



STAMFORD COLLEGE
SCHOOL OF SECRETARIAL AND ADMINISTRATIVE STUDIES
DIPLOMA IN EXECUTIVE SECRETARYSHIP
(SEMESTER 1)

DES 1103: OFFICE PRACTICE

Date : 23 July 2007 (Monday)

Time : 10.00 am – 12.00 noon

Duration: 2 hours

Instructions to Candidates

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 TWO 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)

- (a) Define records management. (2 marks)
- (b) Describe the value of records to a business. (8 marks)
- (Total = 10 marks)

SECTION B

Answer TWO out of FOUR questions.

Question 2

The physical environment in which you work is important to your health, happiness, and productivity. Your manager wants you to look for more information on sick-building syndrome and report your entire findings to him next week.

- (a) What causes sick-building syndrome? (10 marks)
- (b) How can you detect sick-building syndrome in a building. (2 marks)
- (c) Suggest FOUR ways to overcome Carpal Tunnel Syndrome and electromagnetic radiation. (8 marks)
- (Total = 20 marks)

Question 3

- (a) Define video conferencing and give TWO types of equipment used in video conferencing. (4 marks)
- (b) Briefly describe TWO advantages and TWO disadvantages of video conferencing. (8 marks)
- (c) Explain FOUR types of telephone equipment used in an office today. (8 marks)
- (Total = 20 marks)

Question 4

- (a) Describe the responsibilities of an office professional for handling incoming mail. (12 marks)
- (b) You are using USPS service. Identify the types of service and mail classification of the following items:
- i. Sending a contract to Mr. Daniel Lee and he is the only authorised person to receive the contract.
 - ii. A book weighing 18 ounces is to be sent to a coworker in Atlanta.
 - iii. A publisher is to mail business periodicals to Australia.
 - iv. Transmitting money to a client; the amount is RM150.00.
- (c) What is electronic message? Make TWO suggestions that will enable an office professional to manage his/her email more effectively.

(4 marks)

(4 marks)

(Total = 20 marks)

Question 5

- (a) Below are the names of your new clients. File their records based on Alphabetic Indexing Rules.

1	University of Phoenix	6	Starlight 26 Club
2	The Rotary Club of Detroit	7	Moo's Foundation
3	1212 Jackson Street Garage	8	M-Mobile Corporation
4	Marcus M. LeFebvre	9	Zane K. Quible
5	A. V. Monalisa	10	Ted's Auto Parts

(10 marks)

- (b) What are Alphabetic Storage Method and Numeric Storage Method? State ONE example for each of the storage methods. (6 marks)
- (c) List the FOUR variations on the numeric classification method. (4 marks)

(Total = 20 marks)

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