JUNE 2012 EXAMINATION

DATE: 6 JUNE 2012

TIME: 09H00 – 12H00

TOTAL: 100 MARKS

DURATION: 3 HOURS

PASS MARK: 40%

(BUSINESS AND OFFICE ADMINISTRATION 1)

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)

SECTION B: CONSISTS OF 5 QUESTIONS
ANSWER ANY THREE OF THE QUESTIONS (30 MARKS)

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

SECTION D: CONSISTS OF 3 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.
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.
(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. _____ is / are the basis for all language.
   (a) Voices
   (b) Vocabulary
   (c) Words
   (d) Ideas

2. Your smallest vocabulary is your _____ vocabulary.
   (a) written
   (b) oral
   (c) visual
   (d) recognition

3. Phonetic analysis is the process of _____ (out) words.
   (a) voicing
   (b) writing
   (c) spelling
   (d) sounding

4. Someone who leaves a place to settle elsewhere is a/an _____.
   (a) migrant
   (b) immigrant
   (c) emigrant
   (d) foreigner

5. The second of two things mentioned is the _____ one.
   (a) later
   (b) latter
   (c) latest
   (d) late

6. If _____ late, have them wait in the lobby.
   (a) they
   (b) there
   (c) they're
   (d) their
7. Do not _____ paper when preparing reports.
   (a) waste
   (b) weight
   (c) wait
   (d) waist

8. A person who lacks expertise is a _____.
   (a) graduate
   (b) neonate
   (c) guru
   (d) novice

9. Which word does not belong?
   (a) assent
   (b) encouragement
   (c) agreement
   (d) willingness

10. To take without the right or permission is to _____.
    (a) still
    (b) steel
    (c) steal
    (d) steell

(ii) TRUE OR FALSE QUESTIONS

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

1. Files can only be arranged alphabetically.

2. Files for clients or subjects, which have not been active for at least six months, are regarded as inactive.

3. The secretarial post is always a low level position.

4. Training in accountancy is one of the requirements of a secretary's qualification.

5. The four Cs of communication are: Concise, Coherent, Candid and Clear. [5 × 2 = 10]
(iii) **MATCHING-STATEMENT QUESTIONS**

Match the statements Column B to the statements or 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. compliment</td>
<td>(a) emergency</td>
</tr>
<tr>
<td>2. crisis</td>
<td>(b) financial statement</td>
</tr>
<tr>
<td>3. imminent</td>
<td>(c) used for easy written communication within an organisation</td>
</tr>
<tr>
<td>4. a classification for filing material in the business and financial category</td>
<td>(d) instability</td>
</tr>
<tr>
<td>5. a tickler file</td>
<td>(e) keep track of renewals for licences, premiums due, membership fees, subscriptions and meetings</td>
</tr>
<tr>
<td>6. unsteadiness</td>
<td>(f) to accompany her employer on business trips and make decisions on his or her behalf</td>
</tr>
<tr>
<td>7. memoranda</td>
<td>(g) congratulate</td>
</tr>
<tr>
<td>8. one of the duties of a secretary</td>
<td>(h) the secretary should report her whereabouts, obtain permission to leave early or arrive late, be conscientious in performing boring or repetitive tasks, get to know her colleagues, be herself, be happy and develop and grow</td>
</tr>
<tr>
<td>9. basic work etiquette</td>
<td>(i) used to remind you when work is to be done</td>
</tr>
<tr>
<td>10. one of the responsibilities of a secretary</td>
<td>(j) impending</td>
</tr>
</tbody>
</table>
SECTION B  
(30 MARKS)

ANSWER ANY THREE OF THE QUESTIONS

QUESTION 1

(a) Identify five ways of overcoming cross-cultural barriers to communication.  
(5)

(b) Identify five actions that a secretary must take in order to conform to work 
etiquette.  
(5) [10]

AND / OR

QUESTION 2

Discuss the following personal characteristics a secretary has to develop in order to be successful at her work:

(a) effective communication  
(5)

(b) professional conduct  
(5) [10]

AND / OR

QUESTION 3

(a) i. Name two typical categories of record.  
(2)

ii. Give two ways in which subject files may be organised.  
(2)

(b) List six things to keep in mind when arranging a function.  
(6) [10]

AND / OR

QUESTION 4

(a) List five of the ten classifications for filing material in the business and financial category.  
(5)

(b) Name ten items that may be found on the secretary's desk.  
(5) [10]

AND / OR
QUESTION 5

(a) Identify five routine efficiency activities that you would apply in your office. (5)

(b) Outline five points to consider by the secretary in managing appointments for his or her manager. (5) [10]

[30]
SECTION C  (20 MARKS)

ANSWER ONE OF THE QUESTIONS

QUESTION 1

(a) Discuss how a secretary should handle incoming mail in the manager's office. (10)

(b) Briefly discuss the following aspects covered in the organisation's safety and security policy and procedures:
   i. security clearance for employees and visitors (4)
   ii. safeguarding classified information and desktop and workstation security (4)
   iii. industrial espionage (2) [20]

OR

QUESTION 2

Discuss the duties of the office secretary regarding the following:

(a) telephone (4)
(b) mail (4)
(c) business correspondence (4)
(d) filing and records management (4)
(e) typing (4) [20]

OR

QUESTION 3

(a) i. Discuss the functions and duties of the stenographer (shorthand typist). (5)
    ii. List five duties of a private secretary. (5)

(b) Discuss the importance of interpersonal relationships for the secretary in terms of the following:
    i. colleagues (5)
    ii. overcoming cross-cultural barriers to communication (5) [20]
SECTION D  
(20 MARKS)  

ANSWER ONE OF THE QUESTIONS  

QUESTION 1  
(a) Explain why it is important to develop a good vocabulary in English. (10)  
(b) Describe the possible situation if a secretary in the manager’s office is not well organised. (10) [20]  

OR  

QUESTION 2  
Identify four mandatory employee benefits provided for in legislation. For each benefit, explain in detail the reason why the law provided for it. [20]  

OR  

QUESTION 3  
(a) i. Discuss the main reasons why a company would use a numeric filing system. (5)  
   ii. Explain what is meant by the term 'industrial espionage'. (5)  
(c) Why, in your opinion, must the secretary acquire general education? (10) [20]  

[20]  

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