



# **STAMFORD COLLEGE**

**SCHOOL OF SECRETARIAL AND ADMINISTRATIVE STUDIES**

**DIPLOMA IN EXECUTIVE SECRETARYSHIP**

**(SEMESTER 1)**

**DES 1102: TEXT PROCESSING & KEYBOARDING**

**Date : 21 May 2008, Wednesday**

**Time : 9.30 am – 11.30 am**

**Duration: 2 hours**

## **Instructions to Candidates**

**stamfordonline**  
EDUCATION BEYOND BORDERS

Question 1 from section A is compulsory. Answer TWO out of FOUR questions in Section B.

Please ensure that this examination paper contains FIVE questions on SIX printed pages before you start the examination.

Books, papers and other written materials are not allowed to be brought into the examination hall. A candidate who violates the examination rules of Stamford College or commits a malpractice will be disqualified from the examination.

Write your Examination Index Number on each page of your answer booklet.

## SECTION A

## Question 1 (Compulsory)

Type the following text as amended.

As the reliance on technology continues to expand in offices, the role of the office professional has evolved greatly. Office automation and organizational restructuring have led secretaries and administrative assistants to assume responsibilities once reserved for managerial and professional staff. Many secretaries and administrative assistants now provide training and orientation for new staff, conduct research on the Internet, and operate and troubleshoot new office technologies. In spite of these changes, however, the core responsibilities for secretaries and administrative assistants have remained much the same: Performing and coordinating an office's administrative activities and storing, retrieving, and integrating information for dissemination to staff and clients.

Specific job duties vary with experience and titles. Executive secretaries and administrative assistants, for example, may perform fewer clerical tasks than do secretaries. In addition to arranging conference calls and scheduling meetings, they may handle more complex responsibilities such as conducting research, preparing statistical reports, training employees, and hiring and supervising other clerical staff.

Office work can lend itself to alternative or flexible working arrangements, such as part-time work or telecommuting—especially if the job requires extensive computer use. About 19 percent of secretaries work part time and many others work in temporary positions. A few The majority of secretaries and administrative assistants, however, are full-time employees who work a standard 40-hour week.

NATURE OF THE WORK

put as a title, B and center

spell

*participate in job-sharing arrangements, in which two people divide responsibility for a single job.*

(Total = 10 marks)

**SECTION B**

Answer TWO out of FOUR questions.

**Question 2**

<p>Lazo' Diamond Sdn Bhd 100 high Street, Newtown Malacca</p>			
ORDER NO:		Tel: 06-5656710 Fax: 06-5665700	
DATE:			
Timepieces Sdn Bhd Malacca Works			
Please supply:			
Cat No	Quantity	Description	Price Each RM
6-A70	8	Ladies Fun Watch – enamelled case	30.00
6-A75	4	Ladies Fashion Watch –gold plate Case with black roman numerals	40.00
6-A84	5	Ladies Quality Watch – gold plated case – jewelled movement	100.00
<p>DELIVERY: immediate</p> <p style="text-align: right;">Signed: Ah Seng Chan For Lazo' Diamond Sdn Bhd</p>			

- (a) Create the table as shown above. (12 marks)
- (b) Change the company name title using a different type of WordArt. (3 marks)
- (c) Use Times New Roman 12 (1 mark)
- (d) Bold the price (2 marks)
- (e) Insert order no as “331” (1 mark)
- (f) Insert today date (1 mark)
- (Total = 20 marks)

**Question 3**

**Type the following memorandum. The memorandum is from Mr. Abdul Ghani to Ms. Alicia Mui, Personal Assistant to Chairman.**

*Many congratulations on recently joining the staff in the Chairman's office. I hope you will be very happy here. I am enclosing a booklet explaining the company's general rules regarding document formats. However, I thought it would be helpful if I summarised the rules for ease of reference.*

**1. DOCUMENT FORMATS**

*All documents should be presented in the fully-blocked format using open punctuation. Specimen letters fax messages, memoranda and other documents are included in the booklet. These examples should guide you in our requirements.*

**2. SIGNATURE BLOCK (LETTERS)**

*In outgoing letters it is usual practice to display the sender's name in capitals and the title directly underneath in lower case with initial capitals.*

*I hope these guidelines will be useful and that you will study the layouts shown in your booklet. If you have any questions please do not hesitate to ask me.*

- (a) Use 1.5 spacing (1 mark)
- (b) Use Arial 11 (1 mark)
- (c) Use today's date (1 mark)
- (d) Insert reference ST/JJ (1 mark)
- (e) Insert subject as 'INHOUSE DOCUMENTS FORMAT' (1 mark)
- (f) Justify (1 mark)
- (g) Follow all the instruction given with correct format

(14 marks)  
(Total = 20 marks)

**Question 4****Type this advertisement.**

Get Creative and Send Us Your Original Stories!

Insert clipart  
(animal picture)

Share with us your original essay on what you can do to help save the environment. Send in your essay entitled 'The Environment & I' together with a photo of you and your family members helping to conserve the environment, and you could walk away with cool prizes!

**Contest Requirements:**

- All primary school students in Malaysia are eligible to enter this contest.
- Essay can be in Bahasa Malaysia or English, between 400 to 800 words.
- Photo must be in 4R size and must be accompanied by a caption.
- Your entries must reach us by 30 May 2008.
- Attach your entries together with the contest form in an envelope and send it to:  
'The Environment & I'  
P.O. Box 8850, Pejabat Pos Kelana Jaya,  
46799 Petaling Jaya, Selangor Darul Ehsan.

<p><b>Contest Form</b></p> <p>Name: _____</p> <p>NRIC: _____</p> <p>School Name: _____</p> <p>School Address: _____</p> <p>Parent/Guardian's Name: _____</p> <p>Contact Number: _____</p> <div style="text-align: center; border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;"> <p>WWF For a living planet</p> </div>
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- (a) Use Arial 11 (1 mark)
- (b) Use 1.5 spacing (1 mark)
- (c) Bold 'The Environment & I' (2 marks)
- (d) Change the title using a different type of WordArt. (3 marks)
- (e) Fill in your 'name' and your 'contact number' in the contest form. (3 marks)
- (f) Follow all the instruction given in the advertisement. (10 marks)
- (Total = 20 marks)

**Question 5**

**Type the following letter as a blocked style with continuation sheets.**

From: ADVENTURE LAND SDN BHD  
No. 1273, Hang Tuah Street  
75000 Malacca

To: Ms Suziyana  
No. 26, Cherry Road  
Cherry Apartment  
86500 Segamat  
Johor

Title: OUTDOORS EQUIPMENT

Thank you for your enquiry. We carry a large range of outdoor equipment under our Adventure land label. These are outlined below:

Catalogue No.	Equipment	Description	Price (RM)
AL 5328	Swing	Strong 2m high tubular steel frame with tough seat on galvanised chains	20 - 80
AL 5329	See-Saw	Rocks as a see-saw, swivels as a roundabout	30 - 90
AL 5330	Climbing Frame with Rope Ladder	Stable, easily erected 2m high steel tube frame	40 - 90
AL 5331	Slide	Plastic chute on a tubular steel frame	45 - 85
AL 5332	Multi-Play Swing	Strong triple-play garden unit with two swings and a sky glider.	55 - 95

To suit the age group of your grandchildren we would recommend the Multi-Play Swing and the Slide which will provide hours of safe fun for them.

We also have a new range of paddling parole ideally suited to this age range and would suggest that you come and visit our local showroom where all the equipment is on display.

Yours sincerely

Lim Chin Fong  
Marketing Officer

- (a) Use today's date (1 mark)
- (b) Insert Reference JK/LMN/Series 2/3/88 (1 mark)
- (c) Use Times New Roman 12 (1 mark)
- (d) Follow all the instructions given in the letter with correct format. (17 marks)
- (Total = 20 marks)

– END OF PAPER –

