

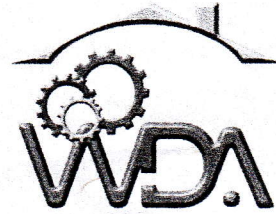
SEC – Business and Administrative  
Correspondence

**T095**

Thursday, 22/11/2018

08:30 – 11:30 AM

WORKFORCE DEVELOPMENT AUTHORITY



P.O. BOX 2707 Kigali, Rwanda Tel: (+250) 255113365

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

**EXAM TITLE:**

**BUSINESS AND ADMINISTRATIVE CORRESPONDENCE**

**OPTION: SECRETARIAL (SEC)**

**DURATION: 3hours**

**INSTRUCTIONS**

The paper is composed of **three (3) main Sections** as follows:

**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
  - d. Memo letter
  - e. Inquiry letter
- (5 marks)**
- 02.** Give the difference between notice and agenda. **(4 marks)**
- 03.** Explain the correspondence register and state their two types of correspondence registers. **(5 marks)**
- 04.** State any five elements or information that must appear while writing minutes. **(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 a curriculum vitae. **(5 marks)**
- 09.** State any three importances 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. **(2 marks)**

**Section II. Choose and Answer any three (3) questions**

**30 marks**

16. 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)**
17. Discuss five barriers to effective communication. **(10 marks)**
18. Outline and explain five requirements considered for writing an effective report. **(10 marks)**
19. UWIMANA Jane has been employed by AKAGERA MOTORS, P.O BOX: 650 Kigali for five years as a secretary. She has decided to resign and join BRALIRWA Ltd where she has successfully passed an interview. Write the resignation letter on behalf of UWIMANA Jane to the personal manager and include all useful information. **(10 marks)**
20. As the Human Resource Manager of BRALIRWA Ltd P.O Box: 350 Kigali, write a letter to the Personnel Manager of AKAGERA MOTORS, requesting for information about Miss Jane who has been recently recruited by BRALIRWA. **(10 marks)**

**Section III. Choose and Answer any one (1) question**

**15 marks**

21. As the General Manager of Equity Bank, Kigali Head Office, write a memorandum to all Branch Managers in all Districts countryside requesting them to submit their monthly reports. State the main reasons why those reports are urgently needed and give a deadline.

**(15 marks)**

*Handwritten notes in blue ink on the right margin:*  
① Write a letter to the Personnel Manager of AKAGERA MOTORS, requesting for information about Miss Jane who has been recently recruited by BRALIRWA.

22. The letter of application below misses some information.

- ✓
- Select among the words in brackets and complete the numbered blanks to make the letter more concise. (Working experience, résumé, position, decision, information, marketing, December 2018, helpful, courses, considering, company).
  - Find out and explain other five (5) main parts of a letter missing to make this letter complete.

This is to apply for a position in with your company. At present, I am completing my studies in ~~.....~~ <sup>December 2018</sup> at Cambridge University and will graduate with a Bachelor of business administration degree with an emphasis in marketing this ~~.....~~ <sup>Courses</sup>. I have taken all the courses in marketing available to me as well as other ~~.....~~ <sup>Information</sup> such as statics, organizational psychology and e - commerce. ~~.....~~ <sup>Working experience</sup> I have good ~~.....~~ <sup>position</sup> as host and food server and sales associate. Please see details on the enclosed ~~.....~~ <sup>considering</sup> I believe that I am well qualified for a working for ~~.....~~ <sup>marketing</sup> In marketing and am ~~.....~~ <sup>resume</sup> Working for a ~~.....~~ <sup>Company</sup> of your size and description. Because I am taking a ~~.....~~ <sup>decision</sup> On my career soon, I request you write soon. For your ~~.....~~ <sup>helpful</sup>, I will be available for interview on December 30<sup>th</sup>.

(15 marks)

23. Your company, Rwanda Plastic Company Ltd, PO BOX: 1140 Kigali, has placed an order for the following goods with a Kenyan supplier USHIRIKA Plastic Manufacturers Company, P.O Box: 22450 Nairobi:
- 10.000 plastics cups
  - 12.000 plastic buckets
  - 8.000 plastic shoes
  - 9.000 plastic plates

On behalf of the Supplier, write a letter of delivery of these goods and include the expected arrival date, means of transport and the invoice.

(15 marks)