



**STAMFORD COLLEGE**  
**SCHOOL OF SECRETARIAL AND ADMINISTRATIVE STUDIES**  
**DIPLOMA IN EXECUTIVE SECRETARYSHIP**  
**(SEMESTER 3)**

**DES 1302 : COMMUNICATION AND TASK MANAGEMENT**

**Date : 23 JULY 2007 (Monday)**

**Time : 9.00 am – 11.00 am**

**Duration: 2 hours**

**Instructions to Candidates**

Answer ALL questions.

Please ensure that this examination paper contains THREE questions on THREE 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.

Answer ALL questions.

As a dynamic college student, you were both the secretary of your college Student Council and you also held two jobs during your long college breaks. For each of these posts you held, you had different tasks to achieve.

### **SCENARIO 1**

As secretary of the Student Council, you are now involved in the planning of the Students' Ball, an annual function held at night at a hotel

- a) Write a short letter to each of the following:
- (i) to the guest of honour. Request that he come at 7.30 pm as there has been a change of time (from 8 pm)
  - (ii) to the management of the hotel. Request that the car park attendants are courteous to all guests as they had been rude at another college event held a month prior to this function

Add in any details you feel necessary. Show a difference in tone in the two letters you write.

(10 marks)

- b) Write the Agenda for an exciting Students' Ball, planned to last 3 hours. Include any relevant item, such as speeches and lucky draws.

(5 marks)

(Total = 15 marks)

### **SCENARIO 2**

One of the places you worked during your term break was at an agency bringing in Indonesian maids. Your job was to write reports. One maid ran away and you have to write a report to the manager of the agency. You found out that the maid was unhappy with several work conditions. In your report include recommendations to prevent such an event from occurring again.

Include any relevant details to make your report complete.

(Total = 10 marks)

### SCENARIO 3

Another place you worked at was the Police Headquarters in your town.

- (a) The Chief Police Officer requested you to complete a planning board to be displayed in the office. The details are as follows.

You are to identify and colour the appropriate dates on the planning board provided. You are requested to use the colour codes indicated.

1. 'Rakan Cop' to make its rounds in the town every Tuesday (red)
2. Checks on parking offenders to be made every Friday in the town (blue)
3. Police Officers' Committee Meeting to be held every Saturday (green)
4. Officers' Monthly Crime Report to be submitted every last Sunday of the month (black)
5. Officers' Monthly Road Accident Report to be submitted every last Monday of the month (yellow)

(5 marks)

- (b) A new police recruit had difficulty managing his time. Write a memo to the recruit giving FIVE tips on good time management

(10 marks)

- (c) At the police HQ, you often had to use the telephone. Identify FIVE effective telephone techniques when receiving calls from the public, including how you would handle interruptions.

(10 marks)

(Total = 25 marks)

– END OF PAPER –

PLANNING BOARD SHEET

(To be used for Scenario 3)

<i>JAN</i>	<i>FEB</i>	<i>MAR</i>	<i>APR</i>	<i>MAY</i>	<i>JUN</i>	<i>JUL</i>	<i>AUG</i>	<i>SEPT</i>	<i>OCT</i>	<i>NOV</i>	<i>DEC</i>
1M	1T	1T	1S	1T	1F	1S	1W	1S	1M	1T	1S
2T	2F	2F	2M	2W	2S	2M	2T	2S	2T	2F	2S
3W	3S	3S	3T	3T	3S	3T	3F	3M	3W	3S	3M
4T	4S	4S	4W	4F	4M	4W	4S	4T	4T	4S	4T
5F	5M	5M	5T	5S	5T	5T	5S	5W	5F	5M	5W
6S	6T	6T	6F	6S	6W	6F	6M	6T	6S	6T	6T
7S	7W	7W	7S	7M	7T	7S	7T	7F	7S	7W	7F
8M	8T	8T	8S	8T	8F	8S	8W	8S	8M	8T	8S
9T	9F	9F	9M	9W	9S	9M	9T	9S	9T	9F	9S
10W	10S	10S	10T	10T	10S	10T	10F	10M	10W	10S	10M
11T	11S	11S	11W	11F	11M	11W	11S	11T	11T	11S	11T
12F	12M	12M	12T	12S	12T	12T	12S	12W	12F	12M	12W
13S	13T	13T	13F	13S	13W	13F	13M	13T	13S	13T	13T
14S	14W	14W	14S	14M	14T	14S	14T	14F	14S	14W	14F
15M	15T	15T	15S	15T	15F	15S	15W	15S	15M	15T	15S
16T	16F	16F	16M	16W	16S	16M	16T	16S	16T	16F	16S
17W	17S	17S	17T	17T	17S	17T	17F	17M	17W	17S	17M
18T	18S	18S	18W	18F	18M	18W	18S	18T	18T	18S	18T
19F	19M	19M	19T	19S	19T	19T	19S	19W	19F	19M	19W
20S	20T	20T	20F	20S	20W	20F	20M	20T	20S	20T	20T
21S	21W	21W	21S	21M	21T	21S	21T	21F	21S	21W	21F
22M	22T	22T	22S	22T	22F	22S	22W	22S	22M	22T	22S
23T	23F	23F	23M	23W	23S	23M	23T	23S	23T	23F	23S
24W	24S	24S	24T	24T	24S	24T	24F	24M	24W	24S	24M
25T	25S	25S	25W	25F	25M	25W	25S	25T	25T	25S	25T
26F	26M	26M	26T	26S	26T	26T	26S	26W	26F	26M	26W
27S	27T	27T	27F	27S	27W	27F	27M	27T	27S	27T	27T
28S	28W	28W	28S	28M	28T	28S	28T	28F	28S	28W	28F
29M	29T	29T	29S	29T	29F	29S	29W	29S	29M	29T	29S
30T	30F	30F	30M	30W	30S	30M	30T	30S	30T	30F	30S
31W	31S	31S	31T	31T	31S	31T	31F	31M	31W	31S	31M