

3. (a) (i) List THREE main duties of a receptionist. (3 marks)
- (ii) It is important for the receptionist to have a good temperament. Identify TWO other attributes that a receptionist should possess. (2 marks)
- (iii) State TWO security measures that should be practised by the reception staff. (2 marks)

(b) The following are appointments for today:

- 9:15 a.m. Jas Bucknor, Ministry of Finance, Kingston 4, to see the Chief Accountant.
- 8:30 a.m. Nicholas Rhodd of Speedy Hardware, 27 Job's Avenue, May Pen, Tel. 984-3240 to see the Business Development Manager.
- Sean Hanson, Youth Development Centre, Kingston 5, Tel. 907-7070 to see the Chief Technical Director, half an hour after Ms Rhodd's appointment time.
- 1000 hours Winnie Hall, Tel. 983-1220 to see the Purchasing Manager.
- 1150 hours Rajesh Maraj of Total Delight Restaurant, Santa Cruz, Tel. 966-2334 to see the General Manager.

Use the form provided as an insert, to enter the appointments above for the S & K Company, Spanish Town, Jamaica. Convert all times to the 24 hour clock and place in order of time.

(8 marks)

**Total 15 marks**

4. (a) (i) State TWO advantages of the open plan office. (2 marks)
- (ii) State TWO disadvantages of the cellular office. (2 marks)
- (b) State THREE functions of the office when carrying out business activities. (3 marks)
- (c) You are a receptionist of a large organization in Bridgetown, Barbados. Management has employed a junior clerk to help you with your duties. Write a memorandum to the junior clerk indicating FOUR main rules she should follow when answering the company's telephone. (8 marks)

**Total 15 marks**

# Office Administration Past Papers

**Ying Liu**



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