

ACC – Administrative and
Business Correspondence

T037

Wednesday, 16/11/2016

8:30 – 11:30

WORKFORCE DEVELOPMENT AUTHORITY



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**ADVANCED LEVEL NATIONAL EXAMINATIONS, 2016,
TECHNICAL AND PROFESSIONAL STUDIES**

EXAM TITLE: Administrative and Business Correspondence

OPTION: Accountancy (ACC)

DURATION: 3 hours

INSTRUCTIONS:

The paper is composed of **two (2) main Sections** as follows:

Section I: Thirteen (13) compulsory questions. **55 marks**

Section II: Attempt **any three (3)** out of five questions. **30 marks**

Section III: Attempt **any one (1)** out of three questions. **15 marks**

Note:

Every candidate is required to carefully comply with the above instructions. Penalty measures will be applied on their strict consideration.

Section I. Thirteen (13) Compulsory questions

55marks

01. Strong Business Communication skills are critical to the success of any organization despite its size. Explain what you understand by communication and give the characteristics of a good communication. **5marks**

02. Business letters are written for the fulfillment of several purposes. State the aim of a recovery letter. **4marks**

03. Discuss the two main types of communication. **5marks**

04. In spite of the best intentions and efforts in developing good relationship with our business partners, there might arise occasions for complaints in business. What are the four essential points that should be included in a complaint letter? **4marks**

05. Timely information is very useful to address any change in an organization and different types of letters are made to facilitate that administrative task effectively. Give the meaning of circular letter and at least three situations in which it may be requested. **5marks**

06. Most Rwandan government offices adopted the open-plan office in order to improve the service delivery. State at least two advantages and two disadvantages of adopting this type of office. **4marks**

07. Fill in the statements below with correct complements:

(NB: write complete sentences)

6marks

a) In different business letter, a quotation letter is written by *Seller replying to an inquiry*

- A buyer requesting prices of a product
- A seller replying to an inquiry letter
- A consultant requesting information
- An auditor requesting explanation

b) A document that supports a manager to schedule her daily activities is known as *business register*

- A business registrar *business register*
- A dairy *A diary*
- A business plan *business plan*
- A Promissory note *A promissory note*

c) A bank document specifying a detail report of account transactions is known as *A statement of account*

- A statement of account
- A credit note
- A bank report
- A bill of exchange

08. After ordering a product, the supplier delivers goods purchased. Distinguish the two documents involved in the delivery process? **4marks**

09. Your friend has been called for an interview in an organization. Advise her about at least three things to take into consideration in order to prepare her job interview. **3marks**

10. Different business letters may be designed by one of the business partners in order to facilitate business activities. Explain what you understand by Enquiry letter.

4marks

11. State the meaning of "filing" and give out at least three different filing order or methods.

4marks

12. A Rwandan company HRM Ltd is hiring an accountant to perform its activities during the year 2016. You are requested to help the accountant to perform his task effectively. Give at least four office equipments that you can avail in order to facilitate his tasks.

4marks

13. What are the essential inner qualities of a good business letter?

4marks

Section II. Choose and answer any three (3) questions.

30marks

14. A Bill of exchange is an unconditional order in writing addressed to one person by another requiring the person to whom it is addressed to pay on demand or at some future time a stated sum of money either to his own order or to the order of a specified person, or to the bearer. Explain the three parties to a bill of exchange, and give four necessary informations that appear in a bill of exchange.

10marks

15. (a) Define a promissory note. (b) Explain the specific name given to the debtor and creditor in establishing a promissory note. (c) Provide four types of information that appear in a promissory note.

10marks

16. Letters are the most important means of written communication, the most numerous and the most personal. Discuss in detail the sense of a business letter. How are these letters important in business? Give at least four examples for business letters.

10marks

17. After a conversation on phone with Mr. Peter Kamanzi, the director of production in Inyange Ltd, you are now decided to place an order requesting a delivery in at least three days following the reception of your order. Prepare an Order letter No 453/IOD/2016 of 100 bottles of juice and 200 bottles of water addressed to INYANGE Ltd, P.O BOX 4769, Kigali-Rwanda for the marketing activities to launch your company (Made in Rwanda Design Ltd, P.O Box 8987 Rusizi-Rwanda) to different stakeholders.

10marks

18. Explain the essential parts of a business letter.

10marks

Section III. Choose and answer any one (1) question.

15marks

19. Complete the numbered blank spaces with the suitable missing words taken from the list below: **(information, claim, missing, please, train, reasonable, loss, contained, luggage, expect, registered, settlement, effects, lost luggage)**

281 Belsize lane London, NW3 SAV
November 18th, 2016

The Manager
North-East Region,
British Rail,
London NI 9AP

Dear Sir,

I wish to present a (1) *information* for £300 to cover the (2) *Claim*..... of a large travelling case and a portable typewriter (3) *reasonable* on my ticket from Kings cross to Edinburgh on November 10th. When we arrived in Edinburgh at 8:00 a.m the following morning, my case and typewriter were (4) *Contained*..... I was told that they might come on later (5) *please*

One week has elapsed, yet the (6) *LOSS*. has not been found. It (7) *effect*.. not only personal (8) *lost luggage* valued at £50 but also my Billing (9) *expect* worth £400.

I am (10) *registered*..... a Photostat copy of the luggage ticket and shall be (11) *settlement* to give you whatever additional (12) *lost luggage* you may need to establish the genuineness of my claim or to help you in tracing the (13) *claim*.....; if my travelling case and typewriter cannot be found within a (14) *reasonable*.....time. I shall expect full (15) *settlement* of my claim.

Yours faithfully,

Doreen DILKES

20. After completing your studies in accounting, you find an opportunity for a part time job advertised at Rwanda online job (www.rwandajobs.rw) in accounting at the new hotel launched at Kigali (The Marriot Hotel). Interested for this opportunity, you are requested to write a job application letter addressed to the Human resource Manager of the Marriott Hotel (P.O Box: 67634, Kigali-Rwanda) for a part time accountant position. (N.B: Use MUGISHA John, Karongi, Rwanda, email: mugisha@gmail.com, phone: 0723444980 to avoid using your real names and addresses).
21. Oral communication is very important in business. Among many components of oral communication, what do you understand by speech? Explain the characteristics of a good speech, and give the qualities of a good speaker.