NOVEMBER 2012 EXAMINATION

DATE: 7 NOVEMBER 2012

TIME: 09H00 – 12H00

TOTAL: 100 MARKS

DURATION: 3 HOURS

PASS MARK: 40%

This examination paper consists of 3 sections:

SECTION A: consists of:
(i) 5 multiple-choice questions (10 marks)
(ii) 5 true or false questions (10 marks)
(iii) 10 matching-statement questions (10 marks)

SECTION B: consists of 3 short questions
answer all the questions (30 marks)

SECTION C: consists of 2 long answer questions
answer both questions (40 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.

Examiner: M Volmink
(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. The first thing you should do in a new office is:
   (a) get acquainted with your desk and its contents.
   (b) phone your friends.
   (c) find out where your colleagues are located.
   (d) find out where to get tea and coffee.

2. Both you and your _____ will maintain appointment or activity calendars into which you will enter all scheduled and tentatively scheduled events.
   (a) colleagues
   (b) subordinates
   (c) part-time employees
   (d) executive

3. A method some executives use to maintain appointment schedules is:
   (a) an appointment file card.
   (b) business cards.
   (c) standard three by five index cards.
   (d) lever arch files.

4. Regular postal delivery of mail is usually _____ unless the item is a special delivery item.
   (a) once a week
   (b) once a day
   (c) twice a month
   (d) annually

5. When an office produces a high volume of outgoing mail, it is necessary to use a:
   (a) franking machine.
   (b) fax machine.
   (c) scanner.
   (d) flash drive.

[5 × 2 = 10]
(ii) **TRUE OR FALSE QUESTIONS**

Indicate whether the following statements are True or False. Motivate all your answers.

1. An accent is the emphasis or stress on syllables.

2. Depending on the word, vowels are pronounced very differently and require different symbols for each sound.

3. Silent vowels are most common in words that have consecutive vowels in their spellings such as in neighbour, either, or friend.

4. A **synonym** is a word which sounds like another word (there, their) while a **homonym** is a word similar in meaning to another (receive, acquire).

5. The words coming before and after the unknown word are called its context. [5 × 2 = 10]

(iii) **MATCHING-STATEMENT QUESTIONS**

Match the statements in Column B to the statements 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>negative prefix</td>
<td>(a) an example of a prefix that means <em>before</em></td>
</tr>
<tr>
<td>antedate</td>
<td>(b) franchise</td>
</tr>
<tr>
<td>bi-annually</td>
<td>(c) crystallise</td>
</tr>
<tr>
<td>permeated the house</td>
<td>(d) parasite</td>
</tr>
<tr>
<td>a decision that has already been made beforehand</td>
<td>(e) spread to every part of the house</td>
</tr>
<tr>
<td>every second year</td>
<td>(f) pre-determined</td>
</tr>
<tr>
<td>an organism living in or on another</td>
<td>(g) biennial</td>
</tr>
<tr>
<td>cause (ideas, plans) to become clear and definite</td>
<td>(h) twice a year</td>
</tr>
<tr>
<td>authorisation granted to a distributor or dealer to sell goods or services</td>
<td>(i) being an equal distance at every point so as never to intersect</td>
</tr>
<tr>
<td>parallel</td>
<td>(j) makes a word mean 'no' or 'not'</td>
</tr>
</tbody>
</table>
SECTION B: SHORT QUESTIONS (30 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1

(a) Briefly describe the profile of a secretary in terms of physical appearance and presentation. (5)

(b) Discuss the development opportunities in the career field of a secretary. (10) [15]

QUESTION 2

Name and briefly describe the 4 Cs of Communication. [4 × 2 = 8]

QUESTION 3

Explain the functions and duties of a stenographer. [7]

[30]
SECTION C: LONG ANSWER QUESTIONS  (40 MARKS)

ANSWER BOTH QUESTIONS

QUESTION 1
Describe the functions and duties of the following:

(a) The private secretary  
   (10)
(b) The executive secretary  
   (10) [20]

QUESTION 2
Ethnocentricity and stereotyping are two of the major causes of cross-cultural communication barriers in South Africa.

Outline ethnocentric differences in detail.  

[20]

[40]

Section A: 30 marks  
Section B: 30 marks  
Section C: 40 marks  
TOTAL: 100 MARKS