



Coimisiún na Scrúduithe Stáit State Examinations Commission

LEAVING CERTIFICATE APPLIED, 2008

Vocational Specialism— Office Administration and Customer Care

WRITTEN EXAMINATION (240 marks)

Tuesday, 10 June, afternoon, 2:30—4:00

GENERAL DIRECTIONS

- ☐ Write your *EXAMINATION NUMBER* in this space. 
- ☐ Write all your answers in this *ANSWER BOOK* in the spaces provided.
- ☐ 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 ionaid 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 in Irish (if applicable)	
	5. Total mark awarded if Irish bonus applied (3 + 4)	
	Note: The mark in row 3 (or in row 5 if an Irish bonus is awarded) must equal the mark in the Móriomlán box on the script.	

SECTION 1—RETAILING AND SELLING

Question 1

60 marks

- (a) Explain **chain of distribution** by *either* drawing a diagram in the box below *or* describing the term in your own words



(20)

- (b) Briefly state what stock-taking is.

(10)

- (c) Give two reasons for stock-taking.

(1) -----

(2) -----

(10)

(d) Outline how you would go about stock-taking in a shoe shop.

(20)

Question 2

60 marks

(a) You work in a restaurant. Outline how you would deal with the following situations.

(i) Two people arrive in your restaurant on Thursday evening at 7.00 p.m. They have a booking for 7.30 p.m. but when you check the book, you discover that the booking is for 7.30 p.m. on Thursday of next week. The restaurant is full and extremely busy.

(ii) Customers complain that their meal is most unsatisfactory in that the vegetables are soggy and overcooked and the lamb tastes like mutton.

(iii) A customer slips on wet tiles in the bathroom. The customer is embarrassed and annoyed over what has happened.

(iv) A customer hands you a credit card to pay for a meal. The expiry date on the card is May, 2007.

(40)

(b) State what a barcode is and explain what it is used for.

(20)

SECTION 2—OFFICE ASSISTANT

Question 3

60 marks

(a) Organize the following names in alphabetical order of surname and also, where necessary, first name.

- Mary Grealish
- Henry Greevy
- Andrew Greene
- Pat Greally
- Thomas Greally

- Ann Greally
- Ann Grealish
- Una Greenan
- Brendan Greaney
- Aileen Greene

(i) _____

(vi) _____

(ii) _____

(vii) _____

(iii) _____

(viii) _____

(iv) _____

(ix) _____

(v) _____

(x) _____

(40)

(b) You work as a receptionist for Howard & Co. Ltd., Dundalk, Co Louth. Emer Smith, a solicitor, 5 Exchange Place, Galway phones and asks to speak to your boss, Ann Howard. Ann is unable to take the phone call. Emer wishes to arrange a meeting with Ann for the following Tuesday, 17 June, 2008 at 10.30 a.m. in the Glen Lodge Hotel, Mullingar. Emer can be contacted by phone, 091–243651, or by mobile, 087–3456842.

Record the above message on the telephone message pad. Use today's date.

Telephone message pad	
From: _____	Date _____
To: _____	Time: _____ a.m. or p.m.
Address: _____ _____	
Message: _____ _____ _____	
Taken by: _____	

(20)

Question 4**60 marks**

- (a) You work in the office of Ryan Insurances. One of your duties is looking after outgoing post. Outline how you would deal with outgoing post.

(35)

- (b) Ryan Insurances also keep an outgoing postage book. Show how you would record the following items in the outgoing postage book for the 19 May, 2008.

- A package to Nolan Ltd., Cork, €9.20
- A registered letter to Tom Reilly, Sligo, €6.50
- An invoice to Legge & Co., Limerick, €0.55
- A quotation to O' Keefe Ltd., Tralee, €0.96
- A statement to Donaghy Ltd., Kilkenny, €0.55

Outgoing Postage Book				
Date	Name	Address	Details	Cost
			<i>Total</i>	

(25)

SECTION 3—OFFICE PRACTICE

Question 5**60 marks**

- (a) You work in a small manufacturing business which consists of a factory, a showroom and office. Your employer asks you to organize a fire drill. List the things you would do to organize the fire drill

(20)

- (b) State two tasks carried out by each of the following departments:

Human resources (personnel):

(1) -----

(2) -----

Sales:

(1) -----

(2) -----

(20)

- (c) You work as a receptionist for a medium-sized business. List three duties of a receptionist.

(1) -----

(2) -----

(3) -----

(20)

Question 6**60 marks**

(a) Which of the following would you enter in a petty cash book?

Place a *tick* in the correct boxes.

- A packet of biscuits for €2.40 ☐
- A new computer costing €2500.00 ☐
- Repairs to a machine costing €1200.00 ☐
- Donation to local charity €5.00 ☐

(8)

(b) You are the treasurer of your local football team Dublin Harriers. Record the following in a receipts and payments account for the month ended 30 April, 2008. Use four suitable analysis columns.

		€
April 3	Purchase of new kit	850.00
April 4	Hire of bus	300.00
April 6	Gate receipts (football game)	730.00
April 8	Sponsorship cheque (local bank)	500.00
April 12	Football tournament receipts	2300.00
April 12	Refreshments for tournament	380.00
April 16	Annual membership subscription	1250.00
April 19	Purchase of training equipment	870.00
April 22	Sponsorship cheque (local business)	1000.00
April 26	Gate receipts (football match)	460.00
April 30	Referee expenses	180.00

You may use the format provided on the next page, or any other suitable layout.

Receipts and payments account

Date	Details	Total	Date	Details	Total				

SECTION 4—RETAILING AND THE CONSUMER

Question 7

60 marks

(a) You work in an electrical shop. Advise the owner on the legality of each of the following signs. Say whether each sign should be displayed or not and explain why.

(i) Cheques accepted only with banker's card

(ii) No cash refunds during sale

(iii) No returns accepted

(18)

(b) In what circumstances would a shop issue a credit note to a customer?

(12)

(c) Calculate the following.

- (i) The cost excluding value-added tax (VAT)
- (ii) The value-added tax at 21 per cent
- (iii) The total

Quantity	Description	Cost per unit €	Cost excluding VAT €	VAT @ 21% €	Total €
1	Plasma television	10 000.00			
10	Bar stools	80.00			
4	Mirrors	100.00			
4	Coffee tables	250.00			

(30)

Question 8

60 marks

(a) Calculate the profit and percentage mark-up on the following goods.

Cost price €	Selling price €	Profit €	Percentage (%) mark-up
300.00	450.00		
80.00	100.00		
400.00	560.00		
600.00	660.00		
25.00	30.00		

(30)

(b) Tick **one** of the boxes for each sentence to show whether it is true or false.

	True	False
The person who signs a cheque is called the payee.	☐	☐
Crossing a cheque makes the cheque safer.	☐	☐
The minimum wage is €8.65 per hour.	☐	☐
All employees must be registered for PAYE.	☐	☐
The person who signs a cheque is called the payee.	☐	☐
Below cost selling is illegal.	☐	☐

(30)

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