BUSINESS AND OFFICE ADMINISTRATION

THIS EXAMINATION PAPER CONSISTS OF 4 SECTIONS:

SECTION A: CONSISTS OF:
(i) 10 MULTIPLE-CHOICE QUESTIONS (10 MARKS)
(ii) 5 TRUE OR FALSE QUESTIONS (10 MARKS)
(iii) 10 MATCHING-STATEMENT QUESTIONS (10 MARKS)
ANSWER ALL THE QUESTIONS

SECTION B: CONSISTS OF 3 SHORT QUESTIONS
ANSWER ALL THE QUESTIONS (10 MARKS)

SECTION C: CONSISTS OF 3 LONG ANSWER QUESTIONS
ANSWER ALL THE QUESTIONS (40 MARKS)

SECTION D: CONSISTS OF 3 INTERPRETATIVE QUESTIONS
ANSWER ANY ONE OF THE QUESTIONS (20 MARKS)

INSTRUCTIONS:

1. Read the following instructions carefully before answering the paper, as failure to act upon them will result in a loss of marks.
2. Write your answers in your answer book, which is provided in the exam.
3. Ensure that your name and student number are clearly indicated on your answer book.
4. Write your answers in either blue or black ink in your answer book.
5. Read each question very carefully before you answer it and number your answers exactly as the questions are numbered.
6. Begin with the question for which you think you will get the best marks.
7. Note the mark allocations for each question – give enough facts to earn the marks allocated. Don't waste time by giving more information than required.
8. You are welcome to use diagrams to illustrate your answers.
9. Please write neatly – we cannot mark illegible handwriting.
10. Any student caught cheating will have his or her examination paper and notes confiscated. The College will take disciplinary measures to protect the integrity of these examinations.
11. If there is something wrong with or missing from your exam paper or your answer book, please inform your invigilator immediately. If you do not inform your invigilator about a problem, the College will not be able to rectify it afterwards, and your marks cannot be adjusted to allow for the problem.
12. This paper may be removed from the examination hall after the examination has taken place.
SECTION A (30 MARKS)

ANSWER ALL THE QUESTIONS

(i) MULTIPLE-CHOICE QUESTIONS

Choose the correct option for each of the following. Write only the question number and your chosen answer. For instance, if you think that the correct answer for number 1 is (a), then write it as 1. (a).

1. Which of the following are duties of a switchboard operator?

(a) to handle fax transmissions or do other office work when not busy with normal duties
(b) to accompany the senior on business trip
(c) to plan meetings and functions
(d) All of the above.

2. When a secretary places a call personally or on behalf of the manager it needs to be done with efficiency. This includes but is not limited to:

(a) being prepared to call again.
(b) asking the switchboard operator for the number, it saves time.
(c) asking who would be able to assist you once connected.
(d) None of the above.

3. Organisational skills include:

(a) making coffee and caring for the plants.
(b) time management.
(c) keeping track of all the staff's whereabouts.
(d) office decor.

4. The acronym TPS stands for:

(a) team progressive sport.
(b) transaction professional system.
(c) transport passenger service.
(d) transaction processing system.

5. Which one of the following statements defines ‘data organisation’?

(a) balance sheets, income statements, budgets and timetable comparisons will aid in the running of the business
(b) business transactions and operations data
(c) the method of sorting data by date and transaction type
(d) data entered into a spread sheet or accounting software programme will form the basis of accounting information
6. Financial audits include:
   (a) central invoicing, office and payroll.
   (b) financial detection and prevention of fraud.
   (c) credit balances.
   (d) All of the above.

7. A fax cover sheet should contain:
   (a) the fax number.
   (b) the name of the manager (with telephone number and complete address).
   (c) the number of people involved in sending the fax.
   (d) All of the above.

8. Which of the following remedies can be sought by the owner of confidential information against a person who has breached the confidence?
   (a) an order to be arrested
   (b) a search of the premises and the seizure of documents and products if there is a risk that evidence might be destroyed
   (c) an account of the profits
   (d) None of the above.

9. Which of the following are methods of duplication?
   (a) offset duplication
   (b) standard duplication
   (c) ghost duplication
   (d) All of the above.

10. To develop attention-grabbing powerpoint slides you should:
    (a) use cartoons.
    (b) have as many slides as possible.
    (c) fill slides with as much information as possible.
    (d) ensure that graphs are consistent with content. [10]

(ii) TRUE OR FALSE QUESTIONS

Indicate whether the following statements are true or false. Motivate all your answers.

1. Dictation does not require you to prepare in advance.

2. One of the purposes of delegation is to allow the secretary to go on lunch.

3. The receptionist conducts random reviews of customer records and coding as part of the quality assurance initiative.

4. The need for receptionists has decreased.

5. People prefer faxes to letters. [5 × 2 = 10]
(iii) **MATCHING-STATEMENT QUESTIONS**

Match the statements in Column B to the terms in Column A. Write down the answers only, for example 1. (a).

<table>
<thead>
<tr>
<th>Column A</th>
<th>Column B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. agenda</td>
<td>(a) an unbiased record of what was discussed and decided on in a meeting</td>
</tr>
<tr>
<td>2. registered mail</td>
<td>(b) uses numbers directly from a record</td>
</tr>
<tr>
<td>3. chronological filing</td>
<td>(c) requires a signature and a record of delivery is retained at the addressee’s post office</td>
</tr>
<tr>
<td>4. jogger</td>
<td>(d) a system in which files are arranged consecutively in ascending order, from the lowest number to the highest</td>
</tr>
<tr>
<td>5. notice</td>
<td>(e) document sent to members or interested parties to give them the details of a meeting</td>
</tr>
<tr>
<td>6. binding machine</td>
<td>(f) things to be done at a particular meeting</td>
</tr>
<tr>
<td>7. numeric filing</td>
<td>(g) helps to achieve a finished product in respect of the effective preparation of multiple page documents and reports</td>
</tr>
<tr>
<td>8. certified mail</td>
<td>(h) useful for the accurate alignment of sets of paper prior to stapling or binding</td>
</tr>
<tr>
<td>9. straight-numeric</td>
<td>(i) allow payment up to a specified amount for the loss, rifling or damaging of mail</td>
</tr>
<tr>
<td>10. minutes</td>
<td>(j) type of numerical arrangement, which uses numeric dates as the indexing units</td>
</tr>
</tbody>
</table>
SECTION B: SHORT QUESTIONS (10 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1
Define the term 'memo'. [2]

QUESTION 2
What is 'direct written communication'? [2]

QUESTION 3
(a) i. Name the system by which a person can locate a particular record by going directly to the files and looking under the name of the record. (1)
   ii. Define the term 'process risk assessment' (PRA). (2)
(b) Name the factors included in cost report audits. (3) [6]

[10]
SECTION C: LONG ANSWER QUESTIONS (40 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1

(a) A freestanding compliance programme helps to ensure independent, objective legal reviews and financial analysis of an organisation's compliance efforts and activities. Identify five elements included in an effective compliance programme. (5)

(b) List the five systems used to record transactions. (5) [10]

QUESTION 2

An accounting system will take your business beyond record keeping and provide important financial indicators. Name and explain the parts of an accounting system. [10]

QUESTION 3

(a) i. Identify the component parts to be included in any memorandum. (5)
     ii. Give five additional recommendations a secretary should keep in mind during dictation. (5)

(b) List ten factors that you should keep in mind when composing a letter. (10) [20]

[40]
SECTION D: INTERPRETATIVE QUESTIONS

(20 MARKS)

ANSWER ANY ONE OF THE QUESTIONS

QUESTION 1

(a) Arrange the following list of names in alphabetical order:

N. N. Molelekoa
A. Ndumane
V. Kula
T. B. Ditlhareng
N. Qayi
B. Hlaselo
S. R. Kgotleng
N. M. April
V. L. Greeff
B. N. Nyangiwe

(b) Examine the cartoons below and identify what these secretaries / receptionists are doing wrong.

[Cartoon image 1: "Someone calling themselves a customer says they want something called service."]
[Cartoon image 2: "OMG! Does this customer actually expect me to assist her?"]

QUESTION 2

Fill in the missing words and complete the puzzle that follow:

A secretary must possess certain qualities and attitudes to ensure effective working relationships, namely:

- Patience and _____.
- _____ to change and circumstance.
- _____ about work.
- _____ to bring problems into the open.

OR
The ability to:

- handle situations with tact and _____.
- use _____ and initiative where the circumstances require it.
- work under pressure and to accept _____ criticism.
- _____ problems.
- accept a compliment and the_____ to apologise.
- accept the view of the manager and to have the ability to _____ differences.

Like verbal or spoken communication, written communication also involves the following:

A sender also known as the _____ sends a _____ _____via the _____ _____ for example, a letter, to a receiver or _____ who reads it and gives _____.

Identify three examples of maintaining lines of communication.

OR

QUESTION 3

(a) i. Identify the barriers to written communication. (5)

ii. Internal controls rely on the principle of checks and balances in the workplace. Fill in the components that form part of the control activity by choosing from the following word list:

monitoring, segregation, personnel, offset, authorisation, physical, spirit, documentation, database, reference

_____ needs to be competent and trustworthy, with clearly established lines of authority and responsibility documented in written job descriptions and procedures manuals.
_____ procedures need to include a thorough review of supporting information to verify the accuracy and validity of transactions.

Adequate _____ of duties, authorising duties and responsibilities, processing, recording and retrieving transactions and events.

_____ restrictions are the most important type of protective measures for safeguarding company assets, processes and data.

_____ and record retention is to provide reasonable assurance that all information and transactions of value are accurately recorded and retained.

_____ operations are essential to verify that controls are operating properly. (5)

(b) Respond to the letter of complaint you received, below:

Ken Thomas  
65 Market Street  
Val Haven, CT 95135  
03 June 2013  

Customer Service  
Cool Sports, LLC  
8423 Green Terrace Road  
Asterville, WA 65435  

Dear Sir or Madam:

I have recently ordered a new pair of soccer cleats (item #6542951) from your website on May 28. I received the order on May 31. Unfortunately, when I opened it, I saw that the cleats were used. It had dirt all over it and there was a small tear in front of the part where the left toe would go. My order number is AF26168156.

To resolve the problem, I would like you to credit my account for the amount charged for my cleats; I already went out and bought a new pair of cleats at my local sports shop so sending another would cause me to have two pairs of the same.

Thank you for taking the time to read this letter. I have been a satisfied customer of your company for many years and this is the first time I have encountered a problem. If you need to contact me, you can reach me at (555) 555-5555.

Sincerely,

Signature

Ken Thomas (10) [20]

Section A: 30 marks  
Section B: 10 marks  
Section C: 40 marks  
Section D: 20 marks  
TOTAL: 100 MARKS