

2000

- 2 -

1. An application for the position of dispatch clerk was addressed to the company. To whom should the mail clerk send this application?
- (A) Shipping supervisor  
(B) Administrative officer  
(C) Marketing manager  
(D) Personnel manager
2. In which of the following situations would the relationship between two employees be described as a 'lateral relationship'?
- (A) Each has a similar status in the firm.  
(B) One is more senior than the other.  
(C) One has been employed longer than the other.  
(D) Each has an important job in the company.
3. Which of the following pieces of equipment may be used to imprint slogans on envelopes?
- (A) Franking machine  
(B) Electric typewriter  
(C) Addressograph  
(D) Duplicating machine
4. Which of the following statements would apply to the ink-stencil method of duplicating?
- I. It is a cheap method of producing a large number of copies.  
II. The master can be used only once.  
III. The copies fade when exposed to sunlight.  
IV. Corrections cannot easily be made on the master.
- (A) I only  
(B) II and IV only  
(C) III and IV only  
(D) I, II and III only
5. Microfilming is used primarily for
- (A) starting a new filing system  
(B) economising on the use of storage space for files  
(C) sorting files for numerical filing  
(D) destroying old records
6. Mr. Lee of the Sales Department asked the telephonist to transfer a call from a customer to Mr. Field of the Accounts Department. If the call is disconnected while it is being put through to the Accounts Department, what should the telephonist do?
- (A) Telephone Mr. Lee, explain what happened and offer an apology.  
(B) Telephone Mr. Field, explain what happened and offer an apology.  
(C) Leave the line open so that the customer can call again.  
(D) Ask Mr. Lee for the customer's number, call, apologise and connect to Mr. Field.
7. To determine if a reference book has information on a specific topic, one should consult the
- (A) foreword  
(B) title page  
(C) bibliography  
(D) index
8. In business a memorandum is used
- (A) for short letters  
(B) in place of post-cards  
(C) for internal communication  
(D) as a memory aid

# Office Administration Multiple Choice Past Papers

**J Dewey**



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