

ACC – Administrative and
Business Correspondence

T001

Wednesday, 18/11/2015

8:30 – 11:30

WORKFORCE DEVELOPMENT AUTHORITY



P.O. BOX 2707 Kigali, Rwanda Tel: (+250) 255113365

**ADVANCED LEVEL NATIONAL EXAMINATIONS, 2015,
TECHNICAL AND PROFESSIONAL TRADES**

EXAM TITLE: Administrative and Business Correspondence

OPTION: Accountancy (ACC)

DURATION: 3hours

INSTRUCTIONS:

The paper is composed of **three (3) Sections** :

Section **I**: Fourteen (**14**) questions, all **Compulsory**. **55marks**

Section **II**: Five (5) questions, **Choose any Three (3)**. **30marks**

Section **III**: Three (3) questions, **Choose any One (1)**. **15marks**

Every candidate is required to strictly obey to the above instructions. Punishment measures will be applied to anyone who ignores these instructions.

Section I. Fourteen (14) Compulsory questions.

55marks

01. Define the following terms:

- a) Invoice b) Discount c) Bill of Exchange
d) Report e) Advertising

(5marks)

02. Explain the three (3) types of bank account.

(3marks)

03. With well explained examples, state the difference between internal and external communication. Give any one advantage for each of both communication channels.

(6marks)

04. There are various documents written during business meetings and events of an enterprise. Among them there are minutes. Explain the term "minutes", then state and explain the three types of them commonly used in business companies.

(5marks)

05. Give the meaning of this statement: "Commercial banks provide full banking services". Give two examples of commercial banks in Rwanda then two of their advantages.

(5marks)

06. Money transfer service is commonly used by many institutions and people in Rwanda and it has been recognized as a quick and reliable means of payment. As an accountant, mention and clearly explain the four electronic means currently used to send and receive money inside and outside our country.

(4marks)

07. Most employees feel comfortable while working in individual offices.

Give the meaning of "individual offices" then mention one advantage and one disadvantage they have in daily labour activities for an accountant.

(4marks)

08. Describe the five (5) requirements for making an effective speech.

(5marks)

09. Rwanda Computer Dealers Ltd company has been selected by Rwanda Revenue Authority among thirteen (13) local competitors at the end of an exercise of public invitation to tender launched on 25th October 2015 about the supply of 500 computers.

a) What are the three (3) main criteria that may have guided the management of Rwanda Revenue Authority to make such decision?

b) What is the meaning of the term "tender" in business communication?

(5marks)

10. Outline and explain the four main media of communication.

(4marks)

11. Give three (3) types of information you mention in writing a letter of application for a job. **(3marks)**
12. Make three (3) sentences that may be used to introduce an order letter. **(3marks)**
13. Name any one filing equipment used within an organization for the storage of information. **(1mark)**
14. Outline the two purposes of filing equipment for an accountant within an office. **(2marks)**

Section II. Answer any three (3) questions of your choice

(Do not choose more than three (3) questions). 30marks

15. A cheque is a document by which a customer orders his bank to pay a stated sum of money on demand either to himself / herself or to some other person.
 - a) Explain clearly three types of cheque used in business.
 - b) Give the specific terms given to the customer and the beneficiary in establishing a cheque.
 - c) You have paid someone's debt by cheque but your bank has refused to make payment. Imagine the five (5) reasons of the bank's decision to reject payment on your cheque. **(10marks)**
16. Assume you are the Chairperson of a Company Board meeting to be held on 25th October 2015, and you want to run it successfully. Describe ten (10) important points to be considered. **(10marks)**
17. Outline the ten (10) key elements used in writing a good business letter. **(10marks)**
18. Assume you are the Sales Manager of OFFICE FURNITURE LTD, P.O BOX: 2015, RUBAVU. In reply to the inquiry letter made by your customer KIST, P.O BOX: 850 Kigali on supplying 400 chairs and 100 office tables, draft a quotation and specify clearly the information that your customer needs to place the first order. **(10marks)**
19. An e-mail is an electronic message sent by internet using a computer.
 - a) Outline the importances of e-mails in business activities.
 - b) You are the Managing Director of your company- SULFO Rwanda Industries

Ltd, P O BOX: 90 Kigali and you realize that your sales have decreased the two last months.

Draft an e-mail to the Human Resources Manager instructing him / her to inform all Heads of Departments to attend a meeting scheduled on 21st November 2015 in the Conference room. Specify the time of the meeting and the clear points on the agenda. Use names and e-mail addresses different from your real names and addresses. **(10marks)**

Section III. Answer any one (1) question of your choice

(Do not choose more than one (1) question). 15marks each

- 20.** MANISHIMWE Company Ltd, PO BOX : 5685 HUYE has recently received the following goods delivered to them by MANILLA ENTERPRISES, PO BOX : 789456 INDIA : 2000 Shirts, 1500 Pairs of shoes, 100 Photocopying machines and 50 Printers. As the Import Manager of MANISHIMWE Company Ltd, write a letter informing your supplier about the receipt of the goods , your full satisfaction about them and announce the payment of the Invoice No 123 for the amount of 2,140Dollars less 4% discount.
- 21.** On behalf of your firm, write a complaint letter against goods not in conformity with the Order No 321/RBC/2015 delivered to your company : Rwanda Business Co Ltd, P O BOX :5400 Kigali, by Uganda Manufacturing Company. Request the supplier for returning the unsuitable products (500 calculators) from the last delivery.
- 22.** You have travelled in a bus from the wedding ceremony of a friend and when you arrived home, you have realized that your handbag containing your chequebook has been stolen. Draft a letter to your bank informing them about the circumstances of the loss and the number of cheques it contained. Instruct them to stop payment on them.