



Coimisiún na Scrúduithe Stáit State Examinations Commission

LEAVING CERTIFICATE APPLIED, 2007

Vocational Specialism— Office Administration and Customer Care

WRITTEN EXAMINATION (240 marks)

Tuesday, 12 June, Afternoon, 2.30—4.00

GENERAL DIRECTIONS

- ☐ Write your *EXAMINATION NUMBER* in this space. 
- ☐ Write all answers into this *ANSWER BOOK*.
- ☐ Show necessary work alongside your answers.
- ☐ Calculators may be used.
- ☐ There are *FOUR* sections in this examination.
—Answer *FOUR* questions.
—Attempt *ONE* question from *EACH* section.

For the superintendent	For the examiner	
Stampa an láronaid Centre stamp	1. Total of end-of-page totals	
	2. Aggregate total of all disallowed questions	
	3. Total mark awarded (1 minus 2)	
	4. Bonus mark for answering through Irish (if applicable)	
	5. Total mark awarded if Irish bonus (3 + 4)	
	Note: The mark in row 3 (or row 5 if an Irish bonus is awarded) must equal the mark in the Móriomlán box on the script.	

Q.1 (a) You have been hired as a sales assistant in a sports shop in a new shopping centre built on the outskirts of your town. The owner has asked you to help to develop a special promotion in the coming week. Suggest five ways to attract customers to your shop and give a reason for each suggestion.

(i) Suggestion: _____

Reason: _____

(ii) Suggestion: _____

Reason: _____

(iii) Suggestion: _____

Reason: _____

(iv) Suggestion: _____

Reason: _____

(v) Suggestion: _____

Reason: _____

(50)

(b) Franchising is becoming a popular form of retailing in Ireland. Give two reasons why franchising is popular.

(i) _____

(ii) _____

(c) Name three franchise outlets that operate in Ireland.

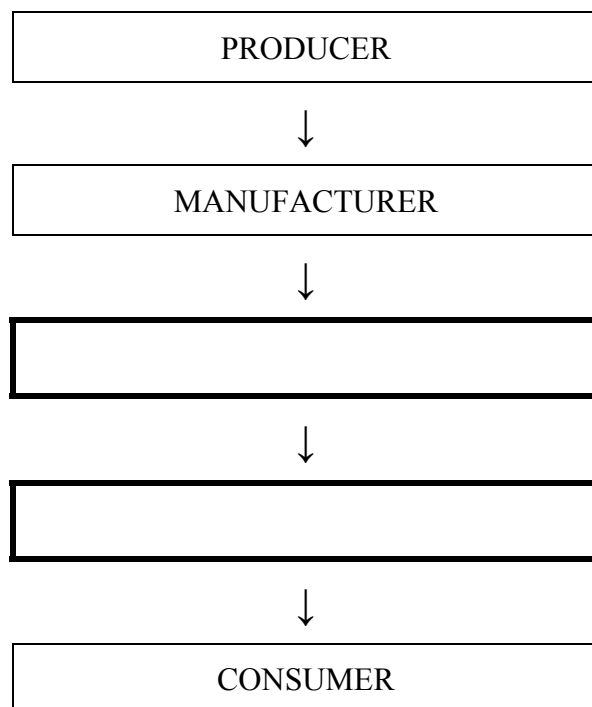
(i) _____

(ii) _____

(iii) _____

(10)

Q.2 (a) Fill in the two blank spaces in the following chain of distribution.



(10)

(b) You work for Smith Furnishings Ltd. A customer Mary White wishes to buy a table and six chairs costing €850. She hands you the following cheque.

46-36-16	
Bank of Ireland	
Moutrath, Co. Laois	
	<u>Date 2 June 2006</u>
<u>Pay Smith Furnishings Ltd.</u>	€85.00
<u>Eight hundred and fifty euro only</u>	
	Mary White
004537 463616 82149511	

Name three things that are incorrect about this cheque.

- (i) _____
- (ii) _____
- (iii) _____

$$(20)$$

(c) Imagine that you are a sales assistant with Flynn Electrical Stores and that you sold Mary McEvoy a microwave oven that cost €200 on 1 May, 2007. After two days, Ms McEvoy found that the microwave started to overheat and called to the shop to report the fault. She felt that she should be entitled to a full refund.

(i) Outline how you would deal with the situation.

(ii) State what law applies in this case and explain how it protects a consumer's rights.

(30)

Section 2: Office Assistant

60 marks

Q.3 (a) Place the following in alphabetical order of surnames:

- | | |
|--------------------|-----------------|
| • Geraldine Slowey | • David Skelton |
| • Kieran Sloyan | • Ann Slevin |
| • Caroline Smith | • Mary Slack |
| • Laurence Slowey | • Stephen Smith |
| • Henry Slattery | • Una Smyth |

- | | |
|-------------|--------------|
| (i) _____ | (vi) _____ |
| (ii) _____ | (vii) _____ |
| (iii) _____ | (viii) _____ |
| (iv) _____ | (ix) _____ |
| (v) _____ | (x) _____ |
- (40)

(b) Suggest three uses of each of the following types of computer package.

Spreadsheet:

- (i) _____
- (ii) _____
- (iii) _____

Database:

- (i) _____
- (ii) _____
- (iii) _____

(20)

- Q.4 (a)** Prepare a memo from the human resource manager to the staff of the office stating that a meeting will be held on Tuesday next to discuss the matter of introducing uniforms for all office staff. Use today's date.

Memo

To:

From:

Date:

----- -----

- (b) You work for Beauty Products Ltd (Telephone: 01-666771), a distributor of cosmetic products to the Irish market. Your boss asks you to contract a British supplier of cosmetics to enquire about a new range of products that it has launched on the market. When you ring the telephone number you get through to the voicemail. Write down the message you would leave in the space below.

(20)

- (c) State three tasks carried out by each of these departments.

Accounts

- (i) -----
- (ii) -----
- (iii) -----

Purchasing

- (i) -----
- (ii) -----
- (iii) -----

(20)

Section 3: Office Practice**60 marks**

Q.5 (a) Explain the “imprest system” of accounting for petty cash.

(8)

(b) From the following information, prepare a Petty Cash Book for Lynch & Co Ltd for the week ending 18 May 2007. Use four analysis columns. You may use the outline given or any other suitable method.

		€
14 May	Cheque received from the accounts department	65.00
14 May	2 litres milk	1.90
14 May	1 coffee and tea	6.20
14 May	3 sandwich rolls	9.60
15 May	1 taxi fare	12.50
15 May	2 packets biscuits	4.10
16 May	1 cleaning materials	11.80
17 May	1 booklet postage stamps	9.70
18 May	1 greeting card	3.80

Balance the account on 18 May 2007 and restore the imprest on that day.

Use the headings: Refreshments, Cleaning, Postage, Other

(50)

Pretty Cash Book

Date	Details	Total	Date	Details	Total	Refreshments	Cleaning	Postage	Other

Q.6 (a) List three personal qualities which a good salesperson should have.

- (i) -----
- (ii) -----
- (iii) -----

(12)

(b) You work as a receptionist. Your boss is away for the day. One of your duties is to keep a record of all visitors to the business. On the form provided (or other suitable format) record the visits for your boss.

9.45 a.m. Package from O'Meara Ltd. delivered by Swift couriers. It was signed for.

10.00 a.m. Susan Cooper called to ask if there were any vacancies in the accounts department. She was given an application form.

10.30 a.m. 20 reams of A4 printer paper and 2 toner cartridges delivered by Office Supplies Ltd. You signed for them.

11.00 a.m. Eamon Ryan rang seeking a meeting with your boss later in the week. You replied that you would ring him back with a suitable date and time.

11.15 a.m. Kieran Reilly from the local GAA called in to request a donation to build new clubhouse. He was informed that we would be in contact with him.

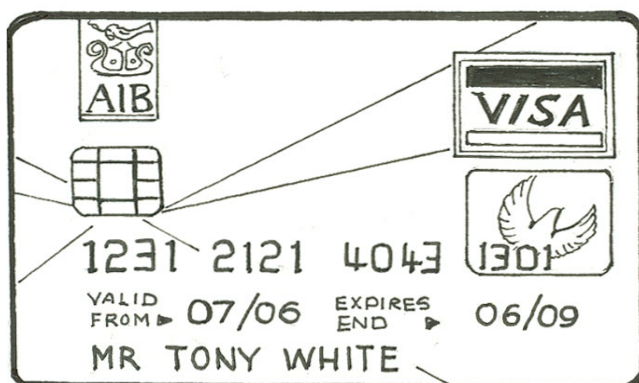
Record of visits					
Date:					
Name	Time	Organisation	Purpose of visit	Response	Receptionist

(33)

(b) Draw up a set of guidelines to ensure the health and safety of workers using a computer.

(15)

Q.7 (a)



- (i) What is this card called?
- (ii) A customer hands you the above card to pay for goods costing €60.50. Outline how you would handle the transaction.

.....

.....

.....

.....

(20)

(b) Calculate the VAT (show in VAT column) and the total cost of the following:

		Cost per unit €	VAT @ 21% €	Total €
1	Coffee table	200		
1	3-piece suite	1000		
1	Dining table	400		
1	Set of kitchen stools	200		
1	Mirror	120		

(30)

- (c) (i) What do the letters VAT stand for?
- (ii) Where does the VAT go to after it has been collected?

.....

(10)

Q.8 (a) Calculate the percentage (%) margin on each of the following goods.

Cost price €	Selling price €	Percentage (%) margin
160	200	
400	500	
70	100	
480	800	

(20)

(b) Explain impulse buying?

(10)

(c) Tick one box for each sentence to show whether the sentence is true or false.

	True	False
• Advertisements for loan mortgages should include the annual percentage rate (APR).	☐	☐
• All employees must be registered for PAYE.	☐	☐
• The cost price and the credit price must be shown on all HP agreements.	☐	☐
• Employers are legally obliged to provide and maintain a safe place of work.	☐	☐
• Goods that are sold by description must match that description.	☐	☐

(30)

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