NOVEMBER 2012 EXAMINATION

DATE: 8 NOVEMBER 2012

TIME: 09H00 – 12H00

TOTAL: 100 MARKS

DURATION: 3 HOURS

PASS MARK: 40%

(VL-66)

BUSINESS AND OFFICE ADMINISTRATION 2

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)
ANSWER ALL THE QUESTIONS

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. Which of the following statements is correct?
   (a) Professionalism in business is not important.
   (b) As a secretary, you must be familiar with business terms and practice.
   (c) Good telephone etiquette is not essential for a secretary.
   (d) A secretary must never make suggestions for workplace improvement.

2. _____ is NOT part of a secretary's role before an event.
   (a) Choosing a venue
   (b) Setting a budget
   (c) Determining the nature and length of a gathering
   (d) Authorising all payments

3. The study of banking services includes knowledge of:
   (a) cheque books.
   (b) sales volumes.
   (c) marketing.
   (d) production.

4. All office work does NOT depend on:
   (a) human activities that are performed in the office.
   (b) applications of social psychology that deal with human behaviour on the job.
   (c) customer relations.
   (d) the main environmental features (or ambient factors) that affect office operations.

5. _____ activities are those that involve predefined work steps, like filling out forms, that can be performed simultaneously with other activities, like reading and writing.
   (a) Procedural
   (b) Cognitive
   (c) Physical
   (d) Social

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

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

1. Safety and security are important to the mental well-being of employees, both on and off the job.
2. Lack of fire protection in the office is a typical electrical problem.
3. Accommodating disabled workers is a control measure for effective space planning.
4. Call-back systems give access to physical locations and computers by way of a special key or magnetic-strip card.
5. The reflection ratio of light in an office measures the amount of light that is reflected from a surface as a percentage of the total amount of light that strikes that surface. [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>1. walls, ceilings and floor coverings</td>
<td>(a) this includes the information needs of an organisation</td>
</tr>
<tr>
<td>2. conventional plan</td>
<td>(b) to increase the productivity and efficiency of workers</td>
</tr>
<tr>
<td>3. a modular desk</td>
<td>(c) can be changed into any shape, like an L-shape or a split level to accommodate a keyboard</td>
</tr>
<tr>
<td>4. the purpose of rest periods and refreshment breaks at work</td>
<td>(d) characterised by wall barriers that isolate work areas</td>
</tr>
<tr>
<td>5. functional work requirements</td>
<td>(e) should be well coordinated</td>
</tr>
<tr>
<td>6. records management</td>
<td>(f) caused by lack of proper training</td>
</tr>
<tr>
<td>7. follow-up or tickler file</td>
<td>(g) lower construction and energy cost</td>
</tr>
<tr>
<td>8. electronic records</td>
<td>(h) information created, retained or maintained in any digitised configuration on a computer</td>
</tr>
<tr>
<td>9. advantage of an open plan office</td>
<td>(i) has 31 sections</td>
</tr>
<tr>
<td>10. a poor filing system</td>
<td>(j) identifying, classifying, archiving, preserving and destroying records</td>
</tr>
</tbody>
</table>

[10] [30]
SECTION B: SHORT QUESTIONS (30 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1
Describe 10 advantages of good time management. [10]

QUESTION 2
Discuss the three skills required for effective planning. [10]

QUESTION 3
List the guidelines for keeping a diary. [10]

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

ANSWER BOTH QUESTIONS

QUESTION 1
Discuss in detail the guidelines for issuing office supplies. [20]

QUESTION 2
Discuss the five key aspects that a secretary needs to consider when making travel arrangements for her manager. [20]