

ACC - Administrative and  
Business Correspondence

**T046**

Tuesday, 27/11/2018

8:30 - 11:30 AM

WORKFORCE DEVELOPMENT AUTHORITY



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**ADVANCED LEVEL NATIONAL EXAMINATIONS, 2018,  
TECHNICAL AND PROFESSIONAL STUDIES**

**EXAM TITLE:**

**ADMINISTRATIVE AND BUSINESS CORRESPONDENCE**

**OPTION: Accountancy (ACC)**

**DURATION: 3 hours**

**INSTRUCTIONS:**

The paper is composed of the following Sections:

**Section I: Fifteen (15) compulsory questions. 55 marks**

**Section II: Attempt any three (3) out of five questions. 30 marks**

**Section III: Attempt any one (1) out of three questions. 15 marks**

**Note:**

***Every candidate is required to carefully comply with the above instructions. Penalty measures will be applied on their strict consideration.***

**Section I. Fifteen (15) Compulsory questions**

**55marks**

01. Define briefly the following terms :
- a. Invoice
  - b. Report
  - c. Promissory note *IS the document send by seller to buyer shows the to be delivery.*
  - d. Memo letter
  - e. Inquiry letter
- (5 marks)
02. Give the difference between notice and agenda. (4 marks)
03. a) Explain the correspondence register. (5 marks)
- b) State two types of correspondence registers. (5 marks)
04. State any five elements or information that must appear while writing minutes. *Make clear key point summarized* (5 marks)
05. Outline any two advantages of individual offices. (2 marks)
06. Mention any four disadvantages of individual offices. (4 marks)
07. List any five qualities of a good business letter. (5 marks)
08. Mention any five main parts of curriculum vitae. *VC* (5 marks)
09. State any three importance of a meeting for a business company. (3 marks)
10. What is a contract of sale? (2 marks)
11. Give the difference between oral communication and written communication. (4 marks)
12. State two disadvantages of oral communication and two disadvantages of written communication. (4 marks)
13. What is a receipt? (2 marks)
14. Mention three important steps followed while conducting an interview. (3 marks)
15. Explain the two types of discount used in business transactions. *Mark* (2 marks)

16. As a student of business, write a memo matrix letter addressing to Mukurira Jonson as your human resources manager on the serious matter concerning employees turn-over within your organization.  
NB: Your names: Bwanakweri Smith **(10 marks)**

17. There are suggested six basic elements of a team. Describe those elements that make scores high-performance teams. **(10 marks)**

18. The process of communication is successful only when the receiver understands an idea as the sender intended it. Illustrate the communication process. **(10 marks)**

X 19. Describe the following means of payment as accepted in business transactions. **(10 marks)**

- a) Cheque
- b) Bill of exchange
- c) Standing order
- d) Telegraphic transfer
- e) Banker's draft

*→ amount of money from Bank*

✓ 20. When you decide to leave your current job you need to communicate to your employer.

- (a) Name the letter you write for this particular communication.
- (b) Explain two major reasons why this communication is important.
- (c) Give the importance of this letter and describe its content.

**(10 marks)**

21. Discuss the importance of Oral communication in business. Explain clearly any five elements of oral communication. (15 marks)
22. New product development shapes the company's future but there are number of challenges and difficulties in developing new product. As a student of business illustrate these challenges that company are likely to confront in development of new product. (15 marks)
23. One marketing manager said, "I'm young and pretty. It's hard enough to be taken seriously, and if I show up in jeans and a tee-shirt, I don't stand a chance." This means - Nonverbal communication can outweigh words in the way it influences how others perceive us. State and illustrate keys to building nonverbal skills. (15 marks)

8 \* Speech  
\* Radio radio  
\* Telephony  
\* Interview  
\* Debate  
Speech  
White