ΠΑΜΙΒΙΑ UΠIVERSITY
OF SCIENCE AND TECHNOLOGY
Faculty of Management Sciences
Department of Management
Section of Business and Information Administration

QUALIFICATION: Bachelor of Office Management and Technology	
QUALIFICATION CODE: 07BOMT	LEVEL: 7
COURSE: Information Administration 3B (PAPER 3)	COURSE CODE: IAD720S
DATE: January 2020	SESSION: 1
DURATION: 1 ½ Hours	MARKS: 80

SECOND OPPORTUNITY/SUPPLEMENTARY EXAMINATION QUESTION PAPER	
EXAMINER(S)	Ms du Plessis
MODERATOR:	Ms Z du Plessis

THIS QUESTION PAPER CONSISTS OF 8 PAGES
(Excluding this front page)

INSTRUCTIONS

1. Answer ALL the questions.
2. Write clearly and neatly.
3. Number the answers clearly.

PERMISSIBLE MATERIALS

1. Examination paper.
2. Examination script.

🖱 **Open a blank PowerPoint presentation and use the information provided to create a new presentation.**

🖱 **Make sure that you format each slide according to the instructions.**

🖱 **Read carefully and SAVE frequently**

🖱 **Insert slide numbers to the slides and page numbers to the handouts**

🖱 **Print the presentation as 2 slides per page and insert your name and student number in the handout header**

🖱 **Also print notes page of the respective slides separately**

DESIGN: Civic
FONT: Arial Black
Slide 2 Onwards:
ALL MAIN SLIDE TITLES: Size 36, red, centred
(Except slide 8)

SLIDE	TITLE (S)		LAYOUT
1	BECOMING AN EXECUTIVE ASSISTANT (size 44, red) PIVOTAL TEAM PLAYER (Size 32, blue)		Title Slide
2	STATUS CHANGE		Title and Content
3	ATTRIBUTES AND SKILLS		Comparison
	MANAGEMENT SKILLS (28, blue)	LIFE SKILLS (28, blue)	
4	ATTRIBUTES AND SKILLS		Comparison
	SOCIAL SKILLS (28, blue)	TECHNICAL SKILLS (28, blue)	
5	MAINTAINING SKILLS		Title and Content
6	MAJOR RESPONSIBILITIES		Two Content
7	ROLES		Content with Caption
8	RELATIONSHIPS (Size 20)		Content with Caption
9	EXPERIENCE AFFECTS SALARIES		Two Content
10	MOVE INTO THE NEW ROLE		Picture with Caption

Only 3 text colours will be inserted in this presentation.
Black, red and dark blue
Use the Dark blue and red from the Standard colours
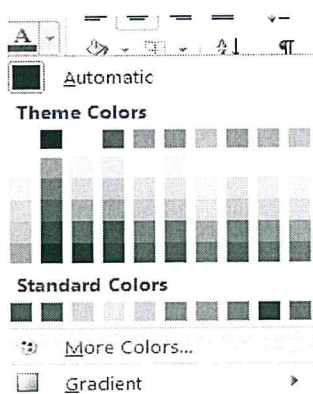
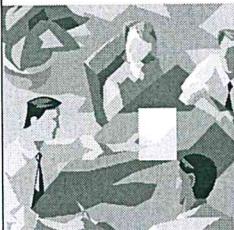Insert the slides in the correct order from 1 – 10.

SLIDE 1

Insert this Clip Art of Secretary below the Sub-title of the slide and position it in the middle of the section.

Add a Compound Frame, black to this and resize nicely.

Content Black, 24
Both sides

SLIDE 3

MANAGEMENT SKILLS	LIFE SKILLS
• Problem solving • Decision making • Planning and organizing **Insert and resize clip Art of Meetings** Recolour: Red Accent 1 Light Center	• Common sense • Critical creative thinking • Good memory • Ability to work under pressure • Writing, speaking and listening skills

SLIDE 2

Content: Blue, 28

- A new status position has emerged for secretaries –
  THE EXECUTIVE ASSISTANT ⟵ type these last 3 words in red)
- While it is still a relatively new role it definitely exists, and has become the missing link which moves the secretary closer to the hub of the corporate operation

- The secretary changes his/her status by being able to manage other secretaries
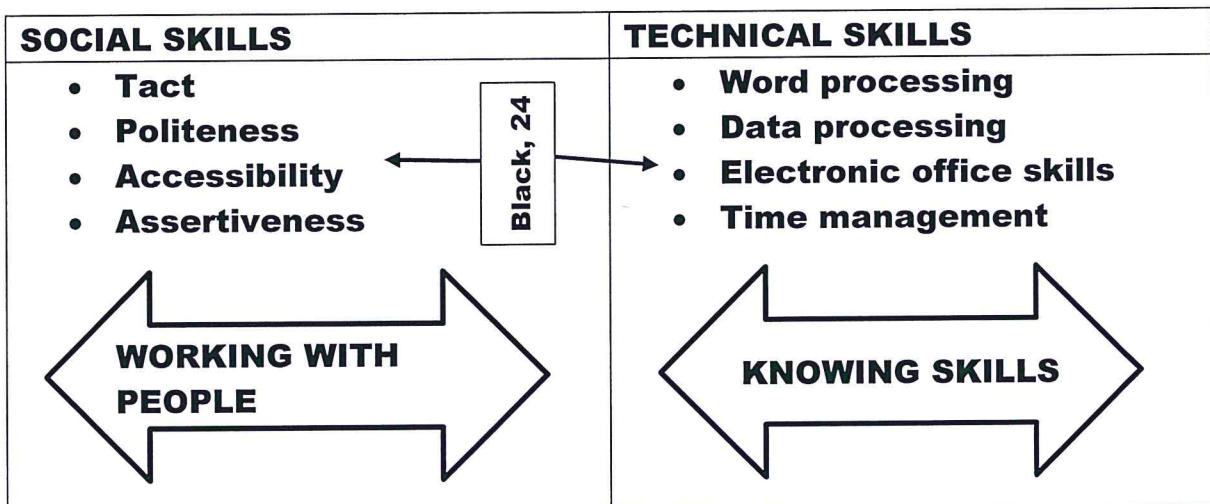
SLIDE 5
Table Style: Light Style 3 Accent 1

Row 1: Red, 18
Row 2: Blue, 16
Rows 3, 4 and 5: Black, 16

SECTION A	SECTION B	SECTION C	SECTION D
INTRODUCTION	PEOPLE AND COMMUNICATION	CONVENTIONAL OFFICE SKILLS AND TECHNIQUES	ELECTRONIC OFFICE SKILLS AND TECHNIQUES
Secretary's role	Interpersonal skills	Work planning and diary control	Electronic appointment scheduling
Secretarial career	Telephone techniques	Preparing business documents	Document storage and retrieval
Image and grooming	Basic etiquette	Organizing travel and accommodation	Fax, E-mail

SLIDE 4

SOCIAL SKILLS	TECHNICAL SKILLS
• Tact • Politeness • Accessibility • Assertiveness	• Word processing • Data processing • Electronic office skills • Time management

Black, 24

WORKING WITH PEOPLE

KNOWING SKILLS

Insert the same shape, both sides: Solid black outline, 3pt, no fill
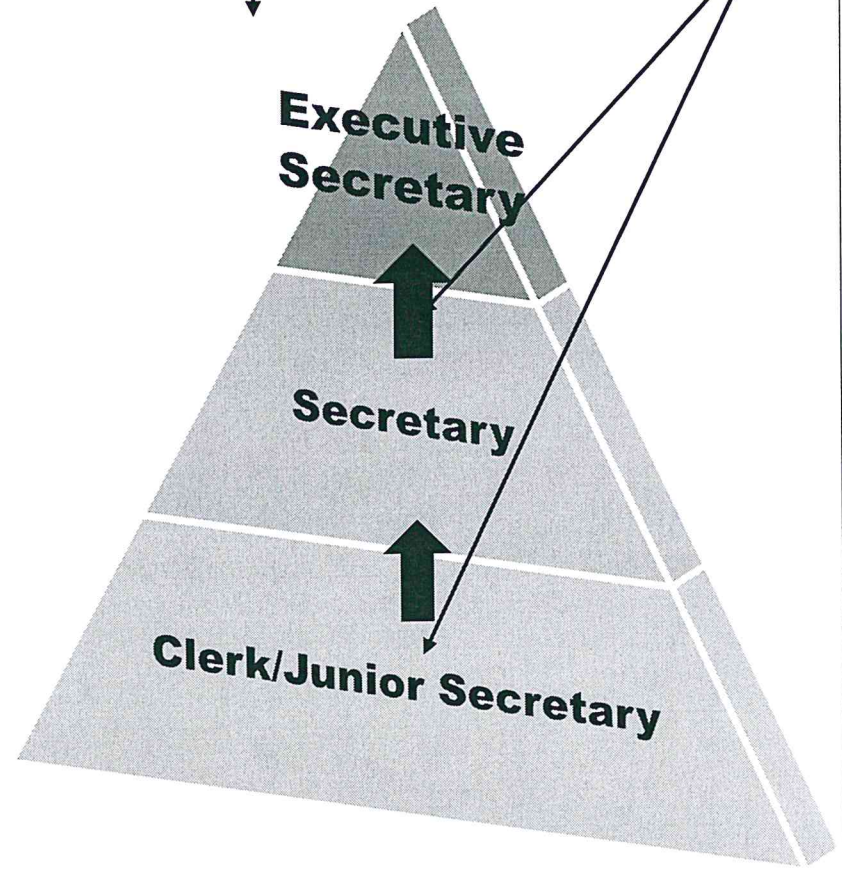
Text inside shapes, 18, blue

SLIDE 7

Size 16, Blue   **Size 20, Black**   **Insert Shapes, red**

In the past, the more traditional role of the secretary was a prescribed career path that narrowed the higher he/she climbed.

From a clerk or junior secretary, to a secretary and then promoted to an executive secretary

Executive Secretary

Secretary

Clerk/Junior Secretary

Insert SmartArt Graphic: Pyramid List, Basic Pyramid, Colourful range, Accent Colours 2-3, Brick Scene Style

SLIDE 9

	Percentage
Late career	10
Entry level	9
Mid career	5
Experienced	6

☺ It's been said that there's no substitute for experience – and that's probably true
☺ Experience plays a large part in how much you can earn as a professional
☺ At the end of the day, you'll earn what you're worth

Insert a 3D Pie chart, Style 18, Quick Layout 5

Change Bullets: Red Smiley Face from Wingdings.

SLIDE 6

Black, 24

SmartArt Graphic: Hierarchy List, Simple Fill

- Keeping the manager as top priority
- Sharing information down
- Sharing information up
- Projects of his/her own
- Managing other secretaries
- Interacting with other managers

Manager

Executive Secretary — **20 Blue**

Manager

Manager

Manager

Manager

Secretary

Secretary

18 Blue: Add 2 Shapes

NOTES PAGES TO SLIDE 2

Several changes in the workforce have dramatically affected the secretarial role. It is the coming together of these forces that have given birth to the executive assistant.
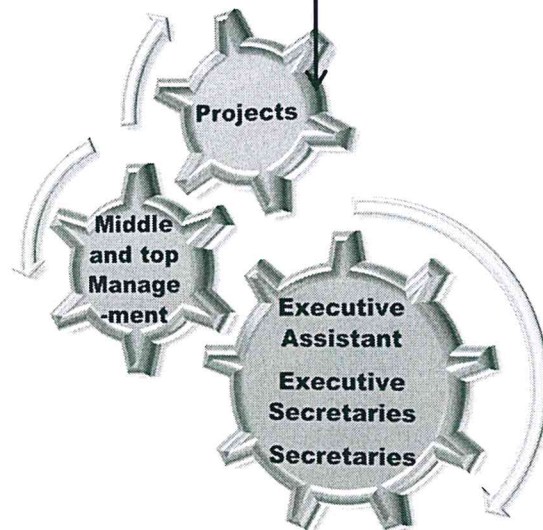
NOTES PAGES TO SLIDE 6

> The successful secretary of the future will have to be able to manage her manager – and in order to achieve this, she will have to understand his/her work and have knowledge of business principles.

SLIDE 8

SmartArt Graphic: Process: Gear Metallic Scene Style
Colourful Range, Accent colours 5-6
Text: 14. Black

18, Black

The executive assistant will be the key person to permit the transformation of the former hierarchical relationships into team relationships	

Projects

Middle and top Manage-ment

Executive Assistant

Executive Secretaries

Secretaries
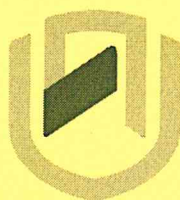
SLIDE 10

✓ **Adding on responsibility** ✓ **Gaining a higher profile** ✓ **Become a "mirror for your boss** ↑ ✓ **Having excellent oral and written communication skills** ✓ **Learning and utilizing all of the management skills**	**INSERT PICTURE of Flower**

Blue, 18
Change Bullets, red

THIS IS THE END OF
THE PESENTATION
TOTAL: 80

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SECOND OPPORTUNITY/SUPPLEMENTARY EXAMINATION MEMORANDUM	
EXAMINER(S)	Ms du Plessis
MODERATOR:	Ms Z du Plessis

THIS MEMORANDUM CONSISTS OF 9 PAGES
(Excluding this front page)

BECOMING AN EXECUTIVE ASSISTANT

(1)

PIVOTAL TEAM PLAYER
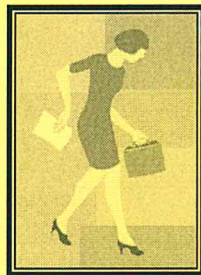
STATUS CHANGE

(2)

- A new status position has emerged for secretaries – THE EXECUTIVE ASSISTANT
- While it is still a relatively new role it definitely exists, and has become the missing link which moves the secretary closer to the hub of the corporate operation
- The secretary changes his/her status by being able to manage other secretaries

ATTRIBUTES AND SKILLS

③

MANAGEMENT SKILLS	LIFE SKILLS
• Problem solving • Decision making • Planning and Organizing	• Common sense • Critical creative thinking • Good memory • Ability to work under pressure • Writing, speaking and listening skills

ATTRIBUTES AND SKILLS

④

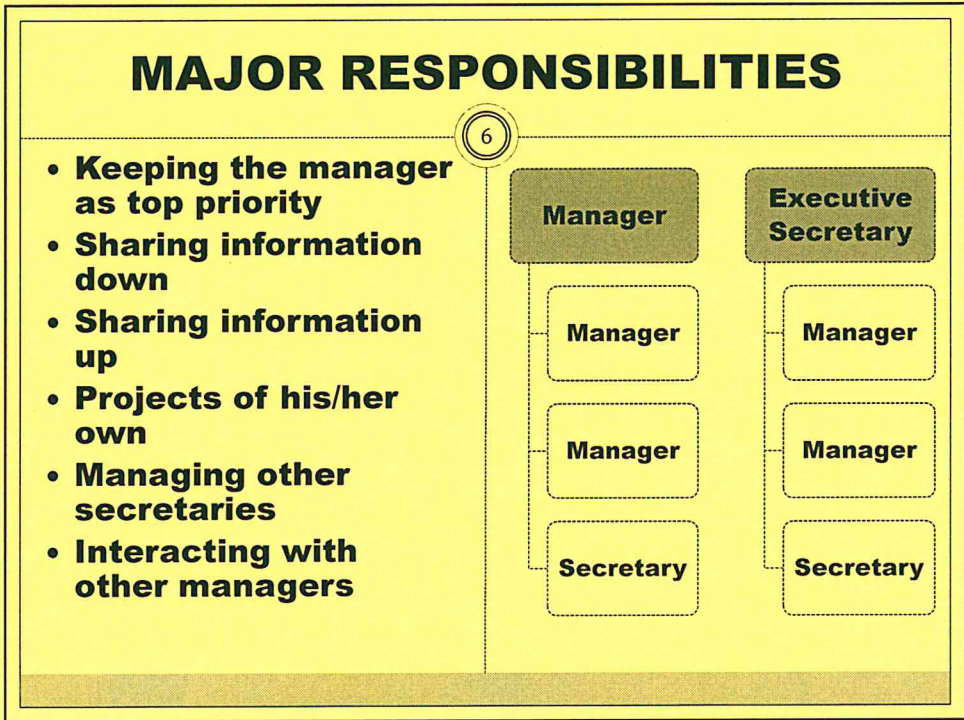| SOCIAL SKILLS	TECHNICAL SKILLS
• Tact • Politeness • Accessibility • Assertiveness	• Word processing • Data processing • Electronic office skills • Time management
◁ WORKING WITH PEOPLE ▷	◁ KNOWING SKILLS ▷

3.

MAINTAINING SKILLS

(5)

SECTION A	SECTION B	SECTION C	SECTION D
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MAJOR RESPONSIBILITIES

(6)

- **Keeping the manager as top priority**
- **Sharing information down**
- **Sharing information up**
- **Projects of his/her own**
- **Managing other secretaries**
- **Interacting with other managers**

Manager | Executive Secretary

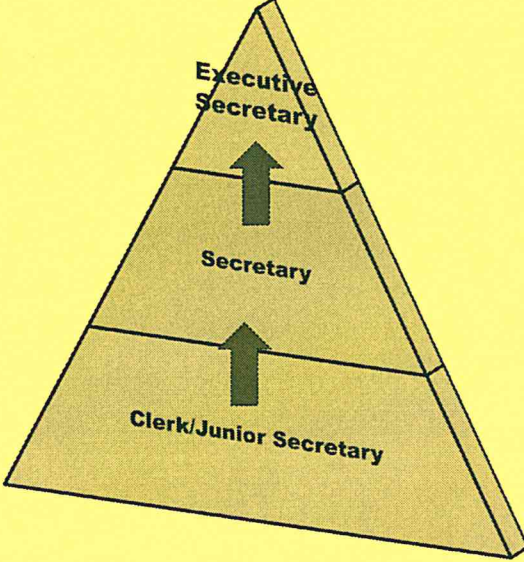Manager | Manager

Manager | Manager

Secretary | Secretary

(7)

ROLES

In the past, the more traditional role of the secretary was a prescribed career path that narrowed the higher he/she climbed.

From a clerk or junior secretary, to a secretary and then promoted to an executive secretary
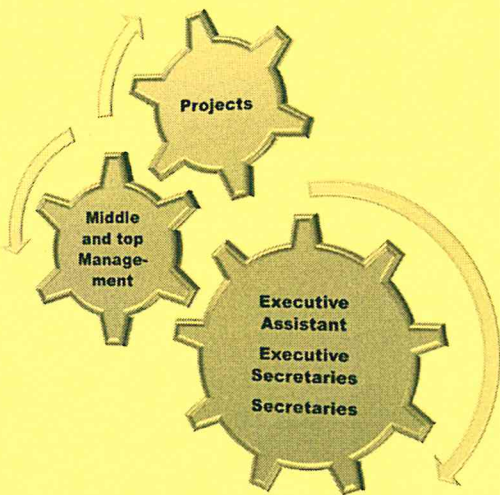
Executive Secretary

Secretary

Clerk/Junior Secretary

(8)

RELATIONSHIPS

The executive assistant will be the key person to permit the transformation of the former hierarchical relationships into team relationships

Projects

Middle and top Management

Executive Assistant
Executive Secretaries
Secretaries

EXPERIENCE AFFECTS SALARIES

(9)

- ☺ It's been said that there's no substitute for experience - and that's probably true.
- ☺ Experience plays a large part in how much you can earn as a professional.
- ☺ At the end of the day, you'll earn what you're worth.

Percentage
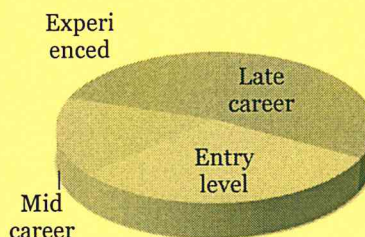
Experienced

Late career

Entry level

Mid career

---

(10)

- ✓ Adding on responsibility
- ✓ Gaining a higher profile
- ✓ Become a "mirror" for your boss
- ✓ Having excellent oral and written communication skills
- ✓ Learning and utilising all of the management skills
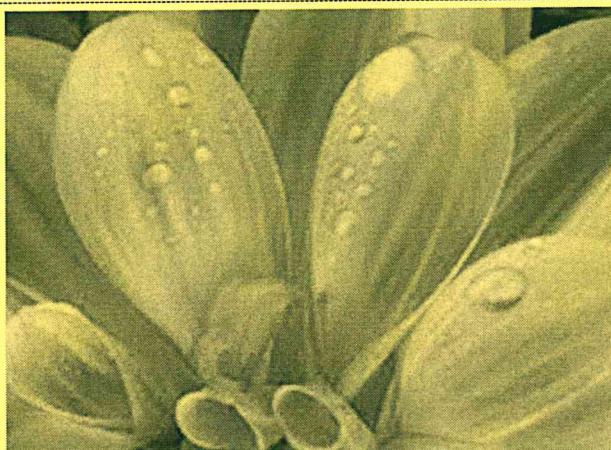
MOVE INTO THE NEW ROLE

STATUS CHANGE

(2)

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Several changes in the workforce have dramatically affected the secretarial role. It is the coming together of these forces that have given birth to the executive assistant.

MAJOR RESPONSIBILITIES

- **Keeping the manager as top priority**
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- **Interacting with other managers**

The successful secretary of the future will have to be able to manage her manager – and in order to achieve this, she will have to understand his/her work and have knowledge of business principles.

PAPER 3 MARKSHEET JANUARY 2019
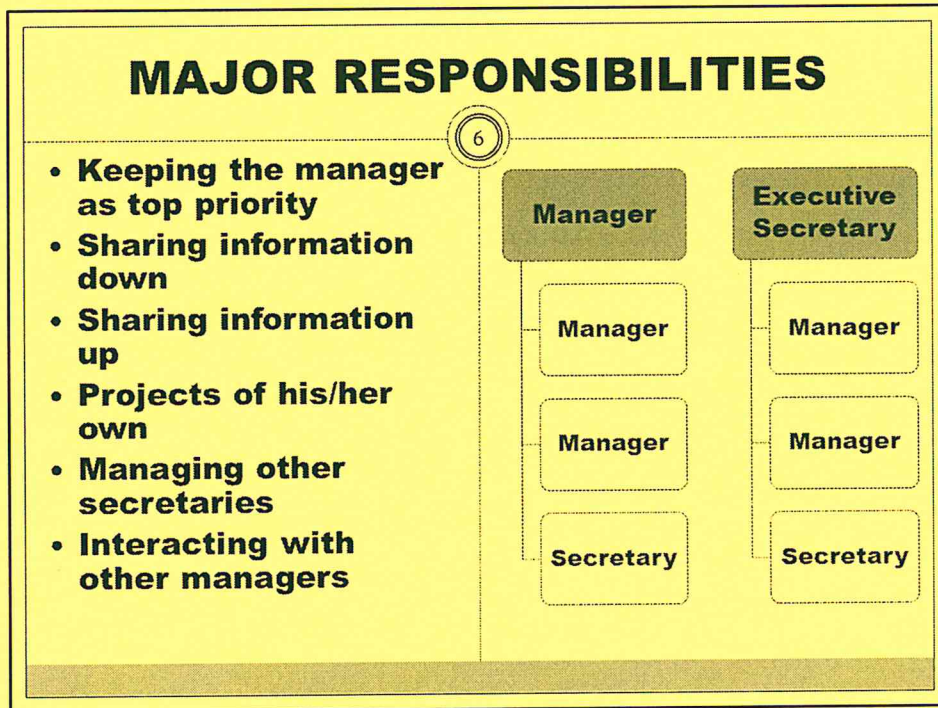
NAME OF STUDENT_____

INSTRUCTION PER SLIDE	MARK	SLIDE TOTAL	STUDENT	TOTAL
ALL SLIDES:				
Design: Civic	2			
Slide numbers	1			
Font: Arial Black	3			
Slide Titles: Size 36, red, cent	2			
Details in Handout header	1			
Page numbers	1			
		10		
SLIDE 1				
Main Heading: 44, red	1			
Sub-heading:32, blue	1			
Clip Art with frame	2			
		4		
SLIDE 2				
Slide Layout	1			
Content blue, 28	1			
Bullet 1: 3 wods in red	1			
Notes Pages	1			
		4		
SLIDE 3				
Slide Layout	1			
Content black, 24	1			
Clip Art	1			
Recolour	2			
		5		
SLIDE 4				
Slide Layout	1			
Text black, 24	1			
Shapes solid black outline 3 pt, no fill	3			
Text inside shapes 18, blue	1			
		6		
SLIDE 5				
Slide Layout	1			
Table Style: Light Style 3, accent 1	1			
Row 1 red, 18	1			
Row 2 blue, 16	1			
Rows 3,4,5 black, 16	1			
		5		
SLIDE 6				
Silde Layout	1			
Left side black, 24	1			
SmartArt Graphic: Hierarchy List, Simple Fill	2			
Text 20, blue	1			
Add 2 Shapes	1			
Text 18, blue	1			
Notes Pages	1			
		8		
SLIDE 7				
Slide Layout	1			

Left text 16, blue	1			
SmartArt Graphic: Pyramid List, Basic Pyramid	1			
Colouful Range: Accent colours 2 to 3	1			
Style: Brick Scene	1			
Text 20, black	1			
Insert Arrow shapes red	2			
		8		
SLIDE 8				
Slide Layout	1			
Text left, 18, black	1			
SmartArt Graphic: Process: Gear	1			
Style: Metallic Scene	1			
Colourful Range Accent 5-6	1			
Text 14, black	1			
		6		
SLIDE 9				
Slide layout	1			
Text left, black, 20	1			
Bullets: Smiley face, red	2			
3D Pie Chart, style 18, Quick Layout 5	3			
		7		
SLIDE 10				
Slide Layout	1			
Text left, blue 18	1			
Change bullets, red	1			
Insert picture and resize	2			
		5		
ACCURACY OF PRESENTATION	10			
		10		
Print handouts 2 per page	1			
Print Notes Pages	1			
		2		
TOTAL		**80**		