



EXAMINATIONS COUNCIL OF ZAMBIA

JUNIOR SECONDARY SCHOOL LEAVING EXAMINATION (GRADE 9) – 2009

OFFICE PRACTICE 606

(INTERNAL & EXTERNAL CANDIDATES)

TIME: TWO AND HALF HOURS (2½)

INSTRUCTIONS TO CANDIDATES

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1. There are **three (3)** sections in this paper, Sections A, B and C.
2. Answer 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.

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 A stylus is a ...
 - A pen for writing on stencils.
 - B wax-covered sheet for duplicating.
 - C needle for cleaning typewriter.
 - D fashionable dress suitable for the office.
- 2 The process of checking books of accounts for correctness and completeness is called ...
 - A Book-keeping.
 - B Auditing.
 - C Trial Balance.
 - D Balance Sheet.
- 3 A telephone call to another number on the same exchange is known as ... call.
 - A local
 - B international
 - C trunk
 - D time
- 4 The file which is no longer in use is called ...
 - A suspended file.
 - B lateral file.
 - C lever arch file.
 - D dead file.
- 5 A credit note is usually printed in ... and is said to be an invoice in reverse.
 - A black
 - B blue
 - C red
 - D brown
- 6 When an officer asks his assistant to find out the telephone number of a particular commercial firm, he will refer to ...
 - A the Post Officer guide.
 - B the Telephone Directory.
 - C an encyclopedia.
 - D the classified section of a Telephone Directory.
- 7 If you want to increase the value of a postal order for an extra K3 000 you ...
 - A stick a K3 000 stamp on the postal order.
 - B pay extra K3 000 for the postal order.
 - C enclose K3 000 in an envelope with the postal order.
 - D write K3 000 in ink on the postal order and pay the extra money to the post office.

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- 8 The abbreviation "P.A." means
- A Per annum
 - B Personal Assistant
 - C Parents Association
 - D Public Accounts
- 9 Monde Kabinda buys a radio for K224 000 and sells it for K320 000. His profit percentage is ...
- A 30%.
 - B 25%.
 - C 35%.
 - D 43%.
- 10 Filing letters according to date is called ...
- A subject filing.
 - B numerical filing.
 - C chronological filing.
 - D geographical filing.
- 11 Varying amounts paid at different times would be paid by ...
- A cheque.
 - B credit transfer.
 - C standing order.
 - D cash.
- 12 A retailer bought a car from Japan at \$3 000 and paid 35% VAT at kwacha value how much was VAT if the rate was K3 500 per \$? www.eczpastpapers.com
- A K10 500 000
 - B K3 675 000
 - C K14 500 000
 - D K3 500 000
- 13 Which of the following is a statutory deduction?
- A Insurance for vehicle
 - B Rent
 - C Income Tax
 - D Loan
- 14 The letters E&OE usually appear on the ...
- A Petty Cash Book.
 - B invoice.
 - C Statement of Account.
 - D Remittance Account.
- 15 Unwanted confidential information must be destroyed with a ...
- A guillotine.
 - B stapler.
 - C shredder.
 - D scissors.

- 16 A short written or typed message for circulation within an office is called ...
- A memorandum.
 - B collation.
 - C business letter.
 - D circular letter.
- 17 The VDU and keyboard are example of computer ...
- A software.
 - B hardware.
 - C program.
 - D spreadsheet.
- 18 A request for stock from stores is called a ...
- A requisition.
 - B reply.
 - C stationery.
 - D stock control.
- 19 An example of oral communication is a ... conversation.
- A telephone
 - B computer
 - C fax
 - D fascimile
- 20 G.M Enterprise Ltd has a total work force of 13 000 employees. Out of this number 8 710 are male. What percentage represents the number of female employees in this company?
- A 67%
 - B 49%
 - C 76%
 - D 33%

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[20 marks]

Section B**Answer all the questions in this section.**

- 1 From the list below, choose four functions of a receptionist.
- (a) Taking and transcribing dictation from shorthand or audio.
 - (b) Efficient operation of the telephone.
 - (c) Preparing stencils.
 - (d) Receiving and directing visitors to their respective destinations.
 - (e) Undertaking simple accounting procedures.
 - (f) Taking and giving messages.
 - (g) Making appointments
- [4 marks].

- 2 From the following information draft a suitable telegram

From: Mrs Christine Banda of Zambia
Wildlife Authority
P.O. Box 300290, Chilanga Lusaka

To: Mr Henry Zimba
Anti Corruption Commission
P.O. Box 36219, Ndola

Mrs Banda has arranged to meet Mr Zimba in her office in Chilanga at 14.30 hours on Monday 20 October 2009. But unfortunately she has been delayed on business in Chipata. She will however be flying into Lusaka International Airport on Wednesday 23 October 2009 on flight No. ARTW 1224. She is leaving at 14 hours and would like Mr Zimba to meet her in arrival lounge at the airport.

[8 marks]

- 3 Match the following two columns

<u>Column 1</u>	<u>Column 2</u>
(a) COD	(a) Weighting
(b) Telex	(b) Rail line
(c) Railex	(c) Mail order business
(d) Social Call	(d) Teleprinter
(e) Parcel	(e) Urgent
(f) Air Mail	(f) Business

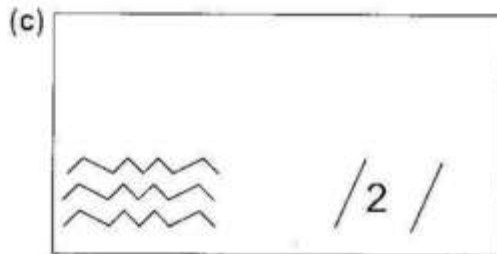
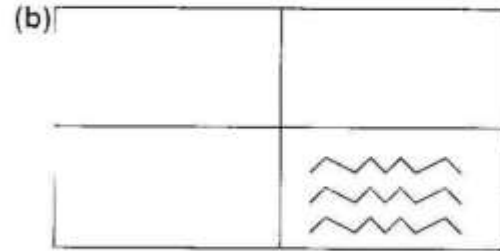
[6 marks]

- 4 In which department do the following employees work?

- (a) Sales Representatives
- (b) Cashier
- (c) Copy Typist
- (d) Invoice
- (e) Auditor
- (f) Legal Council
- (g) Site Clerk

[7]

5 Name the following envelopes



[4 marks]

6

CHINYUNYU ENTERPRISE					
NAME: B. Mulenga			Week: 26		
No: 47			Date: 10 th October 2009		
ACCOUNTS					
MORNING			AFTERNOON		
	IN	OUT	IN	OUT	TOTAL
MONDAY	06.30	12.30	13.00	16.00	9
TUESDAY	06.45	12.50	14.00	16.00	8
WEDNESDAY	07.00	13.00	14.30	17.30	9
THURSDAY	07.30	12.30	14.20	16.20	7
FRIDAY	06.30	13.00	14.30	17.30	9 ½
GRAND TOTAL					42 ½

- (a) What is the name of the document?
- (b) When is it used?
- (c) What is the purpose of the document?
- (d) If B. Mulenga is paid K5 000 per hour what will be her total wage for the week?

[5 marks]

Section C

Answer all questions in this section.

- 1** Enter the following details in the stock card.

ITEM: Duplicating Paper, Maximum: 7 000 reams
Minimum: 2000 reams

November 2008

- 1 There was a balance brought forward from the previous month 3 200 reams.
- 2 Issued 600 reams to the Personnel Department, requisition No 120.
- 7 Issued further 200 reams to Accounts Department, requisition No 121.
- 12 Stationery World Limited, delivered 2 000 reams, delivery note No 305.
- 15 Issued 100 reams to Typing Pool requisition No 122.
- 25 Received 850 reams from Ligoms Stationery Limited, Invoice No 514.
- 28 Issued 400 reams to the Sales department requisition No 123.
- 30 Issued 150 reams to the Transport Department, requisition No 124.

[19 marks]

- 2** Write up a Postage Book from the following details obtained from the Registry at Bunka High School in Lusaka, for the month of December 2008. Balance up this book at the end of the month.

December 2008

- 1 Cost of unused stamps amounted to K150 000.
- 2 Bought more stamps for K1 000 000.
- 3 Sent a parcel to Moses Banda of Chipata K25 000.
- 8 Sent a letter to GM Enterprises Ltd a company in Lusaka K2 000.
- 11 Sent post cards to Godwin Simbeye of Mazabuka K4 000.
- 15 A registered letter was sent to C. Musemo of Solwezi K8 000.
- 24 Sent Christmas cards to E. Mvula and Sons in Kasama K50 000.
- 31 Sent a parcel to Solomon Nga'mbi in London K100 000.

[15 marks]

3 Enter the following information in the caller's register.

- | | |
|-----------|---|
| 2/6/2009 | Mr F. Talimi of Matero Boys School visited the company from 10.00-11.00 hours called Mr Zulu of Sales Department. |
| 6/6/2009 | Mrs E. Simwinga of Zesco called to see Mrs C. Ngungu of Accounts Department from 08.00-10.00 hours. |
| 8/6/2009 | Ms M. Namwinga of T.C. Holding called to see Mr K. Zimba of Purchasing Department from 09.30-12.00 hours. |
| 12/6/2009 | Mr P. Lukama of Merco Ltd called to see Mr Patel of Purchasing Department from 15.00-17.00 hours. |
| 18/6/2009 | Mr B. Chiluba of Lutanda Ltd called to see Mr V. Sakala of Personnel Department from 11.00-13.00 hours. |
| 24/6/2009 | Mrs R. Siziya of Kabulonga Girls School called to see Ms M. Mutinta of Stores Department from 10.00 hours to 10.30 hours. |
| 26/6/2009 | Mr W. Simwinga of AMI Ltd called to see Br Carmine of Production Department from 9.00-9.30 hours. |
| 30/6/2009 | Dr C. Kasenga of DAPP Ltd called to see Mr F. Zulu of Marketing Department from 12.00-13.00 hours. |

[12 marks]

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