

**QUESTION 5**

**(10 marks)**

- (a) State the purpose of the Equal Employment Opportunity Act. **(1 mark)**
- (b) Identify one task performed by the Secretary when the employer returns to work after taking leave. **(1 mark)**
- (c) Refer to the picture below and answer the questions that follow.



Source: <https://upload.wikimedia.org>

- (i) State the communication medium used. **(1 mark)**
- (ii) Explain how it will benefit the business. **(2 marks)**
- (d) Describe how a smile can be detected over the telephone. **(2 marks)**
- (e) A Secretary has enormous roles and responsibilities to play in an office.

  - (i) State one role of a Secretary. **(1 mark)**
  - (ii) Identify one personal attribute of a Secretary. **(1 mark)**
- (f) Name the type of business which is owned by one person. **(1 mark)**

## QUESTION 6

(10 marks)

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

A critical aspect of creating effective Curriculum Vitae is writing a personal statement, sometimes called a profile or career summary that enables the recruiter to quickly identify the strategic value you can add to their organisation.

Source: <https://www.google.com>

- (i) Define Curriculum Vitae. (1 mark)
- (ii) State one heading that should appear on the Curriculum Vitae. (1 mark)
- (iii) Identify another term used for Curriculum Vitae. (1 mark)
- (b) Explain the role of headhunting when recruiting employees. (2 marks)
- (c) Explain how an interviewee can be successful during a job interview. (2 marks)
- (d) All the workers in an organisation need to work as a team in order to carry out the tasks effectively.
- (i) State the term that is used for helping someone who has a deadline to meet and will help that particular person in return. (1 mark)
- (ii) Explain the term prioritisation in relation to the tasks that need to be carried out each day. (2 marks)

**SECTION C****ESSAY QUESTIONS****[20 marks]**

There are four questions in this section. Answer any two questions. Write an essay of approximately 180-200 words to answer each question.

Please note that the allocation of marks for the content has been included for each question and 1 mark is allocated to the structure of the essay. Each question is worth 10 marks.

**QUESTION 1****OFFICE AND EQUIPMENT****(10 marks)**

**Mechanisation contributes to the efficient management of office operations.**

With reference to the above statement, discuss three ways of using mechanisation in

- document processing. **(3 marks)**
- information sharing. **(3 marks)**
- record keeping. **(3 marks)**

**QUESTION 2****BUSINESS MEETING****(10 marks)**

**Preparation for a business meeting requires good management skills.**

With reference to the above statement, discuss three duties that are carried out by the Secretary

- before the meeting. **(3 marks)**
- during the meeting. **(3 marks)**
- after the meeting. **(3 marks)**

### QUESTION 3

### PERSONAL AND TELEPHONE CALLERS

A secretary must acquire the right skills and possess the right qualities in order to carry out her tasks effectively.

With reference to the above statement, discuss three duties that are carried out by the secretary

- At the beginning of the day (3 marks)
- During the day (3 marks)
- At the end of the day (3 marks)

### QUESTION 4

### BUSINESS COMMUNICATION

Applying for a job is like running a race.

With reference to the above statement discuss three

- Ways of finding job vacancies (3 marks)
- Qualities that an employer will look for in an applicant (3 marks)
- Documents that an applicant needs to take for an interview (3 marks)

THE END ☺