Time Allowed: 3 hours

(An extra 10 minutes is allowed for reading this paper.)

INSTRUCTIONS:

1. Write your **Index Number** on the front page and inside the back flap of the **Answer Booklet.**
2. Write **all** your answers in the **Answer Booklet** provided.
3. If you use extra sheets of paper, be sure to show clearly the question number(s) being answered and to tie each sheet in your **Answer Booklet** at the appropriate places. Ensure that your **Index Number** is written on the extra sheets.
4. Answer **all** the questions with a blue **or** black ballpoint pen or ink pen. Do **not** use red ink. You may use a pencil **only** for drawing.
5. You may use a calculator, provided it is silent, battery-operated and non-programmable.
6. There are **three** sections in this paper. **Section A and B are compulsory. Note the choices in Section C.**

SUMMARY OF QUESTIONS:

SECTION	GUIDELINES	MARK SUGGESTED	TIME
A	There are **twenty** multiple-choice questions. **All the questions are compulsory.**	20	36 minutes
B	There are **six** short answer questions. **All the questions are compulsory.**	60	108 minutes
C	There are **four** essay questions. **Answer any two questions.**	20	36 minutes
	TOTAL	100	180 minutes

MULTIPLE-CHOICE QUESTIONS   [20 marks]

The twenty multiple-choice questions in this section are all compulsory. Each question is worth 1 mark.

1.   Which of the following equipment is used for collating documents?

   A.   Shredder
   B.   Guillotine
   C.   Binding machine
   D.   Laminating machine

2.   A behavioural sign of excessive stress by a secretary is

   A.   difficulty in breathing.
   B.   dizziness and feeling of faintness.
   C.   feeling of tension in the back or neck.
   D.   over-reaction to situations at work or at home.

3.   An important way of protecting data against power failure is to

   A.   cool start the computer.
   B.   put passwords on individual files.
   C.   warm boot the computer frequently.
   D.   save working documents at regular intervals.

4.   Which of the following icons represents clip art?

   A.

   B.

   C.

   D.

5.   Unauthorised access of data in computers is called

   A.   hacking.
   B.   phishing.
   C.   spimming.
   D.   spamming.

6.   The domain name of the website www.fijiwater.com.au is

   A.   www
   B.   fijiwater
   C.   fijiwater.com.au
   D.   www.fijiwater.com.au

7. The software system that is designed to access information in the World Wide Web is called a

A. Website.
B. Web Address.
C. Web Browser.
D. Web Search Engine.

8. Which of the following paragraph styles has all the typing lines begin from the left hand margin?

A. Hanging
B. Blocked
C. Indented
D. Semi-blocked

9. The term used to describe a proposal put forward in a meeting is known as a/an

A. motion.
B. minute.
C. quorum.
D. agenda.

10. The use of **ergonomic furniture** reduces

A. accuracy in typing.
B. keyboarding speed.
C. completion of work.
D. back pains and stress.

11. Which word processing menu will enable the user to view the picture tab?

A. File
B. Home
C. Insert
D. Page Layout

12. The paragraph style that has the beginning of the sentence tabbed in from the left margin is called

A. justify.
B. blocked.
C. indented.
D. semi-blocked.

13.   The second stage involved in writing business letters is

       A.   editing and revising.
       B.   thinking and planning.
       C.   combining the structure.
       D.   capturing ideas on paper.

14.   The salutation used in a formal business letter is

       A.   Dear John.
       B.   Dear Madam.
       C.   Yours sincerely.
       D.   Yours faithfully.

15.   An example of public sector is

       A.   River Taxis.
       B.   Fiji Airports Ltd.
       C.   Wananavu Company.
       D.   Joe and Bula Associates.

16.   Getting the best person for the job whether the person is male or female is known as

       A.   affirmative action.
       B.   unfair dismissal.
       C.   harassment.
       D.   negligence.

17.   Which visitor to the office falls under **those not expected without appointments?**

       A.   Applicants for jobs
       B.   Customers and clients
       C.   Customers making complaints
       D.   Couriers making deliveries and collections

18.   It is important to create good relationships between staff members so that everyone

       A.   guards against divulging confidential information.
       B.   builds a barrier to the workflow and procedures.
       C.   lives in a happy and trouble-free environment.
       D.   maintains loyalty towards the organisation.

19. The communication method that is used within the organisation and can be sent out of the organisation is called a

   A. memorandum.
   B. circular.
   C. form.
   D. letter.

20. The information that should be placed in the second paragraph of the application letter is

   A. an indication that you are willing to go for an interview.
   B. why you are interested in that particular position.
   C. a description of your qualifications and skills.
   D. where you obtained details of the position.

The six questions in this section are all compulsory. Each question is worth 10 marks.

QUESTION 1   TELEPHONE OPERATIONS   (10 marks)
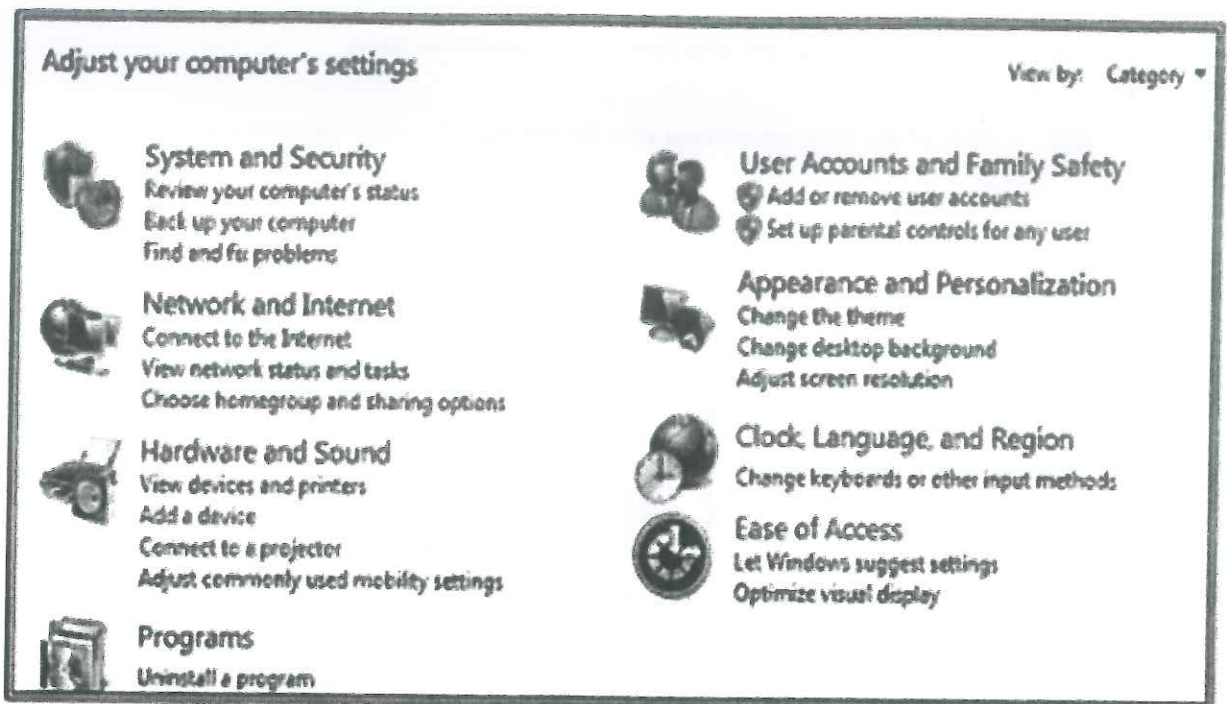
(a)   Define the following terms:

    (i)   screening calls   (1 mark)

    (ii)   telephone directory   (1 mark)

(b)   State two reasons why it is important to answer the telephone promptly.   (2 marks)

(c)   List two important details that a telephone message pad should have.   (2 marks)

(d)   Describe the functions of two electronic message systems used in the office.   (2 marks)

(e)   Differentiate between a switchboard and an office telephone.   (2 marks)

QUESTION 2   (10 marks)

(a)   Define the following:

    (i)   virtual memory   (1 mark)

    (ii)   computer virus   (1 mark)

(b)   Describe one storage device that is used for backup.   (2 marks)

(c)   Differentiate between firewall and password in relation to access of data.   (2 marks)

(d)   Refer to the control panel window below and answer the questions that follow.

Adjust your computer's settings   View by: Category ▾

System and Security
Review your computer's status
Back up your computer
Find and fix problems

Network and Internet
Connect to the Internet
View network status and tasks
Choose homegroup and sharing options

Hardware and Sound
View devices and printers
Add a device
Connect to a projector
Adjust commonly used mobility settings

Programs
Uninstall a program

User Accounts and Family Safety
Add or remove user accounts
Set up parental controls for any user

Appearance and Personalization
Change the theme
Change desktop background
Adjust screen resolution

Clock, Language, and Region
Change keyboards or other input methods

Ease of Access
Let Windows suggest settings
Optimize visual display

Source: Year 12 Office Technology, Ministry of Education, 2016.

(i)   Name the button that should be clicked first in order to access the Control
        Panel shown above.   **(1 mark)**

(ii)   List the **three** steps for changing the password setting.   **(3 marks)**

QUESTION 3   MEETINGS AND CONFERENCES   (10 marks)

(a)   Define the following terms:

(i)   casting vote

(ii)   ad-hoc meeting

                                                                            (2 marks)

(b)   Given below are sub headings of the minutes of a meeting.

```
•  Date of the next meeting
•  Members present
•  Matters Arising from the minutes
•  Chairman's report
•  Minutes of the last meeting
•  Other matters
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Re-arrange the six sub headings into the correct order as they would appear in the minutes of a meeting. (3 marks)

(c) Identify and explain **two** barriers of communication. (2 marks)

(d) One of the responsibilities of a Secretary is to write summaries.

Briefly explain the three steps a secretary should take when writing a summary. (3 marks)

QUESTION 4 (10 marks)

(a) Study the picture below and answer the questions that follow.

Source: www.efl.com.fj

(i) Identify the type of business ownership. (1 mark)

(ii) Describe **one** benefit of the organisation to the society. (2 marks)

(b) Differentiate between **primary** and **secondary** industry in relation to the use of raw materials. (2 marks)

(c) Describe an action a Secretary will take to rectify a double-booking of an appointment. (2 marks)

(d) Study the picture below and answer the question that follows.

Discuss how the Secretary can personalise the work station. (3 marks)