



**Question 1**

You work in a small office of an accountancy firm.

a. Identify **three** actions you could take to ensure your work tasks are completed efficiently.

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3 marks

b. Why is it important to work efficiently?

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1 mark

**Question 2**

State **two** different reasons why a simple office task, that should take only 30 minutes to complete, may actually take two hours.

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2 marks

**Question 3**

Sometimes one member of a team comes from a higher level of management than the rest of the team. Describe **three** possible negative consequences of such a team structure.

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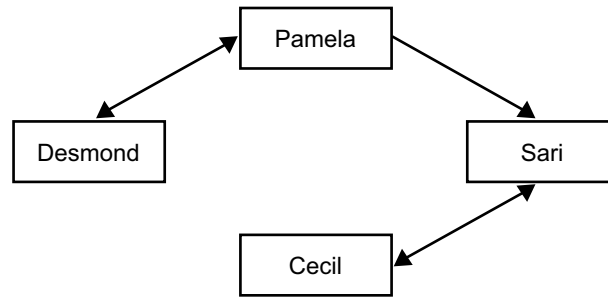
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3 marks

**Question 4**

The people shown on the communication model below are all members of a project team. Pamela is the leader of the team.



- a. On the diagram above, make all necessary changes to the communication model to show how communication should occur within a team.

4 marks

- b. Explain how these changes would improve the communication between members of the project team.

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1 mark

**Question 5**

- a. What are **three** factors that might limit the success of a project team?

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3 marks

- b. Explain how each of the **three** factors you have chosen will limit the team's effectiveness in completing the project.

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3 marks

**TURN OVER**

**Question 6**

Toby has just been invited to join a work team to complete a project. He has not worked in a team before and is unsure what skills he would need to work in a team.

- a. Identify **three** important **skills** a team member needs to have when completing a project as part of a team.

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3 marks

- b. Provide **two** reasons why teamwork **skills** are very important.

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2 marks

**Question 7**

When preparing to do a large job you should prepare a work schedule. List **five** things you should include when setting up a work schedule.

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5 marks

**Question 8**

You have been asked to join a work team. Describe **four qualities** you would expect your team leader to have.

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4 marks

**Question 9**

Describe the difference between a short-term goal and a long-term goal in the workplace. Use one appropriate workplace example to demonstrate the difference.

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3 marks

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**TURN OVER**

**Question 10**

The steps involved in the filing cycle are listed below.

Explain what is involved in each step in detail.

- inspect

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- index/code

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- sort

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- file

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4 marks

**Question 11**

You have been asked to set up a new filing cabinet using **numeric filing** as the primary filing system. Use indexing rules to place the following client files into filing order.

client no 333 Glenorchy VIC

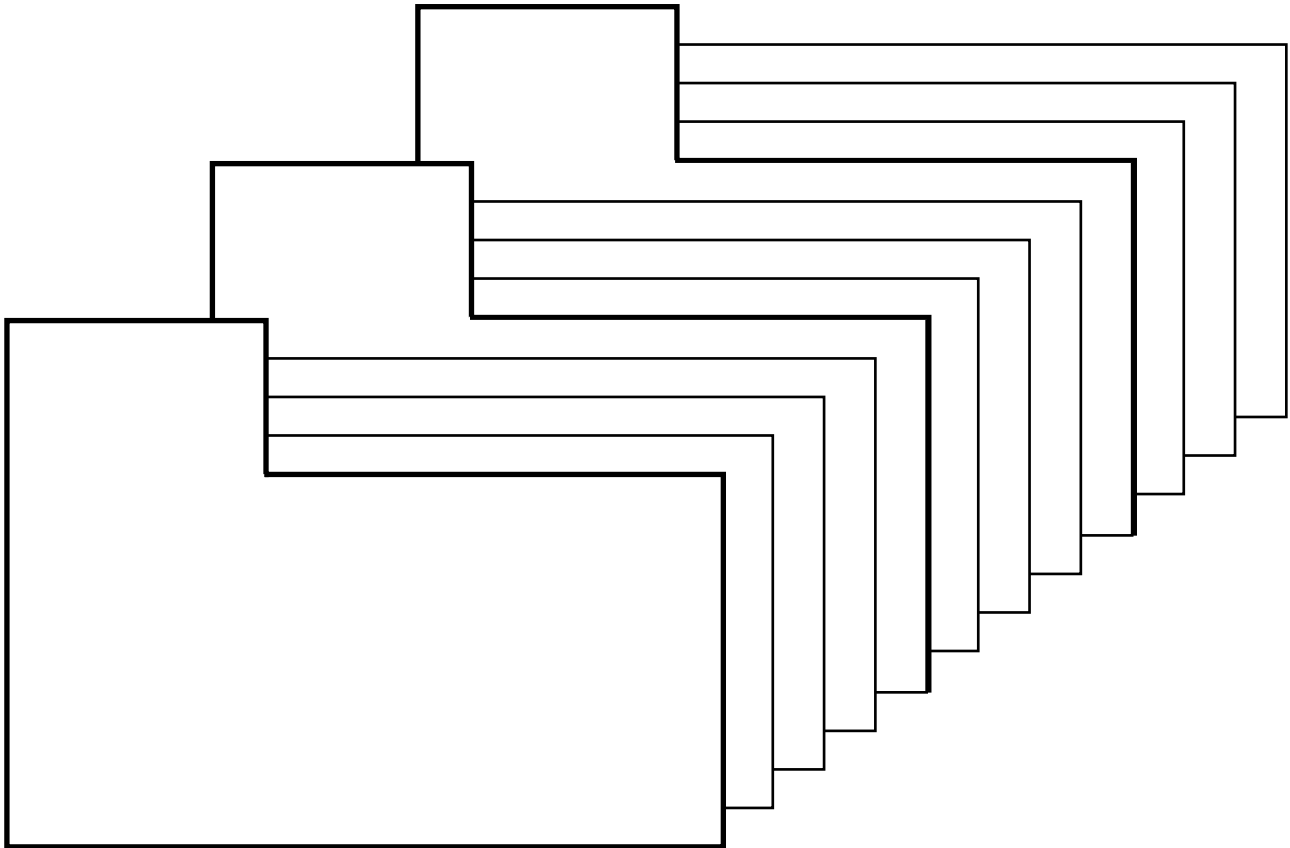
client no 333 Geelong VIC

client no 862 Lilydale VIC

client no 862 Lilydale TAS

client no 333 Lilydale TAS

Label the primary guides and secondary guides you would use, on the diagram below.



5 marks

**Question 12**

The current office filing cabinet has become full and it is difficult to file new documents and to retrieve documents already filed. Suggest **two** possible solutions to this problem.

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2 marks

**TURN OVER**

**Question 13**

You are working for Blanksby Stationery. You receive the following telephone order. You also receive the following memorandum. Use the information in the customer record card and price list (page 9) to prepare the necessary financial documents (**i.–iii.** on pages 10 and 11) to fill the orders.

**TELEPHONE ORDER**

Telephone message			
<b>For:</b>	Sales Clerk	<b>Department:</b>	Sales
<b>From:</b>	Van Tan	<b>Position:</b>	Purchasing Officer
<b>Organisation:</b>	Bryant Bros	<b>Phone:</b>	9561 4657
<b>Date:</b>	31 October 2003	<b>Time:</b>	3.30 pm
<b>Subject:</b>	Order No AA12		
<b>Message:</b>	Please supply the following goods as per price list as soon as possible. 16 reams of white bond A4 paper 5 reams of light green bank A4 paper 12 reams of light blue bank A4 paper		

**MEMORANDUM**

Memorandum	
<b>To:</b>	Accounts Clerk
<b>From:</b>	Barbara Svennson, Manager
<b>Date:</b>	31 October 2003
<b>Subject:</b>	<b>Financial documents</b>
<b>Message:</b>	Please prepare documents to record the following transactions, ready for my signature. A cheque to pay APM Pty Ltd for September account for amount due to them \$3140. A receipt to record the payment by Bryant Bros (by cheque) of the amount owing to us for September.



## CUSTOMER RECORD CARD

Customer Record Card			
<b>Organisation:</b>	Bryant Bros	<b>Account Number:</b>	00225
<b>Phone:</b>	9561 4657	<b>Fax:</b>	9561 4568
<b>Address:</b>	32 Allendale Road Glen Waverley Vic 3150		
<b>email:</b>	<a href="mailto:bryantbros@fishpond.com.au">bryantbros@fishpond.com.au</a>		
<b>Balance outstanding:</b>	\$760.00		
<b>Contact:</b>	Sienna Bryant		
<b>Comments:</b>	Credit limit \$4000		

## PRICE LIST

Blanksby Stationery ABN 322 223 345 17 West Road SCORESBY VIC 3179		
PRICE LIST		
<b>Stock Number:</b>	<b>Item:</b>	<b>Cost:</b>
PA234	Paper, A4 Bank, White	\$4.00 per ream
PA235	Paper, A4 Bond, White	\$5.00 per ream
PA236	Paper, A4 Bank, Light Blue	\$6.00 per ream
PA237	Paper, A4 Bank, Light Green	\$6.00 per ream
PA238	Paper, A4 Bank, Light Yellow	\$6.00 per ream
GST of 10% is to be <b>added</b> to the amounts shown above.		

i.

<p><b>Blanksby Stationery (ABN 322 223 345)</b> 17 West Road SCORESBY VIC 3179</p>						
<p><b>TAX INVOICE</b></p>						
Sold to: _____				Tax invoice no: <u>223001</u>		
_____				Date: _____		
_____				Your order no: _____		
Stock no	Particulars	Quantity	Rate	Amount \$	GST \$	Total \$
<b>TOTAL INVOICE AMOUNT</b>						

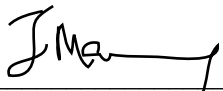
6 marks

ii.

<p><b>RECEIPT</b> <b>ABN 322 223 345</b></p>	<p><b>Blanksby Stationery</b> 17 West Road SCORESBY VIC 3179</p>
Received from: _____	Receipt No: <b>GA/456</b>
Amount: _____	Date: _____
_____	
Being for: _____	
Amount: \$ _____	Cash/cheque
Signed: _____ <i>Krupp</i>	

6 marks

iii.

<i>Date:</i>			<b>New Star Bank Glen Waverley Branch</b>		Date: _____	
<i>To:</i>						
<i>For:</i>						
	\$	c	Pay: _____ or bearer			
<i>Balance</i>	53 890	00	The sum of: _____ \$ _____			
<i>Deposits</i>	2 400	00	_____			
<i>Balance</i>			 _____ Authorised signature Blanksby Stationery			
<i>This cheque</i>						
<i>Balance</i>						
491311			491311    063 00  1016			


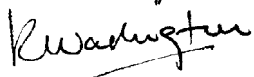
6 marks


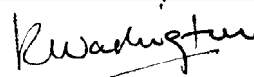
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TURN OVER

**Question 14**

- a. Record the following vouchers 018 and 019 for the month of October in the petty cash book on page 13. 2 marks
- b. Balance the petty cash book on 31 October to determine the amount of reimbursement required. (Assume the number for the reimbursement cheque will be 242.) 4 marks

<b>PETTY CASH VOUCHER</b>	
<b>DATE: 23 October 2003</b>	<b>No 018</b>
Particulars	Amount \$
Parcel Post (including GST)	16.50
	\$16.50
<i>Signature:</i> 	
<i>Approved by:</i> 	

<b>PETTY CASH VOUCHER</b>	
<b>DATE: 28 October 2003</b>	<b>No 019</b>
Particulars	Amount \$
1 box Highlighters (including GST)	25.30
	\$25.30
<i>Signature:</i> 	
<i>Approved by:</i> 	

**Petty Cash Book**

<b>Date</b>	<b>Ref</b>	<b>Particulars</b>	<b>Receipts</b>	<b>Payments</b>	<b>GST</b>	<b>Stationery</b>	<b>Travel</b>	<b>Postage</b>	<b>Staff Amenities</b>	<b>Sundries</b>
2003 Oct 1	Chq 233	Advance	150.00							
5	013	Wrapping paper		15.95	1.45					14.50
10	014	Parcel Post		22.00	2.00			20.00		
11	015	Cleaning		10.45	0.95					9.50
16	016	Taxi fare		14.08	1.28		12.80			
20	017	Tea and coffee		13.20	1.20				12.00	

**Question 15**

Rodgers and Co make sales of approximately \$5000 per day, and they are concerned about the security of their takings. List **four** security procedures that Rodgers and Co should follow when banking their takings. Give reasons why each procedure is important.

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4 + 4 = 8 marks

**Question 16**

Write the name of the document that would be prepared for each financial transaction shown in the table below.

Select the correct document from the following list.

Cheque, Receipt, Sales Invoice, Statement of Account, Adjustment Note

<b>Transaction</b>	<b>Document</b>
Pay account owing to Telstra.	
Sell goods on credit to Will Paelater Pty Ltd.	
Make an allowance for goods, previously sold on credit, that have been returned as unsuitable.	
Receive payment by cheque for amount owing to us.	
Pay account owing to the Tax Office.	
Provide a summary of transactions for the previous month to a customer.	

6 marks

**Question 17**

A photocopier with advanced functions is able to photocopy single- and double-sided documents. It can also collate and then staple them. List **three** other **advanced** functions of a photocopier. Indicate why a business might use each one of these functions.

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3 + 3 = 6 marks

**Question 18**

It is your responsibility to ensure that regular cleaning and maintenance is carried out on all office equipment. What **two** procedures would you put in place to ensure this happened?

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2 marks

**Question 19**

Merri has to fax a document to London to 20 different people in 20 different organisations. It needs to be sent from Melbourne at 9.00 pm, after her office is closed, so that it reaches London at 10.00 am. Merri needs to make sure that each person in London is able to be at the fax machine when the fax comes through so that confidentiality is maintained in the organisations in London.

What **two** functions available on a fax machine should she use to send the document?

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2 marks

**TURN OVER**

**Question 20**

Read the following passage and then answer the questions below.

It is now possibly to acess, via the Internet, many goods and services that in the passed have only been available by purchasing personelly.

- a. Identify **two** errors that **would** be picked up by a computer spell check, by writing the errors in the spaces provided. Write the correction for the words in the spaces provided.

	<b>Error</b>	<b>Correction</b>
1		
2		

2 + 2 = 4 marks

- b. Identify **two** errors that **would not** be picked up by a computer spell check, by writing the errors in the spaces provided. Write the correction for the words in the spaces provided.

	<b>Error</b>	<b>Correction</b>
1		
2		

2 + 2 = 4 marks

**Question 21**

When you create a document using your computer it is important that you read through the document before you print. Give **three** reasons, other than picking up spelling and grammatical errors, why you should do this.

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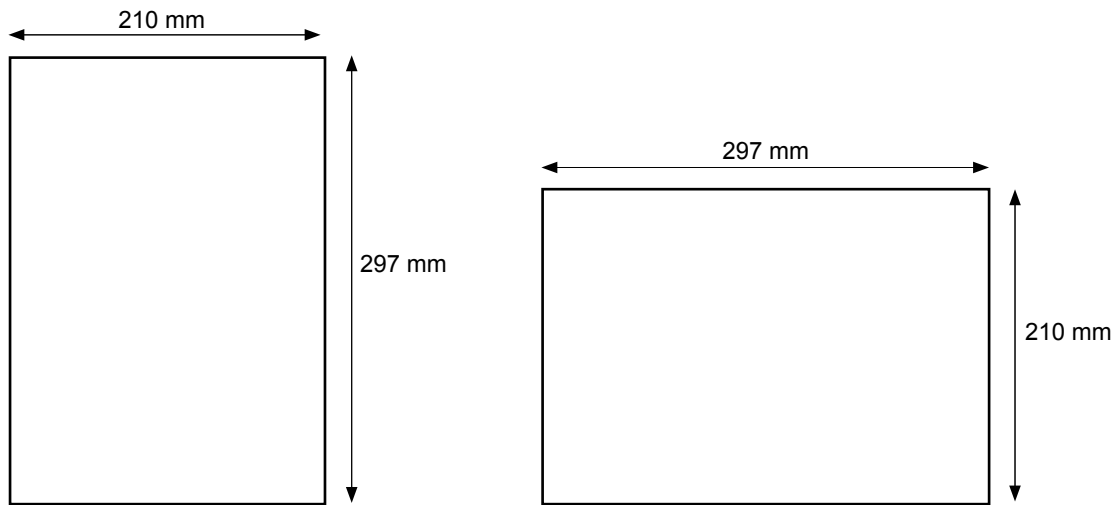
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3 marks



**Question 22**

On the diagram below, indicate which page is landscape and which is portrait.



1 mark

**Question 23**

Each piece of equipment listed below should be adjustable in order to meet Occupational Health and Safety guidelines relating to ergonomics. **Describe** one adjustment for each piece of equipment that would meet these requirements.

Equipment	Adjustment
Desk	
Chair	
Computer	

3 marks

**Question 24**

a. From the terms listed below, select the option which has the **most** storage capacity.

- megabyte
- byte
- gigabyte
- kilobyte

\_\_\_\_\_

1 mark

b. From the list above, select the option which has the **least** storage capacity.

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1 mark

**TURN OVER**

**Question 25**

What is a CD burner used for?

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1 mark

**Question 26**

What are **two** benefits of regular hard disk compression?

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2 marks

**Question 27**

You have been asked to edit a document but you are unable to open the electronic file from the hard disk. Your floppy disk is also corrupted. It is not possible to retype the document in the time available. Describe **two** actions you could take to ensure the task is completed.

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2 marks