

1. Home trade is a branch of commerce which comprises of
  - A. internal and external trade
  - B. retailing and manufacturing
  - C. wholesaling and retailing
  - D. wholesaling and manufacturing
  - E. trade and aids to trade
2. Which of the following items is not used for taking care of a computer?
  - A. Engine oil
  - B. keyboard cover
  - C. long-hand soft brush
  - D. soft duster
  - E. stiff bristle brush
3. The process of converting raw material into finished goods is called ----- production.
  - A. direct
  - B. indirect
  - C. primary
  - D. secondary
  - E. tertiary
4. Debit note is best defined as a document
  - A. issued by the supplier describing goods sold
  - B. issued by supplier showing credit balance
  - C. used to correct an overcharged error by the purchaser
  - D. use to sell goods.
  - E. used to correct an undercharged error by the purchaser.
5. The second step in handling of incoming mails is
  - A. opening of official letters
  - B. quick dispatch of urgent letters
  - C. sending letters belonging to various departments.
  - D. sending personal letters to the owners
  - E. sorting classification of mail
6. Money that can only be withdrawn at an agreed time is kept in ----- account
  - A. company
  - B. co-operation
  - C. current
  - D. fixed deposit
  - E. saving
7. When a person buys and sells goods in smaller quantities he or she is said to be a
  - A. distributor
  - B. hawker
  - C. manufacturer
  - D. retailer
  - E. wholesaler.
8. Ethical issues in banking include the followings except
  - A transparency
  - B. accountability
  - C. confidentiality
  - D. hooliganism
  - E. openness
9. If a buyer pays immediately for goods bought, it is a /an ----- transaction.
  - A. cash
  - B. credit
  - C. double
  - D. immediate
  - E. petty
10. The person who uses motorbike to deliver mail to different destinations is called the
  - A. account clerk
  - B. receptionist
  - C. dispatch rider
  - D. courier
  - E. none of the above
11. \_\_\_\_\_ is the business of providing service such as entertainment for people who are on holiday

A. Tourism

B. Job

C. Trading

D. Enjoyment

E. Occupation.

12. Which of the following is not a safety procedure for handling chemicals?

A. Vehicle must be tanker

B. Never taste or inhale chemical

C. Avoid direct contact

D. Store chemicals in a cool dry place

E. Mix chemicals with drinking water

13. An entrepreneur must be

A. creative and innovative

B. foolish and unreasonable

C. rigidly refuse the advice of others

D. very corrupt

E. selfish

14. The followings are office correspondence except

A. postage book

B. inward book

C. outward book

D. dispatch book

E. cchool register

15. Which of the following is not a GSM service provider in Nigeria?

A. Airtel

B. Etisalat

C. Globacom

D. MTN

E. Nokia.

16. One of the followings is not an office correspondence

A. postage book

B. dispatch book

C. mail outward book

D. mail inward book

E. trading book

17. Electronic commerce is the buying and selling of goods and services through the

A. Internet

B. Market

C. Sea

D. Road

E. Air.

18. organizations receives e-mail by

A. hand delivery

B. internet

C. postal order

D. proxy

E. rider

19. Giving out free sample of new commodity to customers to use and see how effective they are, is described as

A. advertising

B. business

C. market

D. salesmanship

E. selling

20. -----document are used in the buying of goods and services.

A. Office

B. School

C. Delivery note

D. Sales

E. Purchases

21. A bank can be defined as where

A. we bank anything.

B. money and valuable things are kept

C. we keep our certificates only

D. People go to collect money only.

E. people go to fight

22. Mr Yahaya bought goods from a supermarket. The evidence to show he has made payment is

A. credit note

B. debit note

C. proforma invoice

D. quotation

E. receipt

23. ATM means

A. Automatic Teller Machine

B. Arithmetic Teller Machine

C. Analogy Teller Machine

D. African Teller Machine

E. Automated Teller Machine.

24. Which of the followings is the function of a consumer?

A. Accepting deposit

B. Making use of goods bought

C. Issuance and control of currency

D. Manufacturing of goods

E. Safe keeping of valuable

25. The following are commercial banks in Nigeria except

A. Fidelity bank

B. First bank of Nigeria

C. Access bank

D. Skye bank

E. Savings bank

26. An envelope sealing machine is most likely to be found in

A. mail room

B. post office

C. principal's office

D. receptionist office

E. supermarket

27. Banks allow their current account holders to withdrew more than what they have through a system called

A. borrowing

B. drawing

C. loan

D. transport

E. overdraft

28. Foreign trade can be divided into

A. retailer, wholesaler, consumer

B. import, export, Ent report

C. producer, manufacture, consumer

D. business, marketing.

E. banking, wholesaler farmer

29. \_\_\_\_\_ is an estimation of income and expenditures during a particular period of time

A. Budget

B. Subvention

C. Income

D. Expenditure

E. Finance

30. The document used for withdrawal of cash from a current account is

A. cheque

B. debit card

C. deposit slip

D. Pass book

E. withdrawal slip

31. A set rule that controls the acceptable behaviour of a receptionist on the telephone is called the

A. telephone dictionary

B. telephone procure

C. telephone etiquette

D. telephone plan

E. telephone insult.

32 The receptionist performs the following duties except

A. receives visitors

B. answer telephone calls

C. fill in forms

D. type letters

E. keep business card of visitors or Company representatives for future use

33. The amount of time a retailer replenishes his stock is referred to as

A turn over

B gross

C gain

D net rate

E business

34 Which of the following names should come first in an alphabetical filing?

- A. G. O
- B. G. P
- C. G.U
- D. K .O
- E. M. A

35. One who attends to visitors in an organization is referred to as

- A. manufacture
- B. wholesaler
- C. receptionist
- D. consumer
- E. producer

36. A Cheque presented after six months of issuance is a ----- cheque.

- A. crossed
- B. mutilated
- C. post- dated
- D. pre- dated

E stale

37. The following are types of insurance except

- A. burglary
- B. marine
- C. indemnity
- D. fire
- E. fidelity

38. SON is an acronym for-----

- A. Standard Organization of Nigeria
- B. Standard Oil of Nigeria
- C. Standard Operation of Nigeria
- D. Standard Order of Nigeria
- E. Standard Operation of Nigeria

39. Overdraft can be allowed on -----  
- account.

- A. current
- B. overdraft
- C. loan

D. saving

E. travellers.

40. It is recommended that a receipt be sealed with ----- to make it legal

- A. Signature
- B. Stapler
- C. Pins
- D. Forms
- E. Gifts

41. When goods are bought by a retailer from Abuja and sold in Lagos, it is called--  
-----

- A. international trade
- B. home trade
- C. mixed trade
- D. tribal trade
- E. country trade

42. The two main type of office documents are----- and -----

- A. credit and debit
- B. cash and debit
- C. sales and purchases
- D. sales and credit
- E. debit and purchase

43. The command key to paste a text on a computer are Ctrl

- A. B
- B. C
- C. J
- D. P
- E. V

44. Which of the following is not a good quality of a good receptionist

- A good listening skill
- B good communication skill
- C negative attitude
- D dependability
- E trustworthiness

45. Production is said to be complete when goods get to the\_\_\_\_\_

- A. final consumer

- B. final producer
  - C. final retailer
  - D. final wholesaler
  - E. final manufacturer
46. Which of the following is not a duty of a receptionist?
- A. politeness
  - B. punctuality
  - C. honesty
  - D. Loyalty
  - E. Eye service
47. The main objective of most traders is to make sure all goods at hand are \_\_\_\_\_
- A sold
  - B consumed
  - C ordered
  - D preserved
  - E distributed
48. ----- documents are used in the selling of goods and services
- A. Sales
  - B. Purchase
  - C. School
  - D. Office
  - E. Enquiry
49. The two main method of communication are \_\_\_\_\_ and \_\_\_\_\_
- A. internet, E-mail
  - B. GSM, landline
  - C. telephone, telegram
  - D. post office, telephone
  - E. oral, Written
50. A principal office is a good example of a
- A. small office
  - B. large office
  - C. sales office
  - D. department office
  - E. Ticket office

51. An office in charge of students career needs is the \_\_\_\_\_ office
- A. administrative
  - B. bursars
  - C. general
  - D. counsellors
  - E. matrons
52. A situation whereby a worker responds positively to his work is termed
- A. devotion to duty
  - B. motivation
  - C. punctuality
  - D. regularity
  - E. right attitude to work
53. The most common way of making payment through the internet is by
- A. automated teller machine
  - B. bank draft
  - C. cash
  - D. point on sales
  - E. teller
54. Which of the following is not a service rendered by the commercial bank
- A Accepting deposits
  - B. provision of loans and overdraft
  - C. Maintenance of the Automated Teller Machine (ATM)
  - D. Provision of travellers' cheque
  - E. Embezzling funds
55. The telephone service provide internally in an organisation is called.
- A. intercom
  - B. local call
  - C. radio call
  - D. teller
  - E. trunk call
56. All documents used in business are prepared in the -----
- A. office
  - B. school
  - C. factory

D. room

E. store

57. Which of the followings are home keys?

A. ASDF JKL

B. FDSA JLJK

C. JFKA DSRF

D. JKLJ FDSA

E. JLKJ ASEF

58. Mr. Kuta B opened an account with a bank in mina and was able to withdraw his money from the bank branch in Lagos while on a business trip. This made possible through\_\_\_\_\_ banking.

A. central

B. commercial

C. electronic

## SECTION B

INSTRUCTION: ANSWER ANY FOUR QUESTIONS IN THIS SESSION

1a. Define the term insurance

b. Enumerate any four services provided by insurance company.

2a. what are office correspondence?

b. Explain briefly the four (4) types of office correspondence.

3. Explain any five procedures of handling outgoing mail by a clerk in an Organization

4a. who is a receptionist?

4b. Enumerate 5 quality of a receptionist

5a. what is your understanding about the word office documents?

b. State and explain any 2 two types of office documents

6. Enumerate any five Banking Ethics you know as a Business studies student.

D. mortgage

E. universal

59 The receptionist office is located at the \_\_\_\_\_

A. visitors room

B. telephone call room

C. entrance of an organization

D. dispatching letter office

E. back of the organization building

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B. wholesaler

C. receptionist

D. consumer

E. producer

