



BOTSWANA EXAMINATIONS COUNCIL
JUNIOR CERTIFICATE EXAMINATION

COMMERCE AND OFFICE PROCEDURES

25/2

Paper 2

October/November 2020

Marks: 50

Time: 2 Hours

Candidate
Full Names:

Centre Number:

J	C				
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Candidate Number:

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INSTRUCTIONS

1. Write your full names and examination number in the spaces provided above.
2. There are two sections, **A** and **B**. Answer **ALL** questions in each section.
3. All answers must be written in the spaces provided.
4. Show all the necessary working.
5. Calculators may be used in this paper.

FOR EXAMINER'S USE ONLY

Section A	Marks Scored
1	
2	
3	
Section B	
4	
5	
6	
Total Marks	

This question paper contains 8 printed pages.

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

SECTION A

(30 Marks)

Super F
country
(a)

2:

1. Kabo is an entrepreneur. He used his personal savings to start a poultry farm. He supplies retailers with eggs.

(a) Describe any **two** essential qualities which Kabo should possess to become a successful entrepreneur.

Quality 1:

Description:

.....

.....

Quality 2:

Description:

.....

..... (4)

(b) After three years Kabo expanded his business. He had a choice of either using his personal savings or obtaining a government loan to finance the business expansion.

Explain **one** advantage and **one** disadvantage of using any **one** of the two methods of financing a business.

Advantage.....

.....

.....

..... (2)

Disadvantage

.....

.....

..... (2)

2. Super Fashions is a large-scale clothing store that has six branches across the country. All the branches are controlled from the Head Office.

(a) (i) What type of a retailer is Super Fashions?

..... (1)

(ii) State any **two** features of Super Fashions stores apart from the Head Office control.

.....
.....
..... (2)

(b) Explain how the commercial services stated below can be used to benefit Super Fashions.

(i) Communication

.....
.....
..... (2)

(ii) Insurance

.....
.....
..... (2)

(c) Name any other **two** types of large-scale retailers apart from the one operated by Super Fashions.

.....
..... (2)

(d) (i) Under which stage of production is Super Fashions classified?

..... (1)

(ii) Give a reason for your answer in (d)(i).

.....
..... (1)

3. Sizzling food restaurant of P O Box X63, Gaborone, has hired Moses as a driver. His duties are to deliver food orders to customers and also to collect stock for the restaurant. Moses works for 8 hours per day. He earns P6.50 per hour for 24 days in a month.

(a) (i) What type of an employee is Moses?

..... (1)

(ii) Calculate the number of hours in a month that Moses works.
Show your working.

.....hours (2)

(b) How much does Moses earn in a month?
Show your working.

P (2)

(c) On 2 June 2019, M. Mathews of P O Box X321, Gaborone, placed an order at Sizzling Food Restaurant for the following items:

- 12 plates of bogobe and beef stew at P25.50 per plate
- 12 x 330 ml soft drinks at P8.95 each
- 12 mixed fruit dessert bowls at P15.00 per bowl

Prepare an invoice to be issued to M. Mathews by Sizzling Food Restaurant.

Use page 5 for answering.

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Handwriting practice lines consisting of 25 horizontal dotted lines.

(6)

SECTION B

4. On 28 July 2019, at 9:30 am, Ms Cali made a telephone call to speak to Ms Bennet who is a Training Manager. Ms Bennet was in a meeting and had asked not to be disturbed. Ms Bennet's Personal Secretary, Ms Linda, asked Ms Cali to leave a message since Ms Bennet was not available to take the call. Ms Cali expressed that it was important for Ms Bennet to call her back so that they could arrange for an upcoming workshop. Ms Cali made the call from a telephone number 436 267.

Design a message pad that Ms Linda should prepare for Ms Bennet.

(8)

6. (a) Explain any **two** practices which promote a correct posture when using a computer keyboard.

.....
.....
.....
..... (4)

(b) Describe the use of the arrow keys on a keyboard.

.....
.....
.....
..... (2)

5. Madi Investment sent out a questionnaire, together with return envelopes, to a large number of respondents. The return envelopes were printed *free post*.

(a) Explain how the use of the envelopes printed *free post* would benefit Madi Investment.

.....
.....
.....
..... (2)

(b) The officers at Madi Investment are encouraged to work as a team when capturing the responses to the questionnaires

Outline any **four** workmanship factors which would indicate that there is team work among the officers of Madi Investment.

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..... (4)