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**CHRISTIAN SERVICE
UNIVERSITY COLLEGE**

KUMASI

SCHOOL OF BUSINESS

**DEPARTMENT OF MANAGEMENT
AND GENERAL STUDIES**

**BACHELOR OF BUSINESS
ADMINISTRATION**

End of Second Semester Examinations,
2023/2024 Academic Year

**CSBG 270: OFFICE
ADMINISTRATION AND BUSINESS
COMMUNICATION**

LEVEL 200

MAY 2024 **Section**
A **TIME: 1HRS**

General Instructions:

- Answer **all questions** in Section A and any two (2) questions from Section B.
- Circle the correct answer from Q1 to Q60
- Each question carries $\frac{1}{2}$ mark in section A
- Answer any two (2) questions from Section B.

Examiner: Isaac Ampong

1. The purpose of a shredder is to

- Destroy documents received by the Mailing Department
- Destroy documents that companies may not want competitors to access
- Destroy financial statement crucial to the organization and stakeholders
- Destroy all documents

2. Photocopying machine can perform all of the functions except

- It allows mass replications of an original document
- Enlargement and reduction
- Copying on both sides of the sheet of paper
- They can print up to 120 pages per minute

3. A photocopying machine is

- A high-speed digital printing system designed mainly for high-volume photocopy and printing
- A multifunctional system/electronic device
- An electronic duplicator that fuses a reproduced image to plain bond paper
- None of the above

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4. Collating refers to.....

- a. Collecting and combining(texts, information, or sets of figures) in proper order
- b. Storing information in chronological order
- c. Copying and organizing data based on their nature
- d. All of the above

5. Photocopiers and Risographs can perform the function of DUPLICATION

- a. False
- b. True

6. Computers can help reduce the time information in producing business correspondents.

- a. False
- b. True

7. A projector can be used to enlarge images onto a screen or wall for audience to view.

- a. False
- b. True

8. A Risograph is best appropriate for

- a. High speed digital printing and copying
- b. Reducing the time information is organised
- c. Allowing information to be copied between servers
- d. Producing documents in short time span

9. A Guillotine

- a. Works similar to a photocopier
- b. Can reproduce information similar to a Risograph
- c. Performs similar functions to that of a shredder
- d. All of the above

10. You and your co-worker can accomplish more through a cooperative team work

- a. False
- b. True

11. People who are chronic complainers, seldom get to be supervisors

- a. False
- b. True

12. Setting priorities will help you to be more efficient in your work

- a. False
- b. True

13. If some of your co-workers are difficult people, the best policy is to tell your supervisor about them.

- a. False
- b. True

14. If you put your needs above those of someone else, you are being aggressive.

- a. False
- b. True

15. The method of arranging records side by side is known as

- a. horizontal filing
- b. computer filing
- c. diagonal filing
- d. vertical filing

17. A cheque is usually crossed in order to

- a. prevent theft
- b. provide a means of tracing it
- c. supply a special endorsement
- d. allow a particular person to cash it

18. You are a clerk in a small organization. Your supervisor is the secretary, and the head of the organization is the General Manager. You feel that some improvements can be made in the filing system. Which of the following actions should you take?

- a. Discuss your ideas with the secretary.
- b. Make the changes you feel are necessary.
- c. Continue with the old system until you are asked for an opinion
- d. Discuss your ideas with the General Manager.

19. Which of the following pieces of equipment would be MOST useful in an office where replicas of original documents are often needed?

- a. Photocopier
- b. Ink duplicator
- c. Spirit duplicator
- d. Offset litho machine

20. Your regular lunch hour is from 1200 hours to 1300 hours, but you have an appointment between 1300 hours and 1400 hours today. You should request

- a. The Supervisor to change your lunch hour
- b. That the Human Resource Manager change your working hours
- c. That a colleague explains your absence if anyone asks for you
- d. A switch today with a colleague who has lunch from 1300 hours to 1400 hours

21. Which of the following factors can contribute to repetitive stress injuries? I. Poor posture, II. Prolonged computer use, III. Occasional breaks

- a. I only
- b. I and II only
- c. II and III only
- d. I, II and III

22. An officer left last night for a three-day business conference in another Caribbean territory. You have just seen on your desk a copy of a short letter which you had prepared for his folder. Which of the following is the MOST appropriate action to take?

- a. Send the details of the letter to him by electronic mail.
- b. Send a copy of the letter to him by special delivery.
- c. Tell him the details of the letter by telephone.
- d. Assume that he no longer requires the letter and file it.

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23. The MOST appropriate purpose of a memorandum is to communicate

- a. Within an organization
- b. With external business associates
- c. Informal confirmation of business
- d. Messages received from external callers

24. Which of the following methods can be used for written communication to staff members? I. Circulars, II. Letters, III. Index cards on files

- a. I only
- b. II only
- c. I and II only
- d. II and III only

25. Which of the following procedures may be used to find a telephone number in the yellow pages for Thompson Electrical Services? I. Look for the section headed Services, II. Look for the section headed Electrical, III. Look for Thompson Electrical Services.

- a. III only
- b. I and III only
- c. II and III only
- d. I, II and III

26. Which of the following is NOT proper telephone etiquette in a business environment?

- a. Answering the telephone as soon as it rings
- b. Thanking the customer for calling
- c. Allowing the person who called to end the conversation
- d. Answering the phone with a cheery "hello"

27. Which of the following organizations will at some time be involved in office activities? I. Schools, II. Recreational centres, III. Hair-dressing salons, IV. Departmental stores

- a. I only
- b. I and IV only
- c. I, III and IV only
- d. I, II, III and IV

28. The following duties i. Ascertain value of production, ii. Maintain control over the stores, iii. Provide figures for final accounts listed could BEST be performed by the

- a. store clerk
- b. book keeper
- c. progress chaser
- d. cost accounts clerk

29. A staff member has asked the receptionist to make a person-to-person call to Mr. Wray. Which of the following procedures should the receptionist use?

- a. Request an appointment for the staff member to see Mr. Wray.
- b. Call Mr. Wray and ask him to contact the staff member at his convenience.
- c. Dial Mr. Wray's number and connect the staff member when Mr. Wray is on the line.
- d. Dial Mr. Wray's number and connect the staff member.

30. The time in England is 5 hours ahead of the time in Barbados. When it is 2:00 pm in Barbados, what time is it in England?

- a. 0200 hours
- b. 1400 hours
- c. 1900 hours
- d. 2000 hours

31. Which of the following machines is NOT likely to be found in a mailing room?

- a. Collating
- b. Sorting
- c. Franking
- d. Folding

32. To which of the following departments should the mail clerk in a large company send a letter which is addressed to the General Manager and which outlines a complaint about the non-delivery of an assignment of goods?

- a. Sales
- b. Production
- c. General Administration
- d. Despatch and Transport

33. At XYZ Company, information from staff files which are currently kept in the general office has been leaked on many occasions. Which of the following actions would MOST likely increase employee data security? I. Use the alphabetic filing system for staff files, II. Use the numeric filing system for staff files, III. Ask each staff member to keep his/her file, IV. Store all staff files in the Human Resources department.

- a. I and III only
- b. II and III only
- c. II and IV only
- d. III and IV only

34. The accounts department has requested a file from the central filing department. Which of the following actions should the file clerk take? I. Make a record of the written request, II. Complete an "out" sheet and place it in the file, III. Ask the person receiving the file to sign for it, IV. Send the file with a request for it to be returned in an hour's time.

- a. I, II and III only
- b. I, II and IV only
- c. I, III and IV only
- d. II, III and IV only

35. In a terminal digit filing system, a folder in position 7 on shelf 4 of bay 36 should be numbered

- a. 7436
- b. 4736
- c. 3674
- d. 3647

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36. Which of the following files would be MOST suitable for filing petty cash vouchers?

- a. Circular rotary
- b. Concertina
- c. Visible index
- d. Card wheel index

37. Microfilm will be MOST useful when there is limited space for the storage of

- a. Inactive files
- b. Temporary files
- c. Documents transferred from inactive files
- d. Documents transferred between active files

38. Which of the following situations would MOST likely result in a supplier's file being classified as inactive?

- a. A supplier now sells a wider range of goods.
- b. The organization has stopped buying from a particular supplier.
- c. The supplier with which the organization does business has changed its name.
- d. The supplier with which the organization does business has changed its business address.

39. Which of the following is/are NOT needed when using microfilming?

- a. Printer
- b. Roll of film
- c. Aperture cards
- d. Magnetic tape

40. Which of the following are desirable attributes of a receptionist? I. Initiative, II. Courtesy, III. Influence

- a. I and II only
- b. I and III only
- c. II and III only
- d. I, II and III

41. A busy receptionist remembers having taken a call for a company executive from a regular client but cannot find a record of the message. Which of the following is the MOST appropriate action for the receptionist to take?

- a. Decide not to mention the call.
- b. Hope that the client calls again.
- c. Call the client to get the information.
- d. Apologize to the executive and explain that he/she was busy.

43. A receptionist forgot to notify an executive of an appointment with a consultant. When the consultant arrives for the appointment, the receptionist should immediately

- a. Ask the executive if he/she would meet with the consultant
- b. Send the consultant into the executive's office
- c. Offer to make another appointment for the consultant
- d. Tell the consultant that she made a mistake about the date

44. The receptionist has been informed that Mr. Bell will be out of the office for the day. She has noticed that he has a number of appointments scheduled for that day. What action should she take?

- a. Explain his absence to clients when they come to the office.
- b. Notify clients by telephone and offer to make new appointments.
- c. Postpone all appointments for that day by letter.
- d. Remind Mr. Bell of his appointments and suggest that he uses another day to be out of the office

45. From which of the following can a person who is travelling overseas obtain foreign currency? I. Commercial Bank, II. Central Bank/Treasury, III. Travel agent, IV. Embassy of the overseas country

- a. I only
- b. I and II only
- c. I, II and III only
- d. I, II, III and IV

46. Assume that you have been elected to be secretary of your school's Thrift Society. One of your duties will be the preparation of meeting agendas. Which of the following gives the correct sequence of items on an agenda? I. Matters arising, II. New business, III. Approval of the minutes, IV. Any other business

- a. I, II, III, IV
- b. II, III, I, IV
- c. III, I, II, IV
- d. III, I, IV, II

47. Which of the following is the MOST appropriate time, for correcting the minutes of a meeting?

- a. Anytime the Secretary or Chairman detects an error
- b. At a meeting at which the minutes are presented but before they are adopted
- c. At the meeting at which the minutes are presented but only after they are adopted
- d. At a subsequent meeting following the adoption of the minutes

48. Which of the following duties are performed by a secretary prior to meetings? I. Circulate minutes of last meeting, II. Arrange seating accommodation, III. Circulate notice and agenda, IV. Obtain Chairman's signature on minutes of last meeting

- a. I only
- b. II and III only
- c. I, II and III only
- d. I, III and IV only

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49. Two staff members and a consultant were invited to a management committee meeting to discuss a particular item on the agenda. Which of the following persons should receive copies of the minutes of this meeting? I. Members of the management committee who were present, II. Members of the management committee who were absent, III. The two staff members, IV. The consultant

- a. I only
- b. I and II only
- c. I, II and III only
- d. I, II, III and IV

50. The Annual General Meeting for Info Tech Ltd is being planned. Which of the following MUST be circulated before this meeting? I. Notice of the meeting and agenda, II. Minutes of the last annual general meeting, III. Minutes of the regular meeting, IV. Copy of the firm's memoranda of association

- a. I and II only
- b. II and III only
- c. II and IV only
- d. III and IV only

51. Which of the following is the MOST appropriate sequence to be used when writing a letter of application for a job? I. Qualifications, II. List of references, III. Interest in the position, IV. Request for an interview

- a. I, II, III and IV
- b. II, IV, I and III
- c. III, I, II and IV
- d. III, I, IV and II

52. The document which outlines the details for a business trip for an executive is referred to as

- a. A schedule
- b. A programme
- c. An itinerary
- d. A travelogue

53. Which of the following documents must a Ghanaian citizen ALWAYS submit at a port of entry before he/she can enter into a foreign country? I. Passport or travel permit, II. Vaccination certificate, III. Visitors' visa, IV. Travellers cheques or bank draft

- a. I only
- b. I and II only
- c. I, II and III only
- d. I, II, III and IV

54. Sweet Lime Bottling Company is ISO certified. Which of the following is the correct meaning of the acronym ISO?

- a. Information Service Organization
- b. Industrial Systems Operation
- c. International Organization for Standardization
- d. Internal Sales Office

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55. Which of the following functions are performed by the Human Resource office? I. Preparing job cards, II. Shortlisting job applications, III. Preparing wages and salaries for staff, IV. Arranging training and providing welfare facilities for staff

- a. I and IV only
- b. II and IV only
- c. I, II and III only
- d. II, III and IV only

56. Which of the following contributions is NOT a fringe benefit for employees?

- a. Pension plan
- b. Training grant
- c. National insurance
- d. Medical insurance

57. An employee became ill while on holiday and will therefore be late in returning to work. Which of the following persons should the employee notify?

- a. Office clerk
- b. Receptionist
- c. General Manager
- d. Human Resource Manager

58. The term "By Returns" and a corresponding credit of \$80 on a statement of account mean that a sum of \$80 was

- a. paid to the seller
- b. paid to the buyer
- c. added to the amount owing
- d. deducted from the amount owing

59. The cancelled cheques that one receives with a bank statement are those cheques which

- a. the bank dishonoured
- b. the bank exchanged for cash
- c. are more than 3 months old
- d. the account holder did not negotiate

60. Mr Parker is trying to prepare a bank reconciliation statement but is unable to complete it because a cheque paid to the utility company for \$60 is unaccounted for. In order to reconcile the bank statement with the cash book, the \$60 should be

- a. Added to the cash book balance
- b. Deducted from the cash book balance
- c. Added to the bank statement balance
- d. Deducted from the bank statement balance

