

NATIONAL BUSINESS AND TECHNICAL EXAMINATIONS BOARD (NABTEB)
MAY/JUNE 2007
OFFICE PRACTICE (413)

1. (a) Enumerate the sources of capital for a partnership business.

- i. Money contributed by individual partners.
- ii. A credit facility from individual customers and companies.
- iii. Loan and overdraft from bank.
- iv. Loan from private individuals who have confidence in the business.
- v. Retention of profits.

(b) Briefly explain the following.

- i. Ordinary partner.
- ii. A limited partner.

Ordinary Partner: This is also known as general partner. He takes active part in the management of the business and his liabilities are unlimited.

A limited partner. He is a partner under the limited partnership act and his liabilities are limited only up to the amount he has agreed to contribute to the partnership assets.

2. State and explain FIVE Reprographic Equipment.

- i. Photo-copying machine.
- ii. Printing Machine.
- iii. Typewriter.
- iv. Computers, digital computer.
- v. Spirit duplicating machine.
- vi. Stencil duplication.
- vii. Offset Lithography.
- viii. Micro Filming.
- ix. Microfiche.

Photo-copying Machine

- A piece of light – sensitive paper is placed with its sensitive surface in contact with the original, which may be opaque or translucent.
- Using a method similar to that used in ordinary photograph, a negative is produced.
- Using the negative instead of the original document, true copies are made to the original in whatever number is required.
- After developing and fixing usually in two baths of chemical copies of high quality are produced.

Printing Machine:

Having prepared the plates in required form, sensitive papers are placed on the machine and set to the required number of copies, the light switched on, the copies are printed as needed and thereafter stapled together with the aid of hand operated machine.

Typewriter:

Is another means of reproducing documents, typing papers are fixed with carbon papers depending upon the number of copies required. Copies are eventually reproduced and stapled together by the Secretary who reproduced the copies.

Computers/digital computer:

The original document is typed into the main frame memory of the Computer by an operator. Then and thereafter photocopy papers are slotted and arranged while the Computer is switched on and the number of copies required are set on which is followed by copies been reproduced. It must be proof read before final reproduction of copies required.

Spirit Duplicating machine

- A master sheet is prepared which is done by typing or writing the matter to be copied on a special master sheet, one side of which has a glossy surface.
- The sheet is backed by a carbon paper, which is placed with the coated surface upwards to face the back (or glossy side) of the master sheet while it is being typed or hand written.
- The master sheet is inserted in the duplicator, one sheet at a time, manually or automatically.
- Each sheet of copy paper then passes under a felt pad which dampens it with spirit before it comes into contact with the master sheet on the drum.
- The pressure lever is adjusted to ensure that master and copy paper are pressed together and the drum is rotated manually or automatically.
- The spirit on the copy paper dissolves a small paper, and leaves a positive image on the copy paper.

Stencil Duplicator:

Others are stencil duplication by which relevant documents are typed into stencil and kept for future use; copies could be reproduced at anytime as required.

Offset Lithography:

- The preparatory of the offset master is the first stage which could be produced in many ways.
- Paper and metal plates may be prepared by typing or by photographic or electrostatic processes.
- The master is fixed to the cylinder of the machine, where it is first brought into contact with damping rollers and then inked by an ink roller.

- The operation, of the machine brings the inked plate into contact with a rubber covered roller or blanket which takes up the inked image in reverse.
- Paper fed into the machine between the blanket and an impression roller receives the positive image, and is then ejected into the tray.

Microfilming:

The most effective method is to microfilm the most important documents and then destroy the papers. It is also ideal to retain permanently documents needed, through microfilm and the original stored in a strong room or deposited at the bank.

Microfiche:

This is a larger sheet of film incorporating full case history of patent or other records by stages and then frame the whole series of films on a microfiche which is a larger sheet or film. It is for storing records, in full detail without lapses or omission.

It facilitates savings of space due to its miniaturized size for large records.

3. State FIVE factors that would be considered when ordering the purchase of an office photocopying machine.

- i. Capacity of the machine.
- ii. Magnitude of work to be performed.
- iii. Available maintenance opportunity/facilities.
- iv. If the machine is capable of multi-coloured printing purposes.
- v. Cost of equipment.
- vi. If an adjustable machine for other purposes of incorporating scheduled typing job and printing.
- vii. Availability of space.
- viii. Possibility of alternative sources of power supply.
- ix. Availability of qualified technician/personnel.

(b) Briefly explain FOUR methods used for making correction on typed script.

- i. By using correction fluid or tipex.
- ii. By using typing eraser.
- iii. By paper cut out and pasting on the space affected/grafting.
- iv. By scraping the affected part and retyped.
- v. If the magnitude of error is constant beyond acceptance then complete retyping of the document is a solution.

4. Write short notes on each of the following:

- (a) Shredding machine.

- (b) Letter opening machine.
- (c) Folding machine.
- (d) Envelope sealing machine.
- (e) Addressing machine.

Shredding Machine:

A shredding machine is used for destroying confidential or secret documents or any other documents that have out-lived their usefulness.

Letter Opening Machine:

Is used for cutting the sealed portion/edge of an envelope to create opportunity for removing inner enclosure or documents.

Folding Machine:

This is used to fold papers, letters, statements, pricelists, invoices, pamphlets, magazines and other business documents into the required shapes and sizes to fit envelopes met for them. The machine is capable of folding papers in a fast, clean and accurate manner.

Envelope Sealing Machine:

This machine is used to seal envelopes which are ready for despatch. It moistens the gum on the flaps of envelopes, folds, compresses and delivers them into receptacle which stacks them for stamping or franking.

Addressing Machine:

This machine is used for inscribing names and addresses on envelopes, statements and cards before they are sent out of the organization. There are different types of addressing machines but the two most commonly used ones are those using metal dates on which names and addresses are embossed and those using a tough type of stencil enclosed in a plastic frames.

5. (a) State six factors determining the choice of communication medium.

- i. Volume of correspondence.
- ii. Mode of reply.
- iii. Cost of correspondence through posting, faxing, etc.
- iv. Distance of the city/town/country where mail will be posted.
- v. Urgency of message and delivery/speed of delivery.
- vi. Frequency of communication/contact.
- vii. Mandatory/importance of communication deterioration of correspondence.
- viii. Level of relationship among the parties involved.
- ix. Number of beneficiaries in a particular mail.
- x. Safety of the message.
- xi. Secrecy of message.

(b) Identify and explain THREE types of communication and their uses in an organization.

Verbal or Oral Communication:

Is the type of communication that involves face-to-face interaction between two or more persons, e.g. Telephone calls. It is used to impart knowledge and discuss with one another.

Written Communication: Is a mode of expression of ideas in writing. It is used both internally and externally in an office to express ideas and opinions e.g. reports, memorandum, etc.

Non Verbal Communication:

This is a type of communication that does not involve speeches. It is used to pass information from one person to another. Examples include signs and body language such as pointing of fingers and placing of hands on hips and facial expressions such as frown of eyes and disappointed looks.

Visual and Electronics Communication:

It is a mode of expression in graphs, charts, pictures and close circuits. It is used to demonstrate ideas and points e.g. Television and videos.

6(a) Distinguish between central filing and departmental filing system.

Central Filing:

Is when all correspondence received from outside companies are filed in a central location as placed in numbered files whereas

Departmental Filing System:

Is used when correspondence sent to and received in departments are placed in files in each department and places in codes and numbers for easy retrieval.

(b) State TWO factors that aid the retrieval of information from files.

- i. When filed documents are filed in each unit/department.
- ii. When documents are numbered.
- iii. When reference tag is used.
- iv. When files are codified/coded for easy access/cross reference.
- v. Easy access to storage equipment.
- vi. Proper indexing.

(c) State THREE significance of keeping records in an office.

- i. For easy reference.
- ii. For easy retrieval.
- iii. For future use.
- iv. For updating past records.

- v. For adjusting records omitted or lost in transit.
- vi. Relating departmental records with central unit.
- vii. For easy separation when files are due for destruction after minimum acceptable period of years.
- viii. For continuity.
- ix. For transferring records to existing archives.
- x. To protect documents.

7(a) Briefly explain the services provided by the banks.

- i. Acceptance of deposit:
Money meant for saving are received by bank.
- ii. Issuance of Bank Draft/official travelers Cheque:
Customers are issued with the amount requested in form of bank draft and/or travelers' cheque.
- iii. Opportunity for overdraft/granting loan:
Upon request, worthy customers are granted loans.
- iv. Easy access/referees to another financial institution:
In view of reputation and worthiness of a customer, instruction of a worthy customer is accepted.
- v. For keeping of valuables. coordination of records:
Valuables and valid records are kept for update and balancing.
- vi. Making payments on demand on behalf of customers:
The bank assist customers to settle debt in other organization or cheque issued for withdrawer as required.
- vii. Discounting Bills of Exchange.
- vii. Giving of Technical Advance.
- ix. Acting as trustees.
- x. Execution of will.

(b) List FOUR personal qualities of office worker.

- Neatness: An officer should be well dressed.
- Smartness: An office worker should be prompt in attending to customers/callers.
- Good and retentive memory: An office worker should possess retentive memory.
- Punctuality.
- Ability to relate with others. There should be good human relations with callers and colleagues.
- Initiative.
- Honesty/Reliability.
- Loyalty.

8 (a) Define an office.

An office can be defined as a place where a particular kind of business or service is provided and clerical duties are performed.

(a) List and explain FIVE functions of an office.

- (i) To record information: correspondence in form of letters and memos should be written in appropriate registers for future reference.
- (ii) To receive information: The office collects information concerning price lists, letters, quotations and other written and oral messages. It receives purchase orders and telephone calls from outside customers. It also receives information from within the organization which includes routine directives, instructions, complaints and suggestions.
- (iii) The Office Organizes and process information: The office organizes information in book keeping and other forms of record keeping. It processes in-coming and out-going mails. It re-arranges data received to conform to the firms system of operations.
- (iv) The office stores information: It is necessary to store information for reference purposes. The office ensures that duplicate copies and photocopies of written documents are kept in files and stored in suitable filing equipment.
- (v) The Office gives out information: The office gives out information to customers regarding sales invoices and quotations. The information is also sent out through advertisements, letters, memoranda, reports, statements, and by making or answering telephone calls.

- (vi) The office safeguard assets: The office protects the assets of the business enterprises. Assets include cash, stock of goods, bonds, office machines and equipment.

9. Briefly explain the following terms:

- (a) Overdraft
- (b) Dishonoured cheque
- (c) Bank statement
- (d) Traveler's cheque
- (e) Crossed cheque.

Overdraft: Is a concession given to a bank customer to overdraw above his current account balance. Interest are paid on overdraft by the customer.

Dishonoured cheque: is a cheque which the bank for some reasons has refused to pay on presentation by a customer of a bank. Example:

- the drawer's signature is irregular.
- The cheque is post dated and presented for payment before the due date.
- If the cheque is mutilated.
- If the drawer has instructed the bank to stop payment of the cheque, etc.

Bank Statement: Bank statement is a document issued by the bank to its individual customer either monthly or on request. It shows the customer's payments into and withdrawals from his bank account. It also shows bank charges and balances in the account.

Traveler's Cheque:

This is a document issued by the bank to its customers who are traveling to other countries to enable them obtain foreign currencies. Traveler's cheque can be exchanged for local currency of any country.

Crossed Cheque:

Is a cheque drawn with two parallel lines across its face indicating the presenter of the cheque cannot withdraw cash over the counter except it is paid into his bank account.

10. List and explain FIVE equipment used in the Mail Room.

- i. Envelope Sealing Machine: This machine is used to seal envelopes which are ready for dispatch. It moistens the gum on the flaps of envelopes, folds, compresses and delivers them into receptacle which stacks them for stamping or franking.
- ii. Folding Machine: This is used to fold papers, letters, statements, pricelists, invoices, pamphlets, magazines and other business documents into the

required shapes and sizes to fit envelopes met for them. The machine is capable of folding papers in a fast, clean and accurate manner.

- iii. Inserting machine: An inserting machine is capable of selecting a large number of different materials and inserting them together into envelopes for dispatch.
- iv. Collating Machine: This is used to sort papers into different sets and staple them. It is very useful for collating lengthy documents with many pages. The machines are of varying sizes and when in use make collating job easier.
- v. Guillotine Machine; This is a paper cutting or trimming machine designed with a rectangular base and fitted with a sharp blade. The machine can also be used for opening letters where a letter opening machine is not available.
- vi. Jogger: This is a machine which is used to vibrate papers into alignment before binding or stapling them.