



EXAMINATIONS COUNCIL OF ZAMBIA

JUNIOR SECONDARY SCHOOL LEAVING EXAMINATION (GRADE 9) – 2012

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

Non programmable 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 place where planning and organisation of work is carried out is called ...
 - A a secretarial office.
 - B a personnel office.
 - C an office.
 - D a typing pool.
- 2 Advertising, if not run as a separate department by a firm would be controlled by the ...
 - A Sales department.
 - B Accounts department.
 - C Purchasing department.
 - D Production department.
- 3 A good receptionist should be ...
 - A tactful.
 - B talkative.
 - C inversatile.
 - D indiscreet.
- 4 Which of the following equipment is used to destroy unwanted confidential letters?
 - A Millotine
 - B Shredder
 - C Franking machine
 - D Guillotine
- 5 How many sheets of papers make a ream of paper?
 - A 25
 - B 48
 - C 20
 - D 500

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- 6 Letters which are only opened by the addressee are referred to as ...
- A confidential letters.
 - B open letters.
 - C circular letters.
 - D closed letters.
- 7 A statement of account is sent out ...
- A after each transaction.
 - B at fixed intervals, usually monthly.
 - C only once a year.
 - D usually fortnightly.
- 8 Which of the following will appear first when arranged in alphabetical order?
- A Phiri Mubanga
 - B Phiri Mumba
 - C Phiri Mutale
 - D Phiri Muntemba
- 9 A cheque that cannot be cashed over the bank counter but should be deposited into an account is ...
- A an open cheque.
 - B an order cheque.
 - C a bearer's cheque.
 - D a crossed cheque.
- 10 Three of the following are **alike**. Which one is **different**?
- A Atlas
 - B Dictionary
 - C Novel
 - D Who's who
- 11 When dealing with petty cash, the term reimbursement refers to ...
- A restore.
 - B claim.
 - C request.
 - D give.

- 12 The gross pay for Mr Rex Zambwe is K300 000 and his non-taxable pay is K250 000. The rest of the pay is taxed at 25%. Calculate his net pay.
- A K50 000
 - B K12 500
 - C K37 500
 - D K287 500
- 13 C.O.D is one of the methods of payment used by mail order business. What does C.O.D stand for?
- A Cash or Delivery
 - B Cash on Delivery
 - C Cash over Delivery
 - D Cash out of Delivery
- 14 ... will help the manager who is on a business trip to easily locate the place in a foreign country.
- A A compass
 - B An itinerary
 - C A road map
 - D A wind vane
- 15 A meeting which is not open to the public is said to be held ...
- A intra vires.
 - B outra vires.
 - C out camera.
 - D in camera.
- 16 On the day of the interview, it is important for the would-be interviewee to be ...
- A busy.
 - B pleasant.
 - C smiling.
 - D punctual.

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- 17 Mr K. Nkandu bought 30 bags of mealie-meal at K58 000 each and sold them at K65 000 each. She paid K25 000 transport. How much is her net profit?
- A K1 950 000
 - B K1 740 000
 - C K185 000
 - D K1 925 000
- 18 Coca cola Zambia has just increased the price of soft drinks from K2 500 to K3 500 wholesale price per bottle. Other traders are allowed to sell them at a profit of 5% per bottle. Predict the new retail price of coca cola per bottle.
- A K175 000
 - B K3 675
 - C K3 250
 - D K3 125
- 19 Mr K. Bwalya bought 10 boxes of footballs at K250 000. He was given a discount of 20%. Calculate the cost of footballs.
- A K80 000
 - B K40 000
 - C K200 000
 - D K400 000
- 20 Chileleko and Nchimunya were given K458 000 to share. If Nchimunya got K228 200, how much did Chileleko get?
- A K458 000
 - B K229 800
 - C K686 200
 - D K229 000

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[20 Marks]

Section B

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

- 1** Study the document below and answer the questions that follow.

BARCLAYS BANK	
KITWE BRANCH	
Pay..... Mr Bikiloni or order.	CHQ 3425
	15-05-2010
The sum of five hundred twenty five thousand kwacha only	
	K525,000
ACCOUNT NUMBER 068001000073764	
	Diffikoti R.M

- (a) What type of a cheque is this?
 - (b) What type of crossing is shown on the cheque?
 - (c) What is the meaning of this crossing?
 - (d) Who is the drawer of this cheque?
 - (e) Who is the drawee to this cheque?
- 2** The following are some of the things that a secretary is expected to do well before a meeting. Re-arrange in the correct order these things that need to be done.
- (i) Visual aids booked if required.
 - (ii) Copies of minutes of the previous meeting circulated.
 - (iii) Refreshments arrangements.
 - (iv) Room booked for the length of the meeting is expected to take.
 - (v) Notice of meeting and agenda circulated.
 - (vi) Cards with names of committee members prepared.
 - (vii) Chairman's agenda typed.
 - (viii) Attendance register prepared.

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[5 marks]

[8 marks]

- 3 Write true or false in the spaces provided in the answer booklet.
- (i) An employee should dress however he/she feels like dressing.
 - (ii) It is not very important to establish good relationships in an organisation.
 - (iii) Punctuality is a key to productivity.
 - (iv) An employee does not need to be polite at work otherwise he may look a fool to friends.
 - (v) Team work is always important in the work place.
 - (vi) Miners should wear ties as they work underground.
 - (vii) Punctuality, appearance, loyalty and courtesy are called office etiquette.

[7 marks]

4

PAYSLIP NO 184			
Date 16 August 2010		Name: Andrea Mwanza	
Job Title: Teacher Man No 1256		Salary Scale: ESS11	
School: Lukanga Basic School		District: Mansa	
Description	Salary & Allowances	Deductions	Accumulated Totals
Salary D2	K1 660, 000		K1 660,000
Housing Allowance	K250 000		K250 000
Personal Levy		K100 000	K100 000
P.A.Y.E		K240 000	K240 000
African Life Insurance		K350 000	K350 000
TOTALS	K1 910 000		
NET PAY			

- (a) What was Mr Andrea Mwanza's Net pay for the month of August 2010?
- (b) What was his gross pay for the month?
- (c) How much deductions did he suffer?
- (d) What type of deduction is personal levy?
- (e) What is Mr Mwanza's occupation?
- (f) How much was his gross pay for one year?

[6 marks]

5 Fill in the blanks with one of the words from the list below.

Catalogue	Withdrawal Slip
Copy typist	Personal
Messenger	Cheque
Trade discount	Confidential
Audio typist	Cash discount

- (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 a _____.
- (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 mail room.

[6 marks]

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6 What do the following abbreviations stand for?

- (a) VAT
- (b) PAYE
- (c) UFS
- (d) E & O.E
- (e) Pvt
- (f) A.O.B
- (g) Encls

[7 marks]

7 Richard Kapita has not understood the name LUKE on the telephone, he can use the telephone alphabet. What does this name stand for in the telephone alphabet?

L for

U for

K for

E for

[4 marks]

Section C

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

- 1 A junior Book keeper of Kokoliko Farms deposited the following into bank account No 11550998617 belonging to the farm.

K5 000 000 in K50 000 notes

K2 000 000 in K20 000 notes

K3 000 000 in K10 000 notes

K550 000 in K5 000 notes

K275 000 in K1000 notes

K355 500 in K500 notes

K425 000 in K100 notes

He further deposited the following cheques drawn on Zanga Commercial Bank in Lusaka's Taipa Branch where the account is held.

Cheque S. Jere K750 000, P. Katai 1 250 000 and F. Shonga K825 000.

All the above deposits were made on the 2nd December 2010. Fill in the paying in slip on behalf of John Chenda the Junior Bookkeeper. [15 marks]

- 2 Write a memo from the head teacher to all the teachers asking them to attend a staff meeting on 20th March, 2011 at 10:00 hours in the staff room to discuss the program for inter schools sports day. [7 marks]

- 3 Mr James Kandolo is a Zambian citizen, married and was born on 03/03/1968. Currently he is working at Lafarge PLC in Chilanga. He went to Kalonga Primary School from 1974-1980. Thereafter he went to Highridge Secondary School from 1981-1985 where he obtained 10 points at Grade 12.

He pursued a diploma in Accounting at NIPA from 1987-1989 and thereafter he was employed by XYZ accounting firm. He was sponsored for further studies from 1992-1995 and obtained a degree in Business Administration at Copperbelt University. He then joined Lafarge PLC as a Chief Accountant from 1996 to date, his NRC No is 201894/66/1.

He enjoys clubbing, reading and adventure. His next of kin is his son Bwezani who highly commends his father for his good achievements. His former supervisor Mr S.J. Patel and the current supervisor Mrs Angelina Mwanza appreciate Mr Kandolo for his hard work and competency. The contact number for Mr Kandolo is 011 – 281126.

On behalf of Mr Kandolo, fill up the details of his curriculum vitae (CV) provided in the answer booklet. [15 marks]