



Coimisiún na Scrúduithe Stáit State Examinations Commission


LEAVING CERTIFICATE APPLIED, 2016

Vocational Specialism — Office Administration and Customer Care

WRITTEN EXAMINATION (240 marks)

Tuesday, 14 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).

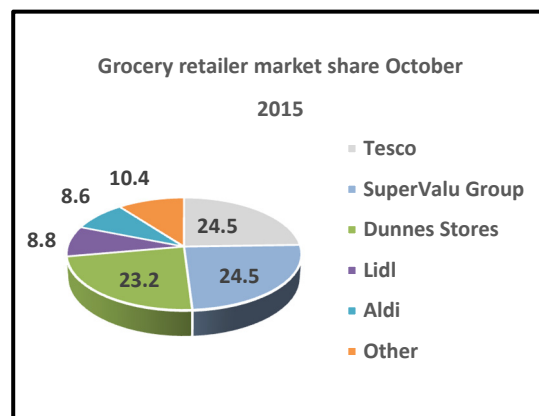
- (a) *Ireland's supermarkets have changed enormously in recent years. When it comes to attracting new customers Aldi is the fastest-growing supermarket.*

- (i) You work in the Marketing Department of Aldi. The following information will be used for a money-off voucher for customers: €10 off shop of €50, valid from Thursday 16 June 2016 until Sunday 19 June 2016, one voucher per single transaction, terms and conditions apply. Draft the money-off voucher in the space provided: →



- (ii) Identify the **two** biggest supermarkets in Ireland from the pie chart shown:

- _____
- _____



- (iii) Explain **three** characteristics of supermarkets as types of retail outlets:

- _____

- _____

- _____

(iv) Give **two** disadvantages of supermarkets:

- _____

- _____

(28)

(b) **BWG Group, an Irish retail and wholesale distribution company, bought the Londis franchise in 2015 for €23 million.**

(i) Identify the franchise bought by BWG Group in 2015 for €23 million:

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



(iii) Explain **two** services provided by a wholesaler to a retailer:

- _____

- _____

(18)

(c) (i) Write True or False after the following sentence:

EPOST stands for Electronic Point of Sale Terminal.



(ii) Explain **two** personal qualities needed by a salesperson in retailing:

- _____

- _____

(14)

Question 2

60 marks

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

- (a) (i) Mr Tom Ryan, an existing customer of Oxendales, has decided to order one of each of the following items from the Spring/Summer catalogue:
Stone Cleaner (XW099R2), €10.49 and Waspinator (PZ817R2), €16.99.

Complete the extract from the Order Form for Mr Ryan:


QTY	ITEM No.	ITEM	PRICE
			€
Standard Delivery for existing customers			4.99
TOTAL			

- (ii) What type of retailer is Oxendales?

- (iii) Explain the term ‘vending machine’:

(20)

- (b) (i) Using the information provided below, identify **two** features of the BOSCH vacuum cleaner:

	<ul style="list-style-type: none">• 4.5 Ltr Dust Capacity• 12 m Cord Length• 7.4 Kg weight
---	--

- _____
- _____

- (ii) Distinguish between the following selling situations: self-service and counter service:

Self-service: _____

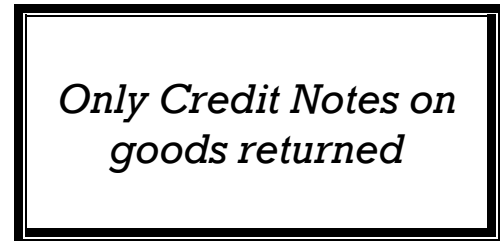
Counter service: _____

(14)

- (c) (i) Under Irish consumer law, are shops allowed to display the following notices?
(Tick (✓) YES or NO in **each** case.)



YES	NO



YES	NO

- (ii) Mr Tom Ryan bought a BOSCH vacuum cleaner from a local electrical shop on Black Friday for €69. When he tried to use it for the first time it did not work. He returned to the shop and made a complaint that the vacuum cleaner was not of merchantable quality.

Explain the term ‘merchantable quality’:

Explain the term ‘Black Friday’:



- (d) Identify a suitable approach, in **four** steps, for a salesperson to take when dealing with a customer browsing in a retail store: (Note: The first step has been provided.) (16)



1. Approach the customer

2. _____

3. _____

4. _____

(10)

SECTION 2—OFFICE ASSISTANT

Question 3

60 marks

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

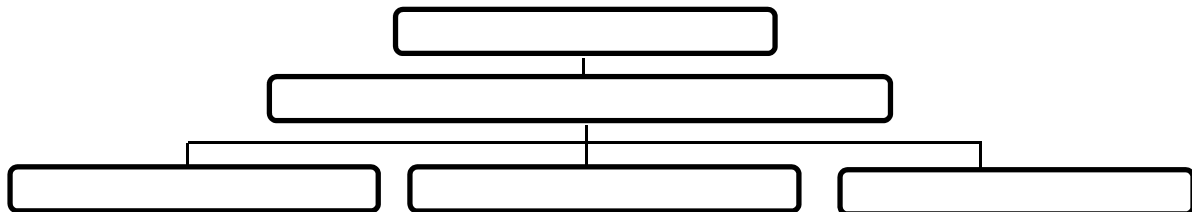
(a) Place the following names in alphabetical order of surnames and also, where necessary, in order of first name for PF Wholesaling Ltd:

- | | |
|---|--|
| <ul style="list-style-type: none"> <input type="radio"/> Mary Sheehan <input type="radio"/> Annette Shefflin <input type="radio"/> Yvonne Sugrue <input type="radio"/> Úna Shealy <input type="radio"/> Martin Sheahan | <ul style="list-style-type: none"> <input type="radio"/> Fionn Sugrue <input type="radio"/> Chris Shealy <input type="radio"/> Joanne Sheahan <input type="radio"/> Anna Santry <input type="radio"/> Joe Sheehan |
|---|--|

- | | |
|-------------|--------------|
| (i) _____ | (vi) _____ |
| (ii) _____ | (vii) _____ |
| (iii) _____ | (viii) _____ |
| (iv) _____ | (ix) _____ |
| (v) _____ | (x) _____ |

(20)

(b) (i) PF Wholesaling Ltd is a private limited company with the following departments: sales, accounts, and purchasing. The shareholders have, recently, appointed Ms Anne-Marie Dempsey as the managing director of the company. Complete the organisational chart for PF Wholesaling Ltd:



(ii) Column 1 is a list of departments in a private limited company. Column 2 is list of possible explanations of the main role of the departments.

Column 1 – Departments	Column 2 – Explanations
1. Purchasing	A. Preparing invoices
2. Accounts	B. Requesting quotations

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

1.	2.

(iii) Explain **two** of the main roles of the sales department in PF Wholesaling Ltd:

- _____

- _____

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



Piece of Equipment: _____

Function: _____ (22)

(c) (i) The type of office layout used in PF Wholesaling Ltd is 'closed door style'. Identify the main feature of 'closed door style' as a type of office layout:

Main feature: _____

(ii) Last week, Ms Úna Shealy's gross pay for working 37 hours was €388.50. Calculate the rate per working hour:

Answer: €	Workings
-----------	----------

(iii) Identify the national minimum hourly rate of pay for an experienced adult worker:

€6.65 €8.65 €9.15

(Tick (✓) the most appropriate box.)

(iv) On a wage slip, identify **one** statutory deduction and **one** non-statutory deduction:

Statutory deduction: _____

Non-statutory deduction: _____

(v) You work as an office administrator in Barbara's Fashion Outfitters. At 9.30am this morning, Mr Joe Sheehan of PF Wholesaling Ltd phoned and requested to speak with Ms Barbara Butler. As Ms Butler was not available at the time, Mr Sheehan left a message about 'Marianne' shoes with you. He requested that Ms Butler would call him back on 085-1331709 to talk about an issue with regard to the price of the new range of 'Marianne' shoes. Complete the blank phone memo below:

P H O N E M E M O		TO	DATE
		CALLER	
		OF	TIME
	M E S S A G E		
	SIGNED		

(18)

(b) (i) Explain **two** advantages of an efficient filing system in an office:

- _____

- _____

(ii) Suggest the most appropriate method of filing for each of the following types of information:

Type of Information	Method of Filing
24, 25, 26	
Cork City, Skibbereen, Mitchelstown	
Life, Motor, Health	
Doyle, Flynn, O'Doherty	

(16)

(c) (i) Identify the piece of filing equipment shown and explain its main use in an office:



Piece of filing equipment: _____

Main use: _____

(ii) Complete the following cash receipt from Rainey Office Supplies Ltd by calculating (i) the total due and (ii) the change due out of €20:

Rainey Office Supplies Ltd	
	€
A4 Lever Arch Files	5.97
Punched Pockets	4.46
(i) TOTAL DUE	
CASH	20.00
(ii) CHANGE DUE	

(iii) If rounding was used by Rainey Office Supplies Ltd, calculate the '**CHANGE DUE**' to the nearest five cent:

Answer: €



(iv) List **one** benefit of rounding for businesses:

(14)

SECTION 3—OFFICE PRACTICE

Question 5

60 marks

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

(a) You are Colm Connolly, the treasurer of Naomh Eoin GAA Club in Myshall, Co. Carlow.

Record the following transactions in an Analysed Receipts and Payments Book for the month of May 2016. Balance the total columns and total each analysis column at the end of May.

May		€
1	Balance	2500
4	Paid expenses to referees	170
5	Received sponsorship	1300
11	Sale of club lotto tickets lodged	920
16	Paid medical expenses	410
19	Paid winner of club lotto	500
21	Paid for hire of bus	250
23	Purchase of goalposts	900
27	Paid postage expenses	100
30	Gate receipts lodged	350

Analysed Receipts and Payments Book of Naomh Eoin GAA Club

Date	Details	Total	Date	Details	Total	Equipment	Club Lotto	Referees	Medical	Other
2016		€	2016		€	€	€	€	€	€

(40)

- (b) On 30 May 2016, the treasurer of Naomh Eoin GAA Club in Myshall, Co. Carlow lodged the gate receipts of €350 (€285 in notes and €65 in coin) with permanent tsb, Green Lane, Carlow. The sorting code is 990638 and the club's account number is 6106112076.

Complete the blank lodgement slip and lodgement receipt provided:

LODGEMENT RECEIPT	LODGEMENT																			
SORTING CODE <div style="border: 1px solid black; display: flex; gap: 2px;"> 9 9 0 </div>	SORTING CODE <div style="border: 1px solid black; display: flex; gap: 2px;"> 9 9 0 </div>	ACCOUNT NUMBER <div style="border: 1px solid black; display: flex; gap: 2px;"> </div>																		
ACCOUNT NUMBER <div style="border: 1px solid black; display: flex; gap: 2px;"> </div>	Account Name: _____ Address: _____ Paid in by: _____ Date: _____	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 30%;">Notes</td><td style="width: 30%;"></td><td style="width: 40%;"></td></tr> <tr><td>Coin</td><td></td><td></td></tr> <tr><td>permanent tsb Cheques (listed over)</td><td></td><td></td></tr> <tr><td>Sub Total</td><td></td><td></td></tr> <tr><td>Other Cheques (listed over)</td><td></td><td></td></tr> <tr><td>Total €</td><td></td><td></td></tr> </table>	Notes			Coin			permanent tsb Cheques (listed over)			Sub Total			Other Cheques (listed over)			Total €		
Notes																				
Coin																				
permanent tsb Cheques (listed over)																				
Sub Total																				
Other Cheques (listed over)																				
Total €																				
ACCOUNT NAME _____ _____	BRAND & INITIALS <div style="border: 1px solid black; width: 150px; height: 40px; margin: 5px auto; text-align: center;">FOR BANK USE ONLY</div>																			
<div style="border: 1px solid black; display: flex; justify-content: space-between; padding: 5px;"> TOTAL € </div>	BRAND & INITIALS _____ _____																			
BBR0001 Rev 2004/05 THANK YOU FOR BANKING WITH US	BBR0001 Rev 2004/05 <div style="border: 1px solid black; display: inline-block; padding: 2px;">Seq.</div>																			

(14)

- (c) The total cost of postage for the month of May includes registered post:



Explain the term 'registered post':

(6)

Rough work

Question 6

60 marks

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

(a) (i) Define a hazard and list **four** examples of hazards in the workplace presented below:

Hazard: _____

- _____
- _____
- _____
- _____



(ii) Explain **two** duties of employees under the Safety, Health and Welfare at Work Act 2005:

- _____
- _____

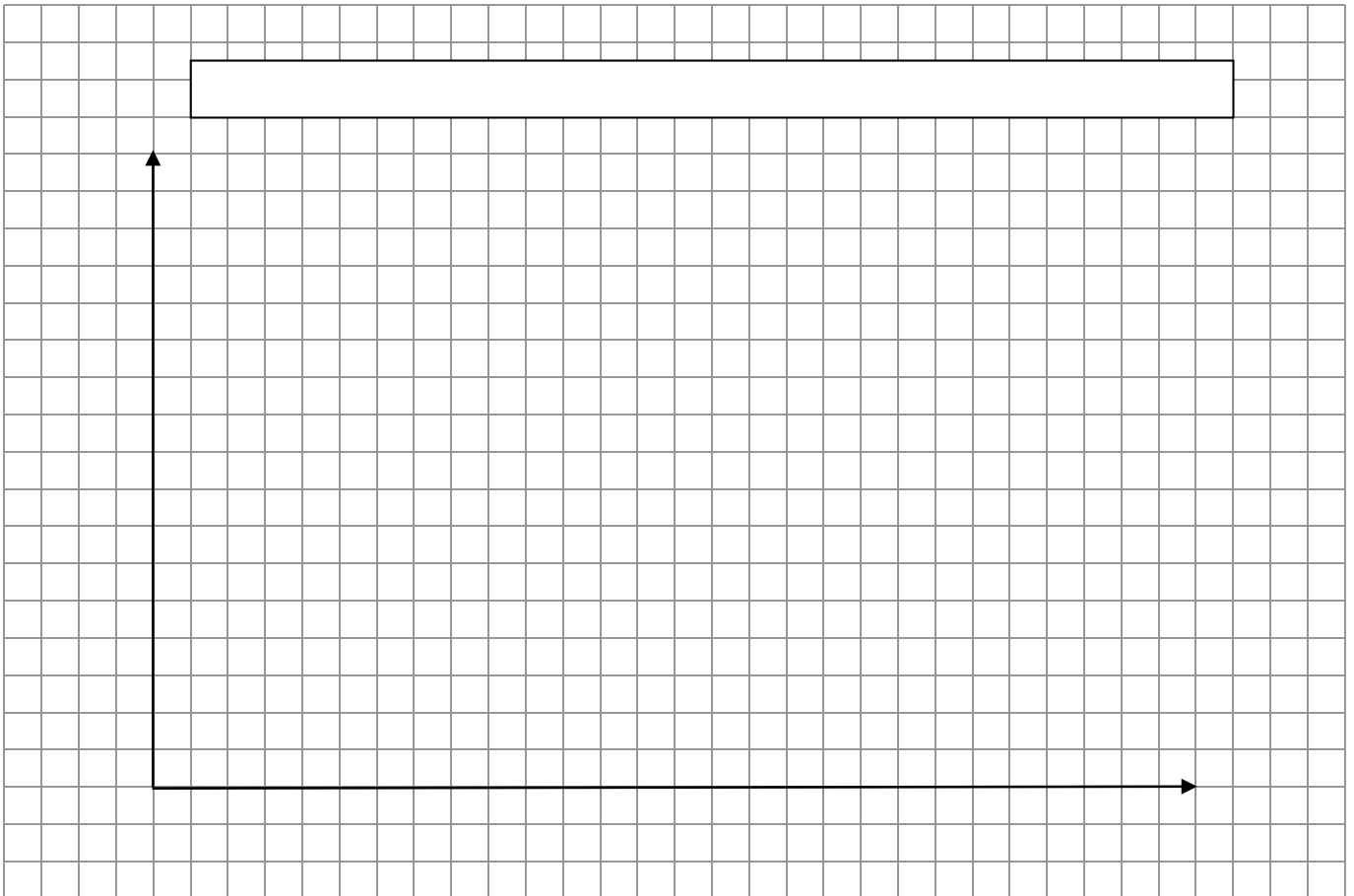
(17)

(b) (i) Name the state-owned provider of postal services in Ireland:

(ii) A survey of the standard domestic letter stamp rate in Ireland revealed the following findings:

September 2003	March 2007	March 2012	July 2014	July 2015
48c	55c	60c	68c	70c

Draw a bar chart to show the above information:



(iii) Ms Susan Harrison uses a Petty Cash Book in her office. The chief cashier ensures that Ms Harrison has an imprest of €90 each month. During May 2016, she spent €68 out of petty cash. How much did she receive from the chief cashier on 1 June 2016?

€90 €68 €22

(Tick (✓) the most appropriate box.)

(iv) Explain the term 'imprest':

(24)

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

9.00am John Ward from Wallace Logistics Ltd collected keys for the warehouse. He left after five minutes.

9.35am Harry Russell from Ace Safety Ltd called to check the security cameras. He left after twenty minutes.

10.40am Deirdre O'Malley from Gill Design Ltd delivered promotional materials. She left after ten minutes.

1.05pm Gail Barry from Catering World Ltd delivered sandwiches for staff. She left after 5 minutes.

RECORD OF VISITORS					
Date:					
Name	Time In	Time Out	Organisation	Purpose of visit	Receptionist (Initials only)

- (ii) Explain **two** factors that should be considered by a receptionist with regard to grooming and hygiene in the workplace:

- _____

- _____

(19)

SECTION 4—RETAILING AND THE CONSUMER

Question 7

60 marks

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

(a) (i) Define a trader:

(ii) Calculate the profit and percentage (%) mark-up on the following goods:

Cost price €	Selling price €	Profit €	Percentage (%) Mark-Up	Workings
125	185			
75	90			
12	36			
300	330			

(16)

(b) (i) Mr Senan Gleeson is employed as a sales administrator in P-H-B Suppliers Ltd, Cashel Road, Clonmel, Co. Tipperary.

Explain **two** responsibilities of Mr Gleeson as an employee:

- _____

- _____

(ii) EJ Fitzgerald Ltd of Clonmel Road, Cashel, Co. Tipperary returned the following badly scratched goods (Order No.: 603) to P-H-B Suppliers Ltd, Cashel Road, Clonmel, Co. Tipperary:

Quantity	Description	Model No.	Price Each (€)
2	800 mm Bi Fold Door	BFD800	180.00

Trade Discount on all the goods is 10% and VAT on all the goods is 23%.

Using today's date, complete the blank Credit Note (Number 422) provided on page 17:

P-H-B Suppliers Ltd

Cashel Road, Clonmel, Co. Tipperary

CREDIT NOTE No: _____

Telephone: 052-6125151

Fax: 052-9146057

E-mail: administration@p-h-bsuppliersltd.ie

VAT Reg. No. IE 3070113


Date: _____

Order No.: _____

QUANTITY	DESCRIPTION	MODEL No.	PRICE EACH €	TOTAL €
			Total (excluding VAT)	
			Trade Discount	
			Subtotal	
			VAT	
E & O E	Total (including VAT)			

Workings	
Trade Discount	
VAT	

(c) (i) Complete the following cheque by filling in the missing details:

Date	14 June 2016	90-16-77	
To	PP Oil Ltd	Bank of Ireland	Date
Balance	€990.00	Emmett Square, Birr, Co. Offaly	Pay
This Cheque	€167.50		or order euro euro euro
New Balance	€822.50		€
			FRAN LAWLOR
			
		000887 901677 42472509	
	000887		

(ii) Study the cheque presented above. Identify the drawer and the payee:

- Drawer: _____
- Payee: _____

(iii) Explain **two** procedures for a business accepting cheques as payment for goods:

- _____

- _____

(22)

Question 8

60 marks

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

(a) (i) *Products Sold Jointly* is one of the main sales promotion techniques used in retailing.



Calculate the amount saved by consumers opting for the promotion rather than purchasing two of the products individually. Show your answer and workings.

Answer	
Amount saved:	€

Workings

(ii) Apart from *products sold jointly* and *money-off vouchers*, write down **one** other main sales promotion technique used in retailing:

(iii) Explain the main aim of sales promotion:

(11)

(b) (i) Tick (✓) **one** of the boxes for each sentence to show whether it is true or false:

	True	False
PRSI stands for Pay Related Standard Insurance.	<input type="checkbox"/>	<input type="checkbox"/>
Arnotts is the oldest and largest department store in Ireland.	<input type="checkbox"/>	<input type="checkbox"/>
Eircode is a seven character alpha-numeric postcode.	<input type="checkbox"/>	<input type="checkbox"/>
Contactless is a form of cashless payment for transactions up to €30.	<input type="checkbox"/>	<input type="checkbox"/>
A receipt has to be issued by law.	<input type="checkbox"/>	<input type="checkbox"/>

- (ii) Explain the importance of the following elements in the layout of a retail organisation: *entrance and end of aisle.*



Entrance: _____

End of aisle: _____

(20)

- (c) (i) Calculate the total cost excluding VAT, VAT at 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	Armchairs	250			
12	Reading Lamps	36			
6	Mirrors	25			
8	Coffee Tables	45			

Workings

- (ii) Study the image provided and identify the **two** parties involved in an industrial relations dispute:



- _____
- _____

- (iii) Explain the term 'shop steward':

(29)

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