



SIR ARTHUR LEWIS COMMUNITY COLLEGE
ACADEMIC YEAR (2024/2025) – SEMESTER ONE
END OF SEMESTER EXAMINATION

COURSE CODE : AOA109
COURSE TITLE : Office Practices and Technology I (Final)
LECTURER(S) : Epiphana Lewis and Gale Isaac
DATE : December 9, 2024
TIME : 9 a.m.
DURATION : 1 ½ hours
STUDENT ID # : _____

GENERAL INFORMATION AND INSTRUCTIONS

This paper contains Type equation here. pages

SECTION 1 – 45 marks

1. 45 Multiple Choice Questions
2. **ALL** questions are to be answered in section. You are required to circle the correct answer for each multiple-choice question.

SECTION 2 – 30 marks

1. Three (3) Short answered questions.
 2. You are expected to answer ANY TWO of the THREE (3) questions.
- Students must sign **IN** and **OUT** on the examination class list.
 - **Write your Student ID# only (no names) on each page of the answer booklet**
 - **No lending or borrowing is permitted**
 - **All cell phones must be turned off and placed in bags at the front of the room**

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO

SECTION A – 45 Multiple Choice Exam

1. What action should be taken to handle a hazard in order to prevent risk to others?
 - A. Remove it right away
 - B. Leave it for others to handle
 - C. Place caution tape around it
 - D. Put up a warning sign
2. Which of the following is a typical responsibility of a receptionist?
 - A. Leading meetings
 - B. Handing out business cards
 - C. Attending to visitors
 - D. Overseeing building evacuation
3. What is a legal responsibility of an employer regarding health and safety?
 - A. Charging employees for lost or damaged PPE
 - B. Providing safe working systems for employees
 - C. Adding extra insurance for hazardous jobs
 - D. Limiting dangerous tasks to one staff member
4. What does PPE stand for?
 - A. Protective Preventative Equipment
 - B. Personal Protective Equipment
 - C. Personal Preventative Equipment
 - D. People's Protective Equipment
5. Effective communication is primarily a:
 - A. Two-way process
 - B. Three-way process
 - C. One-way process
 - D. Both a one-way and a two-way process
6. A secretary's role includes essential administrative and _____ duties to support business operations effectively.
 - A. Clerical
 - B. Equitable
 - C. Menial
 - D. Stationary
7. Which method is commonly used for written communication within a company?
 - A. A memorandum
 - B. A letter
 - C. A report
 - D. Minutes
8. How is effective communication best described?
 - A. A one-way process where a person shares information in a clear way
 - B. A process of sharing complex information one way
 - C. A two-way process where a person shares information that is easy for the other to understand
 - D. Only used in emails

9. Which one of the seven C's of effective communication suggests "putting yourself in someone else's position"?
- A. Clarity
 - B. Courtesy
 - C. Consideration
 - D. Counsel
10. Which of the following are types of communication?
- A. Verbal
 - B. Non-verbal
 - C. Written and oral
 - D. All of the above
11. Employees are responsible for:
- A. Providing a safety policy
 - B. Ensuring proper lighting and ventilation
 - C. Following proper lifting techniques
 - D. Providing comfortable seating
12. Which is a quality a secretary should possess?
- A. Excellent English skills
 - B. Initiative
 - C. A pleasant manner
 - D. Loyalty
13. Which of the following is NOT an example of non-verbal communication?
- A. Gestures
 - B. Voice
 - C. Posture
 - D. Touch
14. Susan decides to work on a requested letter instead of joining a friend's event. What quality is she demonstrating?
- A. Problem-solving
 - B. Multi-tasking
 - C. Good judgment
 - D. Team spirit
15. Which tasks are typical for virtual offices?
- A. Desktop publishing
 - B. Internet research
 - C. Travel arrangements
 - D. All of the above
16. What are soft skills?
- A. Job-specific technical abilities
 - B. Interpersonal and personal attributes
 - C. Computer programming skills
 - D. Academic qualifications

17. What does emotional intelligence involve?
- A. Understanding and managing emotions and empathizing with others
 - B. Quickly learning programming languages
 - C. Effective time management
 - D. Working well in a team
18. Effective communication includes:
- A. Active listening
 - B. Clear reading
 - C. Effective speaking
 - D. All of the above
19. Which of these is a correctly formatted email address?
- A. userName@website@com
 - B. userName.website.com
 - C. userName.website@com
 - D. userName@website.com
20. Which of the following is NOT a factor in non-verbal communication?
- A. Image
 - B. Correctness
 - C. Personal space
 - D. Eye contact
21. What should you do when a visitor enters while you're on a phone call?
- A. Ask your friend on the phone to wait for a moment
 - B. Smile at the visitor and continue talking on the phone
 - C. End the call and greet the visitor
 - D. Finish the call before acknowledging the visitor
22. Identify examples of concise language that could replace "wordy" expressions.
- A. Soon, few, although
 - B. Meet, because, now
 - C. In due course, few in number, at this time
 - D. A & B only
23. Why are candidates with strong soft skills valued by employers?
- A. Soft skills are not essential for career success
 - B. Soft skills create a negative work atmosphere
 - C. Soft skills improve teamwork and productivity
 - D. Soft skills are only necessary in creative jobs
24. Which of the following is NOT part of a mail clerk's job when handling outgoing mail?
- A. Attach enclosures with staples or paper clips
 - B. Verify that letters are signed
 - C. Ensure the envelope address matches the inside address
 - D. Read the mail content and type addresses on envelopes
25. According to the Health and Safety Act in Saint Lucia, employees are required to:
- A. Take breaks during the day
 - B. Dress appropriately for work
 - C. Follow safety procedures
 - D. Care for personal belongings

26. Which type of communication includes social media platforms?
- A. Written communication
 - B. Visual communication
 - C. Telecommunication
 - D. Digital communication
27. An increase in employee turnover after an accident might indicate low company morale. Which type of cost does this represent?
- A. Direct costs
 - B. Variable costs
 - C. Indirect costs
 - D. Unknown costs
28. Bacteria is classified under which category of hazard?
- A. Chemical
 - B. Biological
 - C. Physical
 - D. Safety
29. Which of the following is NOT a recommended hygiene practice?
- A. Turning off water using paper towels
 - B. Rinsing well under running water for 5-10 seconds
 - C. Re-using single-use respiratory PPE
 - D. Cleaning work boots and storing them outside
30. Which of the following is an example of a soft skill?
- A. Coding in Python
 - B. Problem-solving
 - C. Operating machinery
 - D. Data analysis
31. What is the first step when handling incoming mail?
- A. Set aside all envelopes marked as private or confidential
 - B. Open letters with a letter opener
 - C. Place all envelopes facing up
 - D. Remove and attach enclosures to letters
32. Which quality demonstrates sensitivity in maintaining good relations with others?
- A. Honesty
 - B. Initiative
 - C. Attention to detail
 - D. Tact
33. Which of the following does NOT violate confidentiality rules?
- A. Avoid repeating your manager's opinions
 - B. Keep information about company announcements private
 - C. Don't share confidential details with friends or competitors
 - D. None of the above

34. Which soft skill involves the ability to guide and influence others toward shared goals?
- A. Communication
 - B. Adaptability
 - C. Leadership
 - D. Decision-making
35. Which form of communication is effective for showing trends and comparisons?
- A. Written
 - B. Para-language
 - C. Oral
 - D. Visual
36. Which of the following is a key benefit of teamwork in the workplace?
- A. Increased workload
 - B. Enhanced problem-solving
 - C. Higher employee turnover
 - D. Reduced communication
37. What is the purpose of using a professional tone in business emails?
- A. To sound more important
 - B. To use complex language
 - C. To ensure clarity and respect
 - D. To showcase advanced vocabulary
38. What does time management help employees achieve?
- A. A longer workday
 - B. Fewer responsibilities
 - C. Higher productivity
 - D. Reduced accountability
39. Which of the following is a correct way to maintain confidentiality in the workplace?
- A. Avoid discussing sensitive topics in public areas
 - B. Share passwords for convenience
 - C. Leave confidential documents on your desk
 - D. Discuss confidential projects during breaks
40. Which soft skill involves being open to new information, feedback, and ways of working?
- A. Leadership
 - B. Reliability
 - C. Adaptability
 - D. Assertiveness
41. What is the first step in handling incoming mail in an office?
- A. Open all envelopes immediately
 - B. Separate confidential or personal mail
 - C. Sort mail by sender
 - D. File mail directly without sorting

42. Which protocol is essential when handling outgoing mail to ensure timely delivery?
- A. Label all mail with "urgent"
 - B. Check for correct addresses and postage
 - C. Leave mail in the office for collection
 - D. Send mail only at the end of the week
43. In a small office, who is typically responsible for sorting and distributing incoming mail?
- A. Receptionist or designated admin staff
 - B. Any available employee
 - C. The receptionist or office administrator
 - D. The security staff
44. How should confidential outgoing mail be marked in order to maintain security?
- A. By stamping "Important" on the envelope
 - B. By labeling it "Confidential" and sealing it securely
 - C. By using a standard envelope
 - D. By attaching it to regular outgoing mail without special labeling
45. Which of the following is a service commonly offered by the post office?
- A. Internet services
 - B. Express mail and parcel delivery
 - C. Customer relationship management
 - D. Office supply sales

SECTIONS B

SHORT ANSWER QUESTIONS

THERE ARE A TOTAL OF THREE (3) QUESTIONS. SELECT ANY TWO (2)

(30 marks)

Question 1

Jessica has recently joined a rapidly growing tech company that recently transitioned to a mostly virtual office setup. Her role requires daily communication, collaboration on shared files, and maintaining professionalism in all interactions. As Jessica navigates her new position, she encounters various tools, policies, and etiquettes she must learn to work effectively with her team.

- i. Jessica is new to video conferencing and is concerned about technical and communication etiquette. List three (3) practices she should follow when participating in a video conference call. (3 marks)
- ii. What is a virtual office, and how does it differ from a traditional physical office? (4 marks)
- iii. In her new role, Jessica frequently uses Zoom and Google Suite for meetings and file sharing. Describe how these tools support collaboration in a virtual office. (4 marks)
- iv. Define 'Netiquette' and explain its importance in Jessica's virtual office setting. (4 marks)

Total = 15 marks

Question 2

- i. Define “communication barriers” and explain why they can be a challenge in the workplace. (3 marks)
- ii. Explain how can the use of jargon create a communication barrier in the workplace? (2 marks)
- iii. Explain four (4) emotional barriers to communication. (8 marks)
- iv. Explain how a “lack of interest” can act as a barrier to effective communication in a workplace setting. (2 marks)

Total = 15 marks

Question 3

Sarah is an employee at a large corporation that recently underwent significant organizational changes, including new management, updated processes, and a shift to a hybrid work model. As she navigates these changes, Sarah has noticed an increase in stress levels among herself and her coworkers. She wants to better understand what causes workplace stress and learn techniques to help manage it.

- i. Define the term “stress management.” (2 marks)
- ii. Explain how “adapting to change” in the work environment can contribute to increased stress levels. Provide an example. (3 marks)
- iii. Identify SIX causes of stress in the workplace. (6 marks)
- iv. Explain TWO stress management techniques that can be adopted. (4 marks)

Total = 15 marks

END OF EXAMINATION