record the visits for your boss on the form provided.

- 9.15 a.m. Parcel delivered by Paul Cullen of Cullen Logistics Ltd. You signed for it.
- 9.40 a.m. Gavin Moore from Ace Safety Ltd called to check the fire safety equipment. You gave him an identification badge and allowed him to check the equipment throughout the building.
- 10.30 a.m. Ann Dillon from Doyle Insurance Ltd called to arrange a meeting with your boss. You arranged a meeting for 11.00 am on 13 June 2013.
- 2.15 p.m. Registered letter delivered by Sean Duffy of An Post. You signed for it.
- 3.30 p.m. Michael O'Donnell called and left a cheque for your boss. You gave him a receipt.

RECORD OF VISITORS					
Date:					
Name	Time	Organisation	Purpose of visit	Response	Receptionist

- (ii) List **two** factors which should be considered by a receptionist when considering good personal hygiene and grooming.

(40)

- (b) Your boss has prepared a fax message and has requested you to send the fax to the following number: 01-3311702.



List **four** steps involved in sending the fax correctly:

(10)

- (c) (i) Place a tick (✓) after **each** statement showing whether it is TRUE or FALSE.

	TRUE	FALSE
(a) Red signs are used for showing the location of fire extinguishers and other fire safety equipment.		
(b) Yellow triangles are used on signs to show caution is needed due to a hazard.		

(ii) In terms of Health and Safety, define a hazard and give **two** examples of common hazards in a workplace.

Hazard: _____

Examples: _____

(10)

SECTION 4—RETAILING AND THE CONSUMER

Question 7

60 marks

Answer (a), (b), (c) and (d).

(a) Tick **one** of the boxes for each sentence to show whether it is true or false.

	True	False
By law, a retailer must accept a cheque as a form of payment.	<input type="checkbox"/>	<input type="checkbox"/>
‘Contactless’ is a new form of cashless payment for transactions up to €15.	<input type="checkbox"/>	<input type="checkbox"/>
The person who signs a cheque is called the payee.	<input type="checkbox"/>	<input type="checkbox"/>
An invoice is issued by the buyer when goods are sold on credit.	<input type="checkbox"/>	<input type="checkbox"/>
Industrial relations refers to the relationship between employers and employees in the workplace.	<input type="checkbox"/>	<input type="checkbox"/>

(15)

(b) Calculate the total cost excluding VAT, VAT @ 23% and the total cost for each of the following items.

Quantity	Description	Cost per unit	Total cost excluding VAT	VAT @ 23%	Total cost
		€	€	€	€
2	Vacuum Cleaners	200			
8	Toasters	25			
12	Electric kettles	40			
9	Saorview Televisions	499			

(24)

(c) (i) Name **two** credit card companies.

(ii) You work as a sales assistant in an electrical store. Explain the procedure when dealing with credit card transactions.

(12)

(d) Give **three** legal rights of an employee in the workplace.

(9)

Question 8**60 marks**

Answer (a), (b), (c) and (d).

(a) Explain, with the aid of suitable examples, the difference between goods and services.

Goods: _____

Example: _____

Services: _____

Example: _____

(10)

(b) Calculate the profit and percentage (%) mark-up on the following goods.

Cost price €	Selling price €	Profit €	Percentage (%) Mark-Up
300	375		
60	90		
120	192		
150	195		

(24)

(c) Explain the following terms.

Receipt: _____

_____Merchandising: _____

_____Shop Steward: _____

(18)

(d) Study the logo below and answer the questions which follow:



(i) What do the letters NCA stand for?

(ii) State **two** functions of the NCA.

(8)

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