



EXAMINATIONS COUNCIL OF ZAMBIA
JUNIOR SECONDARY SCHOOL LEAVING EXAMINATION (GRADE 9) – 2013

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 Which one of the following is true about an open office?
 - A They are large rooms with many officers in them, performing related tasks.
 - B They have a higher degree of privacy.
 - C Only one person is found in an open office.
 - D They mainly accommodate senior management officers.
- 2 The human resource department is alternatively called ... department.
 - A marketing
 - B personnel
 - C administration
 - D sales
- 3 When you cut into half, a sheet of A4 paper size will produce two sheets of ...
 - A A6.
 - B A2.
 - C A3.
 - D A5.
- 4 In the telephone alphabet, letter A stands for ...
 - A Adam.
 - B Allan.
 - C Andrew.
 - D Aubrey.
- 5 Filing of all company documents in one place is called ...
 - A numerical filing.
 - B subject filing.
 - C department filing.
 - D centralised filing.
- 6 An employer with a large number of workforce would use ... to make payment to the employees.
 - A credit transfer
 - B credit care
 - C cheques
 - D direct debit

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- 7 A trader bought 20 crates of drinks at K70 each. He was given 20% trade discount and allowed 10% cash discount. Calculate how much he paid if the were given both discounts?
- A K1 400
 - B 1 008
 - C K1 120
 - D K280
- 8 An imprest system is the system of ...
- A paying for small items of business expenditure.
 - B giving money to the petty cashier.
 - C controlling or keeping the petty cash.
 - D spending money weekly.
- 9 The Parliament resolutions are recorded in a book called ...
- A Who's who.
 - B Parliament Diary.
 - C Government Gazette.
 - D Hansard.
- 10 Which of the following deductions is statutory?
- A PAYE
 - B Premium
 - C Clubs Subscriptions
 - D Hire purchase instalments
- 11 The opening word of a letter is referred to as ...
- A greeting.
 - B salutation.
 - C reference.
 - D complimentary close.
- 12 Which one of the following should not be allowed among employees at places of work?
- A Punctuality
 - B Smartness
 - C Applying the behaviour of prying
 - D Respecting the privacy of other workers
- 13 An itinerary is a ...
- A diary for recording business proceedings.
 - B book for placing customers order.
 - C list of dates and activities.
 - D fixed time schedule showing essential activities.

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- 14 What do the abbreviation NCR stand for?
- A No Carbon Required
 - B No Card Required
 - C No Cash Required
 - D National Registration Card
- 15 ... is provided by the post office for mail sent to the blind.
- A Data post
 - B E-mail
 - C Free post
 - D Poste Restante
- 16 Which one of the following best describes a ready reckoner?
- A A set of books containing information on all subjects.
 - B A book enabling prompt access to solutions involving calculations.
 - C A book which gives of postal and telephone services.
 - D A book which contains information of public interest.
- 17 The letter E & O E on the invoice stand for ...
- A Errors and omissions excepted.
 - B Errors and omissions accepted.
 - C Errors and observations excepted.
 - D Errors and office expectations.
- 18 A payroll may be defined as a list of ...
- A employee's name.
 - B names and amounts.
 - C wages.
 - D wages and salaries to be paid by an employer.
- 19 The original cost of a store is K1 500. The retailer charges VAT of 10%. How much will be the cost of the store with VAT?
- A K1 500
 - B K150
 - C K1 650
 - D K1 350
- 20 ... is a cheaper and lighter grade of paper used for carbon copies and sets of forms.
- A Flimsy
 - B Bond
 - C Airmail
 - D Copier bond

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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 (a) For the following sentences indicate which one is true or false about an open and closed office.
 - (i) People working in an open office perform different but related tasks.
 - (ii) There is little or no privacy in an open office.
 - (iii) The staff room is a good example of a closed office. [3]
- (b) "ZAMBRICKST" is the price code used by Simuza and Sons General Dealers. How much would a customer pay for the following:
 - (i) BCSM : A1
 - (ii) ATTS : KZ [2]
- 2 From the following list of words or phrases, choose the best to complete the sentences that follow: Filing Clerk, Messenger, Administration department, Mechanical Engineer, Receptionist, Typist, Petty Cashier, Telephonist, Purchases Department, Driver.
 - (i) The ... is a member of the maintenance department. www.eczpastpapers.com
 - (ii) The ... is responsible for keeping systematic records in an organisation.
 - (iii) The ... delivers both verbal and written correspondence within and outside the organisation.
 - (iv) The department responsible for procuring materials in an organisation is ...
 - (v) The ... is responsible for welcoming and directing visitors in an organisation. _____ [5]
- 3 (a) Give two examples of telecommunication services
 - (i)
 - (ii) [2]
- (b) What do the following abbreviation stand for.
 - (i) CIF
 - (ii) CWO
 - (iii) VIZ [3]

4 (a) Give three advantages of centralised filing.

(i)

(ii)

(iii)

[2]

(b) Arrange the following names alphabetically.

(i) Bwalya A

(ii) Banda Z

(iii) Banda C. K

(iv) Banda K

[2]

5 (a) Indicate the sender and the use for the following documents?

(i) Enquiry

(ii) Invoice

(iii) Cheque

[3]

(b) Give two reasons of dishonouring a cheque

(i)

(ii)

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[2]

6 (a) Briefly explain the following terms:

(i) Gross salaries

(ii) Net salaries

(iii) Over time

[3]

(b) Distinguish between ordinary system and imprest system.

(i) Ordinary

.....

(ii) Imprest

.....

[2]

7 For each of the following, write the correct reference book on the spaces provided in your answer booklet.

(i) Meaning and spelling of words.

(ii) A verbatim report of proceeding in parliament

(iii) Maps where you can locate geographical features.

(iv) Information about telephone numbers.

(v) Services offered by the post office.

8 In relation to office etiquette, answer the following by choosing the best word or phrase from the list below.

(i) Courtesy is a quality of

(ii) Modesty appearance is

(iii) Reliability is being

(iv) To be is being able to report for work on time.

(v) Being obedient is a quality of

List of words

Punctual, Possessing, Good behaviour, dependable, loyalty, Prying, being able to dress properly.

[5]

Section C

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

1 (a) Study the diagram below and answer the questions that follows:

Date		Name and Town of Receiver	Remarks	Stamps Bought	Stamps Used
2012					
May	14	Balance	b/f	50	
	15	Rex California	Registered mail		10
	15	Chipampe, Kitwe	Ordinary letter		2
	16	Nawale Monze	Parcel		20
	18	Chishimba Luanshya	Registered Mail		5
		Balance	c/d		23
				50	50
		Balance	b/d	23	

(i) What is the name of the above book?

(ii) What was sent to Rex of California?

(iii) What was the value of postage stamps used?

[3]

(b) Study the documents below and answer the questions that follow:

STARRITE CAIRO ROAD LUSAKA TAX INVOICE NO. 100518002	
DK Savanna 2 lts	12 000
Canderel sachets	34 000
Nestle Cocoa	28 000
Chicken Sausage	18 500
B/Wors	17 900
B/Wor	19 800
Eggs Jumbo	7 980
Balance due	138 270
Cash	150 000
	11 730
15/05/2012	10:40hrs

- (i) What is the name of the above document?
- (ii) When did the transaction take place?
- (iii) What was the amount paid for the goods?
- (iv) How much did the consumer tender? [4]
- (c) Look at the following duties and indicate the department they are associated with.
- (i) Recruiting and training of staff.
- (ii) Ordering of goods.
- (iii) Marketing of the company product. [3]

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- 2 (a) From the particulars below, prepare a Petty Cash Book with analysis columns for postage, stationery, cleaning and sundry expenses.

The petty cash voucher numbers should range from 1 to 9.

2011

June 1	Monthly imprest received from the cashier K1 000	
2	Paid for stamps K90	
7	Bought envelopes amounting to K65	
9	Paid for Manager's beverage K75	
10	Paid for stamps K45	
14	Bought pens and note books K33	
19	Paid for milk and K53.50	
21	Paid for disinfectants K31.50	
27	Bought reams of paper K62.50	
30	Paid for window cleaning materials K34.50	[15]

- (b) Study the document below and answer the questions that follow:

PAY SLIP

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Name: Alex Chibuye	Date: April 2003
Title: Class Teacher	Station: Zion High School
Basic Salary	K960
Rural Hardship Allowance	K50
Personal Levy	K10
PAYE	K50
Union	K5

- (i) Calculate the amount of the Gross salary
- (ii) Calculate the total deductions
- (iii) How much is the Net Pay?
- (iv) Why did he pay "PAYE"?
- (v) Who uses the "PAYE" TAX?

3 (a) The following are some of the parts to a business letter.

- (i) Designation
- (ii) Complimentary close
- (iii) Opening Salutation
- (iv) Subject heading
- (v) Reference

Briefly explain the meaning of each part mentioned above. [5]

(b) In connection with travel arrangements answer the following questions by choosing the most suitable answer from the word list given below.

- (i) The document that fixes the time and makes a proper schedule for the trip is referred to as
- (ii) helps an executive who is on a business trip to locate the places in a foreign place.
- (iii) draws an action plan which outlines the checklists of the trip.
- (iv) A short descriptive printed information leaflet about a hotel and all it offers is called
- (v) When travelling must be on hand as it is proof that someone has already paid for transport service.

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List of words

a wife, a secretary, an office orderly, an itinerary, a road map, a brochure, a proof, a document, a ticket.

[5]