



STAMFORD COLLEGE
SCHOOL OF SECRETARIAL AND ADMINISTRATIVE STUDIES
DIPLOMA IN EXECUTIVE SECRETARYSHIP
(SEMESTER 2)

DES1204: OFFICE ADMINISTRATION

Date : 27 July 2007 (Friday)

Time : 2:00 pm – 4:00 pm

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)

You are the secretary to Mr. Rosyam Nor, the Manager of Berjaya Sdn. Bhd. He will be travelling to Korea for a business exhibition next week. Your manager wants you to prepare an itinerary for his trip.

- (a) Briefly explain FOUR essential documents that he needs to bring for the trip. (4 marks)
- (b) Identify SIX factors that need to be taken into account when preparing his itinerary. (6 marks)

(Total = 10 marks)

SECTION B

Answer TWO out of FOUR questions.

Question 2

Your manager will be travelling to Pahang for a conference next week. Your manager wants you to organise a meeting before she goes for her trip.

- (a) Explain the purpose of a meeting. (4 marks)
- (b) Briefly explain THREE types of agenda. (6 marks)
- (c) List the actions you have to take before and after the meeting. (10 marks)

(Total = 20 marks)

Question 3

You are a member of Health and Safety Committee in your office. You are required to prepare some guidelines to be given to the committee on ways to maintain safety in the office.

- (a) Explain the importance of safety. (6 marks)
- (b) Identify the methods that are used to maintain safety in the office. (10 marks)
- (c) List FOUR reasons why accidents occur in an organization. (4 marks)

(Total = 20 marks)

Question 4

Your manager will attend an annual sales convention in two weeks' time. During the convention, he has to present a report, which will require the preparation of information, appropriate charts and graphs. You have been appointed to assist your manager to prepare visual aids for the presentation.

(a) Suggest and explain FIVE types of charts and graphs. (10 marks)

(b) Discuss FIVE advantages of visual aids. (10 marks)

(Total = 20 marks)

Question 5

A new junior secretary will report for duty tomorrow. She is not familiar with secretarial work. Your manager wants to brief her on the following areas:

(a) System – definition. (2 marks)

(b) Planning guidelines – explain any FIVE. (10 marks)

(c) Organizational Principles – list EIGHT (8 marks)

(Total = 20 marks)

– END OF PAPER –