

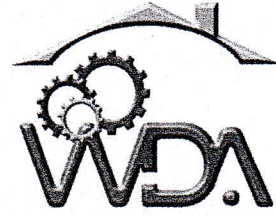
**SEC – Office Technique and
Practice**

T100

Thursday, 29/11/2018

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: OFFICE TECHNIQUE AND PRACTICE

OPTION: Secretarial (SEC)

DURATION: 3 hours

INSTRUCTIONS

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

Section I: Fourteen (14) 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. Fourteen (14) Compulsory questions**55 marks**

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01. What is the meaning of office Organization? (3 marks)
 02. Outline four (4) advantages of a shared office. (4 marks)
 03. What are the advantages of a telephone? (5 marks)
 04. When can you transfer dynamic files to the archives? (3 marks)
 05. Outline the steps followed when the minutes are recorded. (5 marks)
 06. Name four (4) types of machines used to reproduce documents in the organization. (5 marks)
 07. Describe the horizontal filing. (2 marks)
 08. Clarify what one can study before choosing and adopting a filing system. (4 marks)
 09. List down the qualities of a good report. (4 marks)
 10. What is the difference between scanner and photocopier? (3 marks)
 11. State eight (8) filing equipment used in an organization. (4 marks)
 12. Name and explain briefly three (3) directions flows of communication in the organization. (3 marks)
 13. Give at least five attributions of a secretary in the organization. (5 marks)
 14. Mention any ten office stationaries. (5 marks)

Section II. Choose and Answer any three (3) questions**30 marks**

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15. What are the steps for handling outgoing mails in an organization? (10 marks)
 16. Enumerate ten (10) required qualities and attitudes for a telephone reception. (10 marks)
 17. Name and explain briefly the main basic principles to be followed by a secretary while selecting the office furniture. (10 marks)

18. Discuss any ten roles of a secretary in an official travel arrangement for the manager. **(10 marks)**
19. Outline any ten (10) kinds of priorities that a secretary perform before meeting takes place. **(10 marks)**

Section III. Choose and Answer any one (1) question **15 marks**

20. Demonstrate any six (6) classification orders used to file documents within the organization. **(15 marks)**
21. Suppose that you are a newly employed personnel within the organization in the position of a secretary, what will you do when the visitor is to be received immediately by the manager? **(15 marks)**
22. The efficiency of the office worker depends to a great extent on his physical and mental fitness. An office worker cannot be efficient unless the working environment or physical condition is favorable.
Find and explain any six (6) components of a good working environment in a modern office. **(15 marks)**