



# Stamford College

School of Secretarial and Administrative Studies

## DIPLOMA IN EXECUTIVE SECRETARYSHIP (Semester 2)

### DES/1/2/09: ORGANISING SKILLS

**Date:** 01 March 2007, Thursday  
**Time:** 9.30am – 11.30am

**Duration:** 2 Hours

#### Instruction to Candidates

Perform ALL tasks.

Please ensure that this examination paper contains THREE tasks 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.

**Perform ALL tasks.****Scenario**

Assume that you are the Office Administrator to Encik Khairul bin Ahmad, the Managing Director of Alpha Pharmacy Sdn. Bhd. Mr Khairul is always away for business and meetings at other branches and he expects you to assist him in his daily routine work. Encik Khairul would like you to carry out few tasks during his absence.

**Task 1**

(a) Encik Khairul would like you to draft a memo to all staff on measures to ensure effective time management for both the employers and their secretaries/administrators. List down NINE points for effective time management.

(10 marks)

(b) Explain briefly on the following:

- i) Malaysian Guide Book
- ii) Malaysian Postal Book
- iii) Travel Guide Book
- iv) Periodicals and Magazines
- v) AAM Handbook

(5 marks)

(Total: 15 marks)

**Task 2**

(a) As an office administrator you are to advise a newly appointed junior secretary regarding the purpose of the following types of diaries used in your organisation:

- i) Desk diaries
- ii) Year planner
- iii) Desktop organiser software

(6 marks)

(b) List down the points to consider in keeping diaries.

(9 marks)

(Total = 15 marks)

**Task 3**

(a) Explain the following types of committees:

- i) Executive committee
- ii) Sub-committee
- iii) Ad Hoc committee
- iv) Advisory committee
- v) Joint-consultative committee

(10 marks)

(b) Make TEN suggestions for effective minutes taking.

(10 marks)

(Total = 20 marks)

**- END OF PAPER -**