



Coimisiún na Scrúduithe Stáit State Examinations Commission

LEAVING CERTIFICATE APPLIED, 2010

Vocational Specialism— Office Administration and Customer Care

WRITTEN EXAMINATION (240 marks)

Tuesday, 15 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 disallowed questions	
	3. Mark awarded (1 minus 2)	
	4. Bonus for answering in Irish (if applicable)	
	5. Total mark if a bonus is awarded for answering in Irish (3 plus 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.	

Question 1	60 marks
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60 marks

(a) You work in a department store. A female customer wishes to return a pair of shoes which she purchased from your store two days ago. She has a receipt and claims that the shoes do not match the rest of her wedding outfit. She would like to replace the pair of shoes or get a refund.

Outline **four** ways to handle this situation. Refer to consumer law in one of the points you make.

[illegible]

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(b)(i) This marking below, seen on most products, is called _____



(4)

(ii) State **three** ways in which information contained on this strip can be used.

(18)

(c) Suggest **three** reasons why a customer might choose to shop in a town centre or a city centre rather than in an out-of-town shopping centre.

(18)

Rough work

Question 2

60 marks

Answer (a), (b) and (c).

- (a) You work as an assistant manager for a coffee shop which is located on a busy street. However, a number of local businesses and offices are letting staff go due to the economic downturn and your boss is concerned about the effect that this is having on his own business.

Briefly outline **three** ways to your boss to keep attracting customers and to maintain sales.

(18)

- (b) Many purchases are now made online and it is important that they are secure.

Suggest **three** security measures to ensure that such transactions are safe.

(18)

(c) The wholesaler plays an important role in the chain of distribution.

List **two** services that the wholesaler provides to the manufacturer and **two** to the retailer.

Manufacturer

Retailer

(24)

Rough work

SECTION 2—OFFICE ASSISTANT

Question 3

60 marks

Answer (a) and (b).

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

- | | |
|--------------------------------------|-------------------------------------|
| ☐ James Cahir | ☐ Una Carney |
| ☐ Ann Cahill | ☐ Peter Cardin |
| ☐ Mary Crowe | ☐ Aisling Casey |
| ☐ Tom Carr | ☐ Eamon Cahir |
| ☐ Michael Cahill | ☐ Eugene Carey |

(i) _____

(vi) _____

(ii) _____

(vii) _____

(iii) _____

(viii) _____

(iv) _____

(ix) _____

(v) _____

(x) _____

(30)

- (b) You work in a busy office, where your duties include dealing with the incoming post. Outline a system giving **five** points that you would recommend for dealing with this task.

(30)

Answer (a), (b) and (c).

- (a) You are the manager of Murphy's Restaurant, Dundalk Shopping Centre, Dundalk, Co Louth. An angry male customer contacts you to complain about the meal he and his wife had in your restaurant the previous evening. The meal was not up to standard and the level of service was poor. The customer complained to the waiter who explained that both you and the head waiter were unavailable. The waiter did not offer an apology. The full price was charged for the meal.

Write a letter to the customer, Mr John Ryan, 20 Mourne Heights, Dundalk, apologising and offering some redress. Use today's date.

(30)

(b) Briefly describe **three** duties of a hotel receptionist.

(18)

(c) You work for Dargan & Co. Ltd., a small manufacturing business. Compose the company message which customers will hear if they ring through when the telephone is unattended.

(12)

SECTION 3—OFFICE PRACTICE

Question 5

60 marks

Answer (a) and (b).

- (a) You work in the office of Lyle & Pierce. Show how you would record the following items in the outgoing postage book for 10 May, 2010.

	€
▪ An invoice to Rouse Ltd., Sligo	0.55
▪ A registered letter to Patrick Whelan, Athlone	2.80
▪ A letter to Thomas O'Driscoll & Co, Ennis	0.55
▪ A package to Dwyer & Co. Ltd., Tralee	6.40
▪ A statement to Flynn & Co. Ltd., Cork	0.55

Outgoing Postage Book

Date	Name	Address	Details	Cost
			Total	

(22)

- (b) You are the treasurer of your local basketball club The High Flyers. Record the following transactions in a receipts and payments account for the month ended 31 May, 2010. Use four analysis columns in the format provided or any other suitable layout.

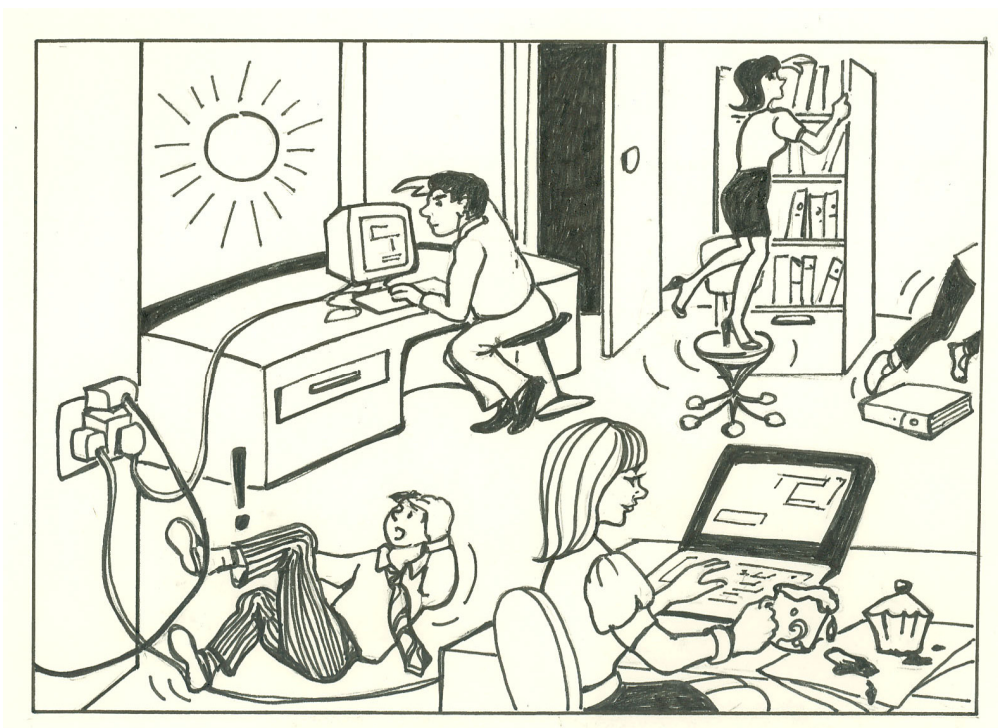
May		€
1	Hire of bus	250.00
3	Game receipts	740.00
5	Purchase of equipment	110.00
8	Hire of bus	360.00
10	Membership subscriptions	730.00
14	Referee's expenses	90.00
17	Sponsorship cheque (Credit Union)	1500.00
20	Purchase of team kit	600.00
21	Game receipts	960.00
21	Team refreshments	140.00
27	Affiliation fees	250.00
30	Referee's expenses	130.00

Receipts and payments account

Date	Details	Total	Date	Details	Total	Equipment	Travel	Referee's expenses	Other

Answer (a), (b) and (c).

- (a) Health and safety is an important matter in any working environment. The picture below shows a number of unsafe practices. List **five** (5) things you consider unsafe and state the reason for your choice in each case.



(i) _____

Reason: _____

(ii) _____

Reason: _____

(iii) _____

Reason: _____

(iv) _____

Reason: _____

(v) _____

Reason: _____

(25)

(b) Your boss asks you for advice when selecting a printer. State **four** factors you would take into account.

(i) _____

(ii) _____

(iii) _____

(iv) _____

(20)

(c) You work in the accounts department of a builders' provider. List **three** tasks carried out by your department and briefly explain each one.

(i) _____

Reason: _____

(ii) _____

Reason: _____

(iii) _____

Reason: _____

(15)

Rough work

SECTION 4—RETAILING AND THE CONSUMER

Question 7

60 marks

Answer (a), (b) and (c).

(a) Explain the term **customer service**.

(15)

(b) You work in a trendy clothes store catering for the 18-35 age group. You are working on one of two cash registers on a busy Saturday. A female customer has jumped the queue and you are about to serve her. A number of other customers are annoyed and make their views known to you. How would you deal with this situation?

(15)

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

False

1

1

1

1

1

1

(30)

Rough work

This image shows a full page of white paper with horizontal dashed lines, typical of primary-ruled notebook paper. The lines are evenly spaced and run across the entire width of the page. There are no margins, text, or other markings present.

Question 8**60 marks**

Answer (a), (b) and (c).

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

Cost price €	Selling price €	Profit €	Percentage (%) mark-up
200.00	250.00		
75.00	100.00		
250.00	275.00		
600.00	840.00		
800.00	816.00		

(30)

(b) (i) What do the letters VAT stand for?

(ii) Where does VAT go to after it has been collected?

(5)

(c) Calculate the VAT and the total price of the following items.

Quantity	Description	Cost per unit	Cost excluding VAT	VAT @ 21.5%	Total
2	Microwave ovens	150			
4	Toasters	50			
3	Electric kettles	60			
4	Electric food mixers	125			
1	Dishwasher	350			

(25)

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