



EXAMINATIONS COUNCIL OF ZAMBIA
JUNIOR SECONDARY SCHOOL LEAVING EXAMINATION (GRADE 9) – 2010

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.

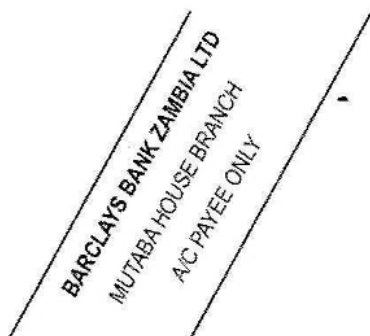
DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO.

Section A

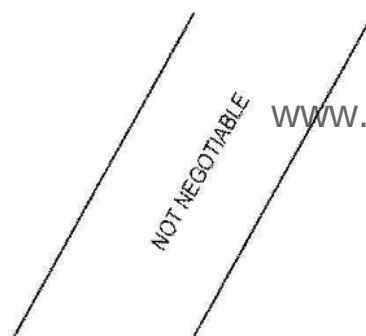
Answer all the questions in this section

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 Which of the following is an example of an open office?
 - A Headteacher's office.
 - B Education Minister's office.
 - C Chief Accountant's office.
 - D Staff Room.
- 2 What do the letters V.A.T stand for?
 - A Very Attractive Teacher.
 - B Value Added Tax.
 - C Vote Against Time.
 - D Value Added Time.
- 3 Study the following **cheque crossings** and answer the question that follows:



(A)



(B)

What type of a cheque crossing is shown in diagram b?

- A No negotiations crossing.
 - B Special crossing.
 - C General crossing.
 - D Open crossing.
- 4 All registered mail that is opened and signed for upon being received in an organization is recorded in the ...
 - A Remittance Book.
 - B Postage Book.
 - C Circulating Slip.
 - D In-ward Correspondence Book.

- 5 Mr Kaonga Kondwani buys goods at K3 500 000. He is given 20% trade discount and 5% cash discount. How much did he finally pay?
- A K2 800 000
 - B K2 660 000
 - C K3 325 000
 - D K3 500 000
- 6 A ... is used to attach documents together.
- A perforator
 - B file folder
 - C stapler
 - D shredder
- 7 Mirriam, James, Willie and Mary are partners, sharing profits and losses in the ratio 1: 2: 4: 3. If a profit of K1 615 000 was attained, how much will be Willie's share?
- A K484 650
 - B K323 100
 - C K161 550
 - D K646 000
- 8 A document used when the seller uses hired transport to deliver goods to his or her customer is ...
- A Invoice.
 - B Delivery Note.
 - C Advise Note.
 - D Consignment Note.
- 9 Cash discount is given to ...
- A reduce the cost price.
 - B increase profit.
 - C encourage prompt payment.
 - D reduce selling price.
- 10 To stimulate sales, a sales representative is often paid ...
- A profit.
 - B interest.
 - C commission.
 - D dividend.

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- 11** A franking machine is alternatively known as ...
A postage meter.
B desk sorter.
C postal equipment.
D collating machine.
- 12** A routing slip accompanies ...
A memorandum only to personnel department.
B notice to various members of a firm.
C delivery notes to customers.
D the order.
- 13** When you pay money into a current account you ...
A complete a debit note.
B use a credit transfer form.
C fill in a credit slip.
D complete a standing order form.
- 14** "Poste Restante" means ... at the post office.
A to be "called for"
B to be posted
C to be "paid for"
D to be sent
- 15** By the use of ...thousands of copies can be produced using a single stencil.
A telex machine
B photocopier
C ink duplicator
D franking machine
- 16** Which of the following is a statutory deduction?
A P.A.Y.E.
B Rent
C Premiums
D Club subscriptions
- 17** A computer can be used to ...
A keep money.
B store data and bring it out when required.
C buy stationery.
D offer employment.

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- 18 What is the other name for a current account?
- A Savings account
 - B Personal account
 - C Fixed deposit account
 - D Cheque account
- 19 Which one of the following is an example of office stationery?
- A Typewriter
 - B Carbon papers
 - C Electric lights
 - D Cobra
- 20 If K900 000 out of a monthly cash float of K1 500 000 is spent, how much will be reimbursed at the beginning of the next month?
- A K1 500 000
 - B K900 000
 - C K600 000
 - D K2 400 000

[20 marks] www.eczpastpapers.com

Section B

Answer all the questions in this section.

- 1 Mr E. Miti has not understood the name "SIMUKONDA". The telephone Alphabet was used to help out. What do these letters stand for?
- (a) S for _____
 - (b) I for _____
 - (c) M for _____
 - (d) U for _____
 - (e) K for _____
 - (f) O for _____
 - (g) N for _____
 - (h) D for _____
 - (i) A for _____

[9 marks]

- 2 Using a list of words below, answer the questions that follow by writing your answers in the spaces provided in the Answer Booklet.

Ex-officio, Petty Cash Book, Quorum, Who's Who, Storesman, Post Dated Cheque, Sine Die, Requisition, Fare Chart, Petty Cash Voucher, Poste Restante, Proxy, Bin Card, Atlas, Dictionary.

- (a) The source of information for the Petty Cash Book is the _____.
- (b) The person responsible for receiving, recording, and keeping goods in a company is called _____.
- (c) _____ is the book in which we find names of prominent people.
- (d) The term used to refer to meetings adjourned indefinitely is _____.
- (e) _____ is a list showing the cost of transport for specific destinations.
- (f) A person who is a member of a committee by virtue of his or her position or status is called _____.
- (g) When requesting for goods from the store room, a _____ must be prepared by the requesting department.
- (h) A _____ bears a future date.

[8 marks]

- 3 What do the following abbreviations stand for?

- (a) N.C.R.
- (b) Viz.
- (c) C.C.
- (d) F.Y.A.
- (e) I.O.U
- (f) V.I.P

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[6 marks]

- 4 Using the list of words given below, identify the appropriate word which explains the filing method in each case.

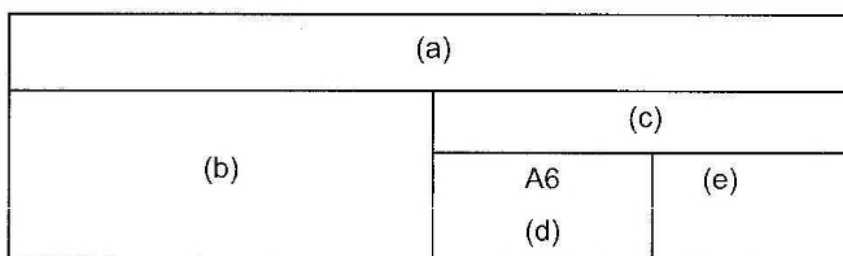
- (a) Filing according to numbers _____.
- (b) Filing according to places _____.
- (c) Filing according to dates _____.
- (d) Filing according to letters _____.

Word list

Chronological, Subject, Numerical, Alphabetical, Reference, Geographical.

[4 marks]

- 5 Study the diagram below and answer the questions that follow.



- (a) What size of paper is marked (a)?
 (b) Give the name of paper size marked (b)?
 (c) What is paper size marked (c) used for?
 (d) What size of paper is marked (e)?

[4 marks]

- 6 Study the document below and answer the questions that follow.

No. 23	Date: 20/06/2009
	Received with thanks from Mwango Mutale the sum of
	Five Hundred Thousand Kwacha
	K500 000 =
	Signed: Chola
	Cashier

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- (a) What document is this?
 (b) When did the transaction take place?
 (c) Who received the money?

[3 marks]

- 7 Re-arrange the following pattern of business letter in the correct order.

- (a) Salutation
 (b) Complimentary close
 (c) Reference
 (d) Subject
 (e) Designation
 (f) Date

[6 marks]

Section C

Answer all questions in this section.

- 1 Name the machine/equipment used for:-
- (a) Storing files and folders.
 - (b) Cutting edges of papers straight or into smaller sizes.
 - (c) Weighing parcels or mail.
 - (d) Destroying unwanted confidential documents.
 - (e) Organising and keeping papers on a person's desk.
 - (f) Printing dates on the documents such as letters and envelopes.
 - (g) Carefully opening letters.
 - (h) Making holes on the edge of paper.
 - (i) Attaching papers together.
 - (j) Mathematical calculations in accounts department.

[10 marks]

- 2 On 1st May 2010 the Petty Cashier received a cash float of K8 000 000. During the period ending 10th May 2010 she made the following payments:

May 3 Voucher 11 for sundry expenses K400 000.
May 4 Voucher 12 for petrol K200 000.
May 5 Voucher 13 for envelopes K300 000.
May 5 Voucher 14 for sundry expenses K400 000.
May 6 Voucher 15 for postage K500 000.
May 7 Voucher 16 for petrol K400 000.
May 8 Voucher 17 for petrol K600 000.
May 8 Voucher 18 for postage K400 000.
May 9 Voucher 19 for sundry expenses K100 000.
May 10 Voucher 20 for stationery K300 000.

On 11th May the amount needed for imprest was restored.

Write up the petty cash book already provided in the Answer Booklet.

[20 marks]

- 3 Twalubuka and Sons of P.O. Box 70012, Monze returned the following to Zambia Bottlers Ltd, P.O. Box 31024, Lusaka No. 456 on 10th November 2010.
- 10 empty crates at K50 000 each.
 - 100 bottles of Sprite at K2 000 per bottle.
 - 10 crates of Fanta at K20 000 per crate.
 - 5 dump bottles of Mosi at K4 500 each.
- Prepare a credit note for the above items.

[10 marks]