

Ministry of Education

Mayaguana Comprehensive School

Pirate's Well, Mayaguana

End-of-Year Examination

June 2024

Grade: 10

**SUBJECT: OFFICE PROCEDURES**



**TIME: 1 ½ hours**

Student's Name ↑		
Teacher's Name ↑		
<p style="text-align: center;"><b><u>INSTRUCTIONS TO STUDENTS</u></b></p> <ul style="list-style-type: none"><li>- <b>DO NOT</b> open this exam until you are instructed to do so.</li><li>- <b>DO NOT</b> talk during the exam.</li><li>- <b>LISTEN CAREFULLY</b> and <b>READ <u>ALL</u></b> instructions.</li><li>- Answer <b><u>ALL</u></b> questions.</li><li>- Use <b>Black</b> or <b>Blue</b> ink <b><u>only</u></b>.</li></ul>		
<b>FOR TEACHER'S ONLY</b>		
<b><u>SECTIONS</u></b>	<b><u>POSSIBLE MARKS</u></b>	<b><u>ACTUAL MARKS</u></b>
<b>Section I:</b> Multiple Choice	35 points	
<b>Section III:</b> Short Answers	38 points	
<b>TOTAL MARKS</b>	<b>73 pts</b>	

**GOOD LUCK!**

## I. Multiple Choice

**Instructions:** Read each question/statement carefully. Circle the letter next to the best answer to each question. [1 point each]

1. Which of the following shows the correct arrangement of a formal business report?
  - a. Title page, Body, Introduction, Conclusion, Table of Contents, Reference Page
  - b. Title Page, Introduction, Body, Conclusion, Reference Page, Table of Contents
  - c. Title Page, Reference Page, Introduction, Table of Contents, Body, Conclusion
  - d. Title Page, Table of Contents, Introduction, Body, Conclusion, Reference Page
  
2. Which type of envelope eliminates the need to type the address on the outside of the envelope?
  - a. Airmail
  - b. Regular
  - c. Self-seal
  - d. Window
  
3. The choice of complimentary close depends on the salutation used. The salutation for "Dear Mr. Smith" has a complimentary close:
  - a. Yours faithfully
  - b. Yours sincerely
  - c. Yours truly
  - d. Yours very truly
  
4. In connection with the internet, what do the letters **www** mean?
  - a. Web with warranty
  - b. Web with world
  - c. World Wide Web
  - d. Wait (or write) with web
  
5. The characteristics of good business writing includes...
  - a. Career benefits
  - b. Communication process
  - c. Five C's
  - d. Tools of communication
  
6. As a general rule, incoming mail should be prioritized for further processing. Choose the item below that should be dealt with as first priority.
  - a. Letters containing advertisements
  - b. Letters containing bills
  - c. Letters containing cheques
  - d. Letters containing orders
  
7. A common method of written interdepartmental communication is...
  - a. A memorandum
  - b. A minute
  - c. A letter
  - d. A report
  
8. A form that is used when many persons need to view a particular document is called...
  - a. A referral slip
  - b. A registered mail form
  - c. A routing slip
  - d. An outgoing form
  
9. The postage cost for a letter would **NOT** be affected by which of the following mailing notations?
  - a. Certified
  - b. Personal
  - c. Registered
  - d. Special delivery

10. E-mail is used for routine messages to people inside and outside of a company. What is one **advantage** of using email over postal mail?
- Slower
  - Postage required
  - Faster
  - Expensive
11. Which of the following is **NOT** an example of an internal barrier to listening?
- an attitude toward the speaker.
  - a very hot room
  - being bored
  - being sleepy
12. A letter does **NOT** make a good first impression if...
- The margins and spacing are pleasing to the eye.
  - The print is neat and clear.
  - There are many attachments.
  - There are signs of obvious errors.
13. Which of the following notations would signal that the envelope should **NOT** be opened?
- attention
  - confidential
  - registered
  - all of the above
14. The copy notation **bc** is translated to...?
- blank carbon
  - blank copy
  - blind carbon
  - blind copy
15. In writing a letter to **Angela Whymms**, and you are unsure of her title preference or marital status, how should you address her in the salutation?
- Miss Whymms:
  - Mrs. Whymms:
  - Ms. Whymms:
  - Dear Sir/Madam:
16. A visual aid used in reports that replaces numbers with lines, bars, or sections of circles is called a ...
- key line
  - table
  - video
  - graph
17. The \_\_\_\_\_ is a common example of a written inter-departmental communication.
- business letter
  - business report
  - memorandum
  - minutes

**The information provided below is to be used in question # 18 – 19.**

18. What is the total cost for the week if the daily cost for telegraph service for your company is as follows: \$6.12, \$4.35, \$3.97, \$3.86, and \$2.95?
- \$21.25
  - \$21.95
  - \$56.98
  - \$73.33
19. What is the average cost for each day?
- \$3.04
  - \$3.54
  - \$4.25
  - \$21.95

20. Your cash register shows \$123.34 in sales. The float fund at the beginning of the day was \$50.00. Calculate how much cash and other receipts you should have in the register.
- \$50.00
  - \$73.74
  - \$173.34
  - \$196.68
21. The choice of complimentary closing depends on the salutation used. The salutation for “Dear Sirs” has which of the following complimentary closing:
- Yours faithfully
  - Yours sincerely
  - Yours truly
  - Yours very truly
22. The Five C’s of communication in good business writing includes...
- Communication, correct, comprehension, clear, concise
  - Concise, complete, courteous, clear, convincing
  - Connection, convincing, comprehension, clear, concepts
  - Correct, complete, courteous, clear, concise
23. Which of the following is an example of an appropriate salutation for a business letter?
- Dear John
  - Dear Mr. Smith
  - Yours sincerely
  - Yours truly
24. Which of the following would be used when you wish to send copies of an email to a number of people, but you do not want the person to whom the email is addressed to know that copies of these are being sent to other people?
- Bcc:
  - Cc:
  - Pc:
  - Pcc:
25. Many companies use window paned envelopes to save keyboarding time. When the letter is prepared and folded, which address can be seen through the window pane of the envelope?
- The addresser’s
  - The addressee’s
  - The return
  - The sender’s
26. When writing a business letter you are always sending a message. The following excerpt of a business letter below is an example of which type of message.

Dear Mr Johnson:

We are pleased to inform you that you have been selected to be a panelist for our seminar entitled, ‘Creating a Culture of Customer Satisfaction in The Caribbean’.

Please indicate your acceptance of the prestigious honor by RSVP at 242-555-4455.

Yours always,

- Informative
- Negative
- Neutral
- Positive

Read the Memo below to answer numbers 27 and 28

**TO:** All Employees  
**FROM:** Paul Walker  
**DATE:** June 4, 2023  
**SUBJECT:** Ordering Supplies

All requests for supplies must be typed and signed. Only typed requests will be accepted. All requests must be on my desk by the fifteenth of every month. Approved requests will be forwarded to the Accounts Department. Please plan ahead. It takes two to six weeks to order supplies.

27. What is the memo about?
  - a. Overdue accounts
  - b. Supply requests
  - c. Office furniture
  - d. Typewriter
28. Which part of the heading has a formatting error?
  - a. TO:
  - b. FROM:
  - c. DATE:
  - d. SUBJECT:
29. Which post office service allows you to trace mail to its final destination?
  - a. Bahamas Royal Mail
  - b. Parcel Post
  - c. Poste Restante
  - d. Registered Mail
30. What is another name for a postage meter?
  - a. Franking Machine
  - b. Mailing Meter
  - c. Printing Meter
  - d. Stamping Machine
31. Which of the following technological innovations would **NOT** allow users a quick and effective method of sending professional business communications both nationally and internationally?
  - a. E-mail
  - b. Fax
  - c. Whatsapp
  - d. SMS messaging
32. An organization's internal communication method which is used for employees only is called...
  - a. a virtual office
  - b. an extranet
  - c. an internet
  - d. the intranet
33. In preparing a report, the alphabetical listing of all sources used by the writer is called...
  - a. Appendices
  - b. Bibliography
  - c. Endnote page
  - d. Footnotes
34. In preparing an investigative research paper, all questionnaires should be placed in the ...
  - a. Acknowledge Section
  - b. Appendices Section
  - c. Bibliography Section
  - d. Conclusion Section
35. When mail arrives at the office, the first step that should be taken is...
  - a. Open it and give it to the boss.
  - b. Open it and record it in the log book
  - c. Place it in the Incoming Tray for sorting
  - d. Place it in the outgoing tray for sorting

**SHORT ANSWERS**

1) **Instructions:** Address a CONFIDENTIAL and REGISTERED MAIL envelope to:

**Mr. Michael Pratt, Manager, Globex Corporation, P. O. Box N-9090, The Bahamas**

Include your name in the return address:

**P. O. Box SS-2024, Nassau, The Bahamas**

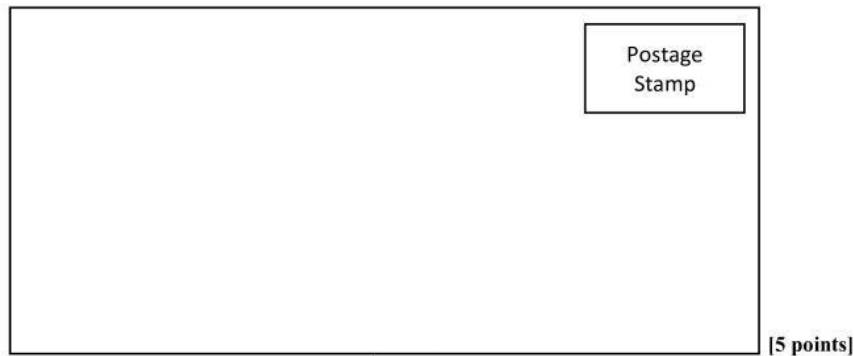


Figure 1

2) Study the envelope format below in Figure 2. Label and describe each part of the envelope shown in Figure 2 below:

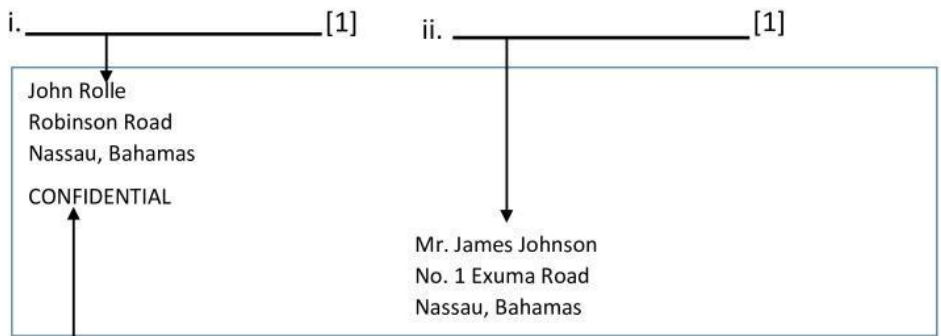


Figure 2

[3 points]

iii. \_\_\_\_\_ [1]

Description of (i) \_\_\_\_\_

\_\_\_\_\_

Description of (ii) \_\_\_\_\_

\_\_\_\_\_

Description of (iii) \_\_\_\_\_

\_\_\_\_\_

[6 points]

3) Identify **FOUR (4) optional** parts of the business letter. [1 point each]

i. \_\_\_\_\_ ii. \_\_\_\_\_

iii. \_\_\_\_\_ iv. \_\_\_\_\_

4) Differentiate between a block style and a modified block style letter.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

[2 points]

5) Your boss, Mr. Whyte wishes to send out flyers to his most valuable customers. He has asked that you ensure all of the addresses are correct before mailing.

You are to examine the four addresses found in Table 5 below to ensure that they are in the correct OCR format. You are to identify any errors and give justifications why they may be incorrect. Place your answers in the column labelled 'Reasons' provided in Table 6 below.

Incorrect Addresses	Reasons
JOHN ROLLE ANDROS FRESH CREEK BAHAMAS	
SALLY MORTIMER P.O.BOX F-9099 GRAND BAHAMA FREEPORT BAHAMAS	
JAMES ADDERLEY STREET BAY NEW PROVIDENCE	
SARAH BROWN 123 FERNWOOD FARM ROADS MIAMI USA	

Table 6

[8]

5) Please use the spaces provided below to describe (a) to (j). [1 point each]

Mary McPhee  
#12 Bay Street (a)  
Nassau, Bahamas

**BY HAND** (b)

Lynia Thompson  
Obsessions of Beauty  
#33 Antonio Drive (c)  
Nassau, Bahamas

Dear Madam: (d)

**RE: RONEKO GIBSON** (e)

I have known and taught Computer Studies to the above young man between 2019 and 2022. He was once Deputy Head Boy of the school and held many other titles as well. (f)

During this time he has demonstrated the ability to work with others and has a good command of the English Language. He has developed and matured into a confident young man with strong leadership skills, payroll, and cheque writing capabilities.

I do not hesitate to write this letter of recommendation for William to any position in your organization, as he is a hard-working young man who respects authority and is very mannerly.

Please do not hesitate to contact me if you need any further information.

Yours truly, (g)

*P. McPhee-Hield* (h)

Mrs. P. McPhee-Hield (i)  
Business Teacher

kh (j)

(a) \_\_\_\_\_

(b) \_\_\_\_\_

(c) \_\_\_\_\_

(d) \_\_\_\_\_

(e) \_\_\_\_\_

(f) \_\_\_\_\_

(g) \_\_\_\_\_

(h) \_\_\_\_\_

(i) \_\_\_\_\_

(j) \_\_\_\_\_

[10 points]

END OF EXAM

TOTAL POINTS [38]

Have an <sup>7</sup>Awesome summer!!