

**NATIONAL BUSINESS AND TECHNICAL EXAMINATIONS BOARD (NABTEB)**  
**MAY/JUNE 2008**  
**OFFICE PRACTICE (413)**

1. (a) List and explain FOUR qualities of office correspondence.
- (i) **Brevity:** Avoid wordiness use words with economy. Be brief.
  - (ii) **Standardized:** Routine business letters are stereotyped and follow patterns laid down by the firm.
  - (iii) **Clarity:** Office correspondence should be unambiguous for the reader to understand.
  - (iv) **Logical:** Office correspondence follows logical presentation of facts strictly drafted by superior before they are typewritten.
  - (v) **Courtesy:** The opening and closing complement should be courteous irrespective of whom the letter emanated from.
  - (vi) **Completeness:** The office correspondence although brief, should say what the writer intends to say.
  - (vii) **Formal:** An office correspondence should follow a formal style of writing. It should avoid the use of colloquial.

(b) State **THREE** factors determining the choice of communication medium.

- (i) Speed.
- (ii) Accuracy.
- (iii) Safety.
- (iv) Secrecy.
- (v) Cost.
- (vi) Distance.
- (vii) Volume.
- (viii) Convenience.
  
- (ix) Record.

2. (a) What is an Organizational Chart?

Organization Chart is a diagrammatical representation of the structure of an organization. It shows the process of dividing work into convenient duties which are grouped in the form of post or position.

(b) Mention THREE advantages and THREE disadvantages of Organization Chart.

**Advantages of Organization Chart.**

- (i) It shows clearly responsibility and organizational relationship.
- (ii) It outlines grades of members of staff which provides a basis for staff control.
- (iii) It provides information to people who wish to know the business activities of the enterprises.

- (iv) It is useful in instructing new personnel on company organization and office procedures.
- (v) It serves as an aid to organization change and the evaluation of organization planning.

**Disadvantages of Organization Chart.**

- (i) It does not last for a long period. It soon becomes out of date.
- (ii) It is difficult to show human relationships clearly on papers even when they are defined and described.
- (iii) It introduces rigidity into relationships, as workers tend to keep within their charted area.
- (iv) It introduces status problems.

3. Write short notes on the following:

- (i) Stapling Machine
- (ii) Envelope sealing machine
- (iii) Folding machine.
- (iv) Letter opening machine.
- (v) Date stamping machine.

**Stapling Machine**

It is a manually operated machine that is fed with pins. It is used for pinning two or more sheets together.

**Envelope Sealing Machine:**

It is used to moisten the gum on the flaps of envelopes which are ready for dispatch. It then folds and compresses them for dispatch.

**Folding Machine:**

It is used to fold papers, letters, statements, price lists, pamphlets, magazines and other business documents into required shapes and sizes.

**Letter Opening Machine:**

This machine provides a safe and speedy means of slitting the edges of envelopes without damaging the content. It is both manual and electrically operated. The manual machine cuts the edge of envelopes while the electric picks envelopes from a stack and slits the upper edges.

**Date Stamping Machine:**

This is a machine that prints automatically the year, month, date and time of receipt and dispatch of letters. It is also both manually and electrically operated.

4. (a) **What is Filing?**

Filing is the process of collecting, classifying and arranging documents in order to keep them safely and ensure their speedy retrieval when needed for future reference.

(b) List and explain FOUR methods of filing system.

(i) Alphabetical Filing: Arranging files by names in strict alphabetical order ranging from A – Z.

(i) Numerical Filing: Files are arranged in numerical order and are separated by guide cards numbered in multiples of ten e.g. 1 – 10, 11 – 20, etc.

(ii) Subject Filing: Arranging files according to subject headings rather than correspondents. Examples are accounts, personnel, sales etc. Any subject filing bearing the names of correspondents may require alphabetical index.

(iv) Alpha – Numerical Filing: This is the combination of both the alphabetical and numerical filing systems. A series of alphabetical guide card is prepared and folders numbered in sequence behind each guide card. Examples are A1, A2, A3. Etc.

(v) Geographical Filing: Is the arrangement of contents, countries, towns, cities or other areas in alphabetical order with the names of correspondents arranged within the area of which they belong.

(vi) Chronological Filing: A system of arranging papers within file folders in a time sequence or according to dates while the folders are arranged in alphabetical order of the correspondent's name. The most recent papers are always placed on top for easy access.

5. (a) Explain the use of any THREE of the following machines:

- (i) Spirit Duplication.
- (ii) Ink Stencil Duplication.
- (iii) Offset Lithographic Machine.
- (iv) Photocopying Machine.

**Spirit Duplication**: For reproducing master copy that is typed, drawn or prepared from thermographic copiers in several colours by using different coloured carbons.

**Ink Stencil Duplication**: It can produce up to 500 copies from a master stencil using duplicating ink.

**Offset Lithographic Machine**: It is used to produce thousand of copies of documents. It produces clear and high quality work such as letter headed papers, form designs, etc.

**Photocopying Machine:** It is a machine used to produce facsimile or exact copy of documents instantly. It is also used to produce documents in a permanent and legible form.

(b) Give any TWO advantages each of the machines you chose in (a) above.

**Advantages of each machine.**

**Spirit Duplication:**

- (1) It can reproduce documents in colours.
- (2) It is a direct process as their masters copy come directly with copy papers.
- (3) It is simple to operate.
- (4) It can use spirit instead of ink.

**Stencil Duplication:**

- (1) It is also a direct process.
- (2) It is simple and easy to operate.
- (3) It makes use of ink.

**Offset Duplicating:**

- (1) It can produce up to 6,000 copies of documents.
- (2) It is a direct process.
- (3) It produces in a clear and legible form.
- (4) Metal or plastic plates can be preserved for future uses.
- (5) It is a cheap method of producing high quality work.

**Photocopying Machine:**

- (1) It produces exact copies instantly.
- (2) The machine is capable of reducing the sizes of papers.
- (3) The machine saves time.
- (4) There is no limit to the number of documents that can be produced.

6. (a) List THREE merits and TWO demerits of using computer.

**Merits of using a Computer.**

- (i) It is capable of storing data before and after processing.
- (ii) It can perform complex and logical operations.
- (iii) It can decode data and instruction from memory and also give instructions to other sections to produce desired results.
- (iv) The desired results are produced speedily to the users.
- (v) High quality standard and neatness.
- (vi) It saves labour cost.

**(II) Disadvantages of using a Computer.**

- (i) It is expensive to acquire and maintain.
- (ii) Due to the complex nature, it requires the operation of an expert.
- (iii) The system can be affected by virus, and stored information wiped off.
- (iv) Wrong information fed into the system also comes out wrong (garbage in garbage out).
- (v) It can break down at anytime easily.
- (vi) It creates high rate of unemployment.

(b) State FIVE areas of computer application.

- (i) Word processing e.g. letters, circulars, memorandum.
- (ii) Payroll.
- (iii) Statements.
- (iv) Stock control,
- (v) Billing.
- (vi) Booking.
- (vii) Data Processing.

7, (a) Explain TWO differences between overdraft and loan.

<b>Overdraft</b>	<b>Loan</b>
<ol style="list-style-type: none"> <li>1. <i>A short term debt</i></li> <li>2. <i>Does not require collateral security.</i></li> <li>3. <i>Granted only to current account holders</i></li> <li>4. <i>Repayable with short period of time.</i></li> <li>5. <i>Small sum of money is usually involved.</i></li> </ol>	<p><i>A long term debt.</i></p> <p><i>Requires collateral security.</i></p> <p><i>Granted to any category of bank customers.</i></p> <p><i>Repayable within longer period of time.</i></p> <p><i>Larger sums of money are usually involved.</i></p>

**(b) Define:**

- i. Poste restante.
- ii. Travellers' cheque.
- iii. Giro Services.

- i. Poste Restante: It is a temporary address operated by the post office for travellers and tourist. It last for a short period of time and payments are made for such services.
- ii. Travelers Cheque: This is a cheque purchased by travellers to other countries. It is usually bought from commercial banks to cover the basic travelling allowance of such travelers. The cheque is bought in foreign currency suitable for the country the traveler is going.

- iii. Giro Services: This is a service operated by Post Offices in developed countries. Once a Giro account has been opened in the post office, money can be transferred to another person's account who also has a Giro account. It can also be transferred to someone who operates a commercial bank account on payment of little fee. All accounts are being coordinated by computers.

**8. (a) List THREE duties of a Secretary for meetings.**

- i. In consultation with the Chairman, writes notice of meeting. Preparation of agenda in consultation with the Chairman.
- ii. Provides writing papers for taking attendance.
- iii. Presents minutes of last meeting.
- iv. Takes minutes of the meeting.
- v. Prepares draft minutes for the Chairman's correction.

**(b) State and explain FOUR sources of recruitment**

- i. Labour Office: /the Ministry of Labour maintains a register of unemployed and provides them jobs when vacancies exists.
- ii. Schools and Colleges: Employers of labour sometimes vist schools and University to scout for qualified people to fill vacant positions in their organizations.
- iii. Recruitment consultants: Consultants also form a source of recruitment. They interview applicants for different organizations.
- iv. Direct Application: Applicants sometimes send direct applications to organizations. They are contacted when vacancies exists.
- v. Advertising: Newspapers, magazines, television and radio remains the best recruitment media.
- vi. Field recruitment trip: Large companies embark on overseas recruitment trip for skilled personnel.
- vii. Labour Union: Some categories of personnel especially junior workers are recruited through labour unions.

**9. (a) Explain any THREE of the following:**

- i. Official gazette
- ii. Hansards.
- iii. Post Office Directory.
- iv. Who is Who.
- v. Traveller's Guide.
- vi. Yellow Pages.

Official Gazette: Contains information on administrative laws and other aspect of government activities.

Hansards: A verbatim report of proceedings of parliament.

Post Office Directory: Contain post office services, postal regulations for mails, postal rates, etc.

Who is Who: Contains list of eminent people in alphabetical order and gives a brief accounts of their lives.

Traveller's Guide: It gives adequate information about a country on immigration and customs requirements, currency, hotels, night clubs, super markets and travel agents.

Yellow Pages: Contains the telephone numbers of business and organizations in an area. It is arranged according to the businesses they do.

Letter of Enquiry: A document sent to dealers requesting details of goods offered for sale.

Tender: A proposal of some services to be offered or goods to be supplied at prices quoted and under conditions stated.

**10. (a) Define a Cheque.**

A cheque can be defined as a written order to a bank to pay certain sum of money to or the order to a named person or bearer.

(b) Write the following abbreviations in full.

- i. E.g.
- ii. B.U.
- iii. K.I.V.
- iv. A.I.E.
- v. Cc
- vi. P.a.

- e.g. - For example (example grata).  
B.U. - Bring up.  
K.I.V. - Keep in view.  
A.I.E. - Authority to incur expenditure.  
P.A. - Put Away.  
Cc - Carbon Copy