



EXAMINATIONS COUNCIL OF ZAMBIA

JUNIOR SECONDARY SCHOOL LEAVING EXAMINATION (GRADE 9) – 2011

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 People who are employed by a firm to make personal contact between the company and its customers in order to get as many orders as possible are called ...
 - A sales representatives.
 - B workers.
 - C District Commissioners.
 - D Branch Managers.
- 2 Which of the following typists would be more suitable to be a personal secretary?
 - A Copy-Typist
 - B Stenographer
 - C Audio-Typist
 - D Clerk-Typist
- 3 A quotation is a reply to an inquiry and can be in form of a ...
 - A proforma invoice.
 - B credit note.
 - C newspaper.
 - D price list.
- 4 A regular fixed amount of rent charge would be conveniently paid by ...
 - A cheque.
 - B credit transfer.
 - C standing order.
 - D cash.
- 5 The process of checking books of accounts for correctness and completeness is called ...
 - A book keeping.
 - B auditing.
 - C trial balance.
 - D balance sheet.
- 6 The bank may provide overdraft facilities to holders of ...
 - A savings account.
 - B current account.
 - C deposit account.
 - D special account.

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- 7 Staples and stencils are part of stationery but staplers and ink duplicators are part of ...
A office equipment.
B photo copiers.
C franking machine.
D calculating machines.
- 8 There are three parts to a cheque, namely payee, drawer and ...
A consignee.
B consignor.
C drawee.
D drawal.
- 9 If you wish to send a letter to a person without a fixed address, you should use ...
A post restante.
B business reply service.
C express mail service.
D messenger call service.
- 10 On a price tag you can find letters written as Z.E.I.D., this is called ...
A Priced letters.
B Letter prices.
C Price codes.
D Price numbers.
- 11 A trader buys a radio for K224 000 and sells it for K320 000. His profit percentage is ...
A 30%.
B 35%.
C 25%.
D 42%.
- 12 What system is used for the Petty Cash?
A Imprest system
B Meter system
C Refund system
D Rotary system
- 13 Documents which are of no use but need to be retained are kept in ...
A archives.
B closed files.
C open files.
D strong rooms.

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- 14** A timed and dated schedule covering all the essential points of a trip is known as ...
- A** memo.
 - B** inquiry.
 - C** timetable.
 - D** itinerary.
- 15** Piece rate is payment for the ...
- A** amount of work produced.
 - B** goods purchased.
 - C** number of goods sold.
 - D** number of hours worked.
- 16** Kabeke Enterprises sold goods for K9 000 000 at a loss of 10%. What was the cost price of the goods?
- A** K100 000
 - B** K10 000 000
 - C** K11 000 000
 - D** K9 000 000
- 17** The vote which is cast by a representative of a member who is not able to attend its meeting is called ...
- A** members vote.
 - B** proxy vote.
 - C** alternative vote.
 - D** last vote.
- 18** 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.
- 19** ... gives information on countries e.g. population, political organisation and so on.
- A** Ready reckoner
 - B** Encyclopaedia
 - C** Who is Who
 - D** Whitakers Almanac
- 20** The licence for a franking machine must be obtained from the ...
- A** police station.
 - B** post office.
 - C** company selling franking machines.
 - D** radio station.

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Section B

Answer all the questions in this section. Write your answers in the booklet in the spaces provided.

Choose the best word or phrase from the list below to complete the following sentences.

- 1 In an office the (a) _____ usually arrives first to put the office in order. The (b) _____ himself reaches the office afterwards. But what he should bear in mind is that he is expected to be (c) _____. His (d) _____ should be attended to before leaving his home. He is expected to be (e) _____ because such a person is an asset to the company.

Office orderly, messenger, officer, worker, reliable, loyalty, appearance, punctual

[5 marks]

- 2 Re-arrange the following list of reference books so that they correctly pair up with the description of the information they contain.

- | | | |
|-----------------------|---|---|
| (a) An Atlas | — | information about famous people who are still alive. |
| (b) Who's Who | — | A record of the actual words spoken in parliamentary debates. |
| (c) The A.B.C. Guides | — | Maps of the world and other geographical features. |
| (d) Hansard | — | Details of travel services. |
| (e) Post Office Guide | — | Making instant calculation |
| (f) Ready reckoner | — | Gives full details of the services offered by the Post Office. |
| (g) Gazette | — | Gives detailed information on almost every subject |
| (h) Encyclopaedia | — | Contains details of the civil service, appointments, demotions, promotion etc |

[8 marks]

3 Choose the best word or phrase from the list below to complete the following sentences.

- (a) Mail should be distributed _____ after it is received from the Post Office.
- (b) Mail marked _____ or _____ should not be opened.
- (c) Important letters such as registered letters or recorded delivery letters should be recorded in a _____.
- (d) A paper knife is a device for _____ letters.
- (e) A _____ will remove a tiny silver paper from the edge of an envelope.
- (f) Always test envelopes to see if they are _____ before discarding them in the waste paper basket.
- (g) All mail should be _____ on arrival to indicate when it was received in the mail inwards office.
- (h) If a letter has _____ sent with it the fact will usually be noted at the foot of the letter.
- (i) A _____ may be made out if a letter has to be read by several members of staff.

Personal, confidential, opening, as soon as possible, letter opening machine, date stamped, circulation slip, mail inward correspondence register, supervisor, enclosures, empty.

[10 marks]

- 4 Bwalya is paid K10 000 an hour for a 40 hour week from Monday to Friday. Her overtime pay is at the rate of time and a half.

NAME: S BWALYA					
MAN No. 715			WEEK ENDING 01/08/08		
DAY	IN	OUT	IN	OUT	TOTAL
MON	08:00	12:00	13:00	18:00	
TUES	07:58	12:00	13:01	15:00	
WED	07:59	13:00	14:00	16:00	
THURS	07:00	12:00	13:00	17:00	
FRI	07:59	13:00	14:00	18:00	
SAT	07:00	12:00			
SUN					
			TOTAL	HOURS	

- (a) What is the name of the above document?
- (b) What was Bwalya's total wage for the week?
- (c) What is Bwalya's weekly gross wage?
- (d) How many hours did Bwalya work during the week?
- (e) How much did she earn in overtime?
- 5 Indicate the sender of each of the commercial documents shown below:

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[5 marks]

- (a) Debit note
- (b) Pro-forma Invoice
- (c) Enquiry
- (d) Quotation
- (e) Cheque
- (f) Order
- (g) Cash sale
- (h) Dispatch Advice Note

[8 marks]

6 From the list below, choose the letter of the three accepted methods of voting at meetings.

- (a) By cheering
- (b) By argument
- (c) By show of hands
- (d) By amendment
- (e) By announcement
- (f) By proxy
- (g) By clapping of hands
- (h) By secret ballot
- (i) By decision

[3 marks]

7 A customer bought a car on Hire Purchase. He paid a deposit of K6 000 000.00 and he was asked to pay the balance in four instalments of the value of K500 000.00. 25% of each instalment was charged as interest.

- (a) What was the total value of the instalments paid? [1]
- (b) Calculate the total amount of interest paid. [2]
- (c) Find the total amount of the hire purchase price paid. [1]
- (d) When did the car become his? [1]

[5 marks]

Section C

Answer all questions in this section. Write your answers in the booklet in the spaces provided.

- 1** The following are details of transactions that took place between the J & J Hardware Shop Ltd, Box 810196, Mansa and Goods World Wholesalers, President Road, P O Box 810200, Mansa.

		K
1 November 2008	Balance brought forward	4 400 000
10 November 2008	Cheque No 0652	3 400 000
15 November 2008	Invoice No 380	5 600 000
17 November 2008	Credit Note No 816	600 400
18 November 2008	Invoice No. 381	2 800 500
29 November 2008	Cheque No 5824	1 500 000

[15 marks]

Fill in details on the statement of account provided in the Answer Booklet.
The statement was sent on 30 November 2008.

- 2** Enter all the receipts of money in the Remittance Book. The cashier received the money, her name is E. Kamukwamba.

6 th October	Received a cheque of K500 000 from Chomba, Samfya.
7 th October	Received a money order of K420 000 from D Daka of Monze.
7 th October	Received a postal order from K Kabwe of Mansa K100 000
8 th October	Received a cheque for K265 000 from Busaka
8 th October	Received cash K3 000 000 from Mkandawire, Lusaka.
9 th October	Received a money order of K650 000 from Yotamu, Ndola
9 th October	Received a cheque for K450 000 from Yombwe of Luanshya.
10 th October	Received cash, K150 000 from Bunga of Isoka.
11 th October	Received a postal order for K100 000 from Tobias of Kalulushi.

[10 marks]

- 3** Write true or false in spaces provided in the Answer Booklet.

- (a) Hansard lists the names of all members of the National Assembly.
- (b) A Credit Note received by a customer reduces the amount he owes.
- (c) A Credit Transfer system is used for making payments to several people from whom we bought goods on credit.
- (d) If you have a cheque with a general crossing, you must pay it into a specified bank.
- (e) Night safe facilities are used by businessmen having current accounts with their banks.
- (f) A standing order is an order given to the bank to collect debts from your customer.

[6 marks]

4 Study the following document and answer the questions that follow:

Date: 8 th October 2008					No. 033456
From: Chibesa & Co Nchelenge					
To: B Banda Ltd Box 720036 Mwense					
MWENSE (PLEASE SUPPLY THE FOLLOWING GOODS)					
QTY	REF NO.	DETAILS	LIST PRICE	DISCOUNT	TOTAL PRICE
2 Units	461	White shirts All invoices quote order no.	K 45 000	10%	K 810 000
					810 000

- (a) What document is this?
- (b) Who is the buyer?
- (c) What does QTY stand for?
- (d) What was the discount allowed in value?
- (e) Why is this document important?

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[5 marks]