

48604



EXAMINATIONS COUNCIL OF ZAMBIA

JUNIOR SECONDARY SCHOOL LEAVING EXAMINATION (GRADE 9) – 2008

OFFICE PRACTICE 606

(INTERNAL & EXTERNAL CANDIDATES)

TIME: TWO AND HALF HOURS (2½)

INSTRUCTIONS TO CANDIDATES

1. There are three (3) sections in this paper, Sections A, B and C.
2. All the questions.
3. All answers for this examination must be written in the Answer Booklet.
4. You are given ten (10) minutes to: write your name, candidate number, school/centre name and code on the Answer Booklet, and read through the paper.
5. Do not start to write until you are told.

Information for Candidates

Calculators may be used.

Cell phones are not allowed in the examination room.

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DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO.

Section A

Answer all the questions in this section

In each of the following questions choose the **best** answer, then in the answer booklet mark the letter of the answer you have chosen with a **cross (X)**.

- 1 What is an office?
 - A A place where a manager is found.
 - B A building.
 - C A place where clerical duties are done.
 - D A place where salaries are paid.
- 2 The ... receives visitors in an organisation.
 - A Secretary
 - B Manager
 - C Accountant
 - D Receptionist
- 3 When you start a letter with 'Dear Collins' you end it with ...
 - A yours faithfully.
 - B yours sincerely.
 - C yours ever.
 - D yours affectionately.
- 4 A person who deals with legal matters in a company is known as ...
 - A Director.
 - B Company Secretary.
 - C Personnel Manager.
 - D General Manager.
- 5 To request for stock from stores you should use a ... form.
 - A requisition
 - B order
 - C quotation
 - D inquiry
- 6 When cut into half, a sheet of A4 size paper produces two sheets of ...
 - A A2 size paper.
 - B A8 size paper.
 - C A1 size paper.
 - D A5 size paper.
- 7 When local authorities in Zambia require goods to be supplied they publish ...
 - A a tender.
 - B an estimate.
 - C an offer.
 - D a quotation.

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- 8 The monthly petty cash imprest is restored by the ... Department.
 - A Accounts
 - B Personnel
 - C Advertising
 - D Marketing
- 9 The two books mainly used in the mail room are ...
 - A Reception Register and Remittance Book.
 - B Postage Book and Visitors Book.
 - C Postage Book and Remittance Book.
 - D Cash Book and Petty Cash Book.
- 10 A telephone call to another number on the same exchange is known as a ...
 - A local call.
 - B international call.
 - C trunk call.
 - D time call.
- 11 In calculation of salaries, gross pay is the amount of money ...
 - A before deductions are made.
 - B for working overtime.
 - C after deductions are made.
 - D given as a bonus.
- 12 Name two basic filing methods ...
 - A central and departmental filing.
 - B numerical and alphabetical filing.
 - C chronological and alpha-numerical filing.
 - D central and alphabetical filing.
- 13 Visitors who arrive at the office without an appointment on very urgent affairs should be ...
 - A invited to wait while the receptionist contacts the most likely person to deal with the matter.
 - B be told that they can only receive attention if they make an appointment.
 - C given an opportunity to calm down before meeting the member of staff.
 - D taken at once to the member of staff, however busy he/she is.
- 14 Another name for annual stock-taking is ...
 - A inventory.
 - B account.
 - C numeracy.
 - D collation.

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- 15 The gross pay for Mr Makuma is K700 000. His non-taxable pay is K150 000 the rest of the pay is taxed at 30%. Calculate his net pay.
- A K550 000
 - B K165 000
 - C K535 000
 - D K210 000
- 16 The mail room department deals with ...
- A outgoing mail only.
 - B incoming mail only.
 - C both incoming and outgoing mail.
 - D confidential mail.
- 17 "Piece" rate is a method of calculating ...
- A telegram charges.
 - B dividends of shares.
 - C telephone charges.
 - D wages.
- 18 Which document bears the phrases "I owe you" ...
- A credit note.
 - B debit note.
 - C invoice.
 - D proforma invoice.
- 19 A timed and dated schedule covering all the essential points of a trip is called ...
- A routine slip.
 - B itinerary.
 - C tour.
 - D journey.
- 20 Resolved matters at a meeting are called ...
- A agenda.
 - B reports.
 - C points.
 - D minutes.

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[20 marks]

Section B

Answer all the questions in this section.

1 Fill in the blank spaces with one of the words from the word list below.

- (a) The ... collects mail from one department to another.
- (b) A buyer is provided with information on the goods he wants to buy by means of ...
- (c) The holder of a current account draws money from the bank using a ...
- (d) A reduction in price for goods bought in bulk is called ...
- (e) ... is a person who transcribes machine recorded dictation.
- (f) Mail marked ... or ... should not be opened in the mailroom.

WORD LIST

catalogue, withdrawal slip, copy typist, personal, messenger, cheque, trade discount, confidential, audio typist, cash discount.

[7]

2 Study the table below and answer the questions that follow.

NAME	AMOUNT							
	K	K50 000	K20 000	K10 000	K5 000	K1000	K500	K20
Njavwa Siame	?	4	-	1	1	1	1	-
Thabo Musha	1 010 000	20	-	1	-	-	-	-
Tatenda Kay	136 000	2	1	1	?	1	-	-
Lucy Muleya	101 500	2	-	-	-	1	1	-
Chisha Bweupe	426 520	8	1	-	1	1	1	1
	?	36	2	3	?	4	3	1

- (a) What document is this?
- (b) How many K5 000 notes did Tatenda Kay receive?
- (c) What amount did Njavwa Siame receive?
- (d) Indicate the total amount of money paid?
- (e) What is the total of K5 000 notes paid out?
- (f) Give the total amount worth of K50 000 notes given out.

[6]

3 Choose the correct words from the list below to answer this question.

A newspaper will ... provide you information such as:

- (a) _____
- (b) _____
- (c) _____

WORD LIST

Taxation rates, exchange rates, abbreviations, appointments, current affairs, news.

[3]

- 4 The following are deductions which are likely to appear on a pay-slip. State whether it is statutory or voluntary deductions.
- (a) Pay As You Earn
 - (b) Insurance Premium
 - (c) Pension Contribution
 - (d) Medical Scheme
 - (e) Subscription fee to an association
 - (f) Deduction for hire purchase
 - (g) Personal levy
- [7]
- 5 From the list of books given below choose the reference book you would use to obtain the following information.
- (a) Cost of a letter from Kitwe to Lusaka.
 - (b) Appointments of civil servants.
 - (c) Cost of a telephone call from Ndola to Kabwe.
 - (d) Time of next flight to Kenya.
 - (e) The meaning of words.
 - (f) Statistics of infant mortality rate.

REFERENCE BOOKS

Who is Who, Post Office Guide, Dictionary, Hansard, Statistical Year Book, Government Gazette, Telephone Directory, Air Time Table.

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- 6 For filing purposes, arrange the following in alphabetical order.
- (a) Hamalabbi Alex M.
 - (b) Hamalabbi M. K.
 - (c) Alex G. Hamalabbi
 - (d) Hamalabbi
 - (e) Hamalabbi Alex Reed
 - (f) Hamalabbi Alex C
- [6]
- 7 Name the document which can be sent in each of the following:
- (a) When the goods are returned to the supplier.
 - (b) Details of the transactions which took place during the particular period.
 - (c) A cheque remitted to the supplier of goods.
 - (d) When the retailer is over-supplied with goods.
 - (e) When the retailer is overcharged on the goods.
- [5]

Section C**Answer all questions in this section.**

- 1 Eve Musha is a telephonist with Zambia Sugar Plc. At 0930 hours on October 28, 2008 the telephone rang and she answered it.

The following was the telephone conversation.

Musha: Good Morning Zambia Sugar Plc.
 Caller: Good Morning. Can I speak to Mr Macha, the Mananger?
 Musha: I'm sorry he is out. He will not be back until this afternoon. Can I take down a message for him, please?
 Caller: Yes please. I am Mr S K Chipo of Digital Links Co. I wish to find out whether the truck we dispatched loaded with 20 computers on 25 October 2008 arrived there, because I have not heard from the driver. Can he let us know today by 1500 hours?
 Musha: Yes I will pass the message on. Will you please give me your telephone number?
 Caller: The office number is 87654, extension 17. The mobile is 0977853962. Thank you and goodbye.
 Musha: Goodbye.

Using the above information, complete the Telephone Message form in the answer booklet.

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- 2 Mr G Nsofu, owner of Agape Store, P O Box 33130, Lusaka has an account with General Wholesalers of Box 30444 Muramba Road, Lusaka.

1 November 2007, Nsofu owed K400 000 from the previous month.

5 November 2007, Nsofu received goods worth K300 000. Invoice number 110.

9 November 2007, Nsofu bought goods for K500 000 on credit, Invoice number 111

15 November 2007, General Wholesalers received good worth K95 000 from Nsofu as damaged. Credit Note number 71.

19 November 2007, General Wholesalers delivered goods worth K350 000 to Nsofu on credit. Invoice number 112.

23 November 2007, General Wholesalers received a cheque for K1 250 000 from Nsofu.

28 November 2007, Nsofu paid cash K180 000 to General Wholesalers.

30 November 2007 General Wholesalers sent a statement to Nsofu showing the November transactions which took place between them.

Prepare the Statement of Account.

[15]

- 3 In the answer booklet you are required to enter all the receipt of money in the Remittances Book.

2 May 2008 received a cheque of K200 000 from M Kaley, Lusaka

3 May 2008 received cash K150 000 from Kaneta P, Chingola.

9 May 2008 received a postal order K350 000 from Chanda Mwale, Kasama.

9 May 2008 received a cheque K69 000 from Mwiinga Joshua, Lusaka.

12 May 2008 received cash K300 000 from L Luka, Zambezi.

12 May 2008 received a money order K117 000 from Zuze P, Petauke.

15 May 2008 received cash K700 000 from Chola R, Lusaka

16 May 2008 received a cheque K165 000 from Mumba Danny, Chongwe

20 May 2008 received postal order K250 000 from Siwale L, Lundazi

21 May 2008 received cash K100 000 from Silwimba K, Nakonde. [10]

- 4 Arrange the following items in the correct order in which minutes should be taken by a secretary.

(i) Any Other Business

(ii) Date of the next meeting.

(iii) Agenda

(iv) Matters Arising

(v) Report on a visit

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[5]