

NAMIBIA UNIVERSITY
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 2)	COURSE CODE: IAD720S
DATE: November 2019	SESSION: 1
DURATION: 2 Hours	MARKS: 100

FIRST OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	Ms du Plessis
MODERATOR:	Ms Z du Plessis

THIS QUESTION PAPER CONSISTS OF 9 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.

QUESTION 1**MARKS: 20****TIME ALLOWED: 10 MINUTES**

Type the following passage accurately in 1.5 line spacing. Use the font Courier New, font size 12. The passage allows for speed limits of 35, 40, 45, and 50 words per minute. The required speed for this examination is **40 words per minute**.

Job interviews can be nerve-racking but you will find the more you attend the more relaxed and confident you will become. Some schools and colleges arrange for mock interviews during the last year which will give you some idea of what to expect, so when the interview that really matters arrives you will be prepared to a certain extent.

Punctuality is of prime importance in job interviews. Nothing is more annoying for prospective employers than waiting for late arrivals or, on the other hand, interviewees who arrive twenty minutes early. It can be embarrassing for an employer if you arrive too early as it may be difficult to find somewhere for you to wait. Remember an employer with a tight schedule may have arranged to see four applicants during one hour but hardly wants them queuing up outside the door.

If you want to arrive at the interview calm and collected, make sure you allow enough time to reach your destination. The office that you might need to go to could be situated in some inaccessible place on the top floor so you must always allow time to find it. If you over-estimate your time and arrive too early, go and have a cup of coffee somewhere so that you arrive five minutes before the arranged time. Those five minutes will give you a chance to comb your hair and tidy up before the interviews to create a favourable impression.

Great care must be taken in selecting your outfit because a smart, well-groomed appearance is a tremendous asset at job interviews. A good guideline to follow is one of

conservatism; if you are doubtful about what to wear, dress conservatively and avoid either too formal or too casual attire.

Many employment experts indicate that the first four minutes are the [35 w.p.m.] crucial in the interview as positive or negative assessments are formulated by the interviewer during those moments. Because these first impressions are very important, you need to make absolutely certain that they are favourable.

Looking someone in [40 w.p.m.] the eye is difficult for many people but it is a nonverbal cue which plays an important role in creating the good impression required. Research in nonverbal communication has shown that the inability to look directly at someone is an indication of [45 w.p.m.] dishonesty. Therefore, make a conscious effort to maintain good eye contact during an interview.

An applicant should be pleasant and friendly but very businesslike while being interviewed. Answers given to questions need to be frank, brief, [50 w.p.m.] and honest. Avoid rambling statements often associated with nervousness. Above all, show keenness, interest, enthusiasm and willingness to learn at the interview.

QUESTION 2

MARKS: 30

Type the following **TABULAR STATEMENT** neatly on A4 Landscape paper and follow the instructions carefully. Apply solid 3 pt outside borders to this "open" table and type the column headings in bold.

Arial 14, Cent and Bold Review of Operating Results and Funds Employed

FINANCIAL YEAR	CAPITAL EMPLOYED				OPERATING RESULTS					
	FIXED CAPITAL		INTEREST OF		TURNOVER	CASH OPERATING PROFIT		NET OPERATING PROFIT		
	ORDINARY SHARE-HOLDERS		OUTSIDE SHARE-HOLDERS			DEPRECIATION		AFTER TAX		AFTER TAX
	(Trs)		(Trs)			ORDINARY SHARE-HOLDERS		PRIOR YEAR ADJUSTMENT		OUTSIDE SHARE-HOLDERS
2009/2010	350 000	50 000	6 500	40 000	0,82:1	650 000	36 000	50 000	-	746
2010/11	345 000	20 000	7 500	60 000	0,63:1	450 000	29 000	85 000	-	1 885
2011/12	360 000	20 000	6 200	50 000	0,34:1	500 000 (del) 600 000	5 220	24 000	(3 134)	1 282
2012/13	20 000- (del) 30 000	260 000	3 800	40 000	0,57:1	550 000	5 700	17 500	(707)	1 460

Type Years in Full d/s

Align this heading Bottom Centre

Cent heading

Cent heading

Cent heading

Align this heading Bottom Centre

Cent heading

Cent heading

Inside Borders: 1½ pt stipple line (3rd option from top)

Column 1: Fill: White, Background 1., Darker 25 %

QUESTION 3**MARKS: 20**

Type the following extract of a **BILL OF QUANTITIES** neatly and apply the correct layout. Read the instructions below carefully.

INSTRUCTIONS

- ❖ Use Font Arial, 12 for this document unless indicated differently.
- ❖ Insert the column headings on both pages and wrap text as indicated.
- ❖ The row height for this document is 25.
- ❖ There is NO cover page.
- ❖ Insert your details in the header and print one copy.

OKAHANDJA MUNICIPALITY
 WATER WORKS
 BILL (A) WATER TANK

} size 14, bold

Document Font:
 Arial, 12

ITEM NO	DESCRIPTION	UNIT	QTY.	UNIT PRICE N\$
1	GENERAL u/c + Bold (All main headings)			
1.1	Excavation & Backfilling has been measured in cubic meters			
1.2	No allowance shall be made for increase in Bulk or for working space ^{required} & the contractor shall allow for these <u>any</u> and other incidental expenses in his unit rates	/brs	extra	
1.3	Selected excavation material approved by the ^{Engineer} will be used in backfilling around foundations and ground beams			
2	CIVIL WORKS			
2.1	Supply and cast Plain concrete B200, 10 cm thick below foundation (base slab) or likes with all required works			
2.2	Supply & cast Fair face Reinforced concrete ^{u/c} in Raft Foundations (base slab) with all required works			
2.3	Ditto, but for Walls	m ³	400	
2.4	Ditto, but for roof slab (Dome)	m ³	70	

} Bold cent

Row Height: 25

← Row OPEN

TOTAL CARRIED FORWARD BOLD size 14, cent

↳ Copy to next page

Delete this row!

Copy from Page 1

ITEM NO	DESCRIPTION	UNIT	QTY.	UNIT PRICE N\$
3	INSULATION WORKS			
3.1	Supply and install fix water stopper swelled			
	hydrophilic solid rubber strip size <u>10x250 mm</u>			
	construction joint			
3.2	Supply and install painting for <u>INTERNAL FACES</u>			
	(walls, footings, ring beams and roof slab) at min.			
	2-coats of Epoxy painting			
3.3	Supply & install painting for <u>EXTERNAL</u>			
	<u>FACES</u> (walls, roof slab and ring beam)			
	with one coat of repellent material			
4	MECHANICAL			
4.1	Supply and install 14" diameter, 3/16 thickness Steel			
	pipes coated externally with Epoxy primer & two			
	layers of extruded polyethylene coating			
4.2	Ditto, but 10" diameter <u>ground above</u>			
			MR 16	
			MR 9	
4.3	Ditto, but 8" diameter			
4.4	Supply and install 10" Altitude Control Valve Rafael			
	type including all / required pipes and tank level float	NO	1	

QUESTION 4**MARKS: 30**

Use the information provided to create a BROCHURE. Pay attention to the manuscript instructions and print one copy.

Additional information

Brochure category: Informational

Brochure type: Marker

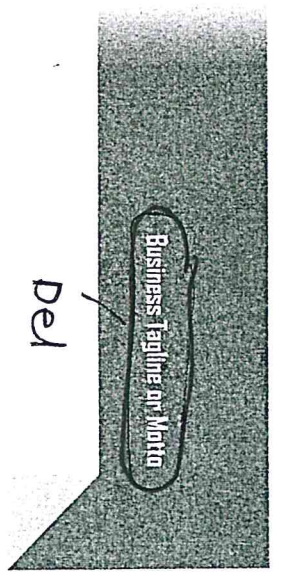
Document font: Arial

SIMPLY YOUR BUSINESS BANKING

→ Size 16

size 14, cent

Business owners are busy people, we have simplified business banking, so that you can spend less time on your banking and more time on your business.
This brochure informs you about our electronic banking solutions.



BUSINESS BANKING

Size 24

Retain picture and resize.
Caption: ^{Reversed} ~~Reversed~~ layout 4



(Default)

BUSINESS BANKING

Caption describing picture or graphic.



STANDARD BANK NAMIBIA (size 16)

Phone: 555-5555
Fax: 555-5555
E-mail: someone@example.com

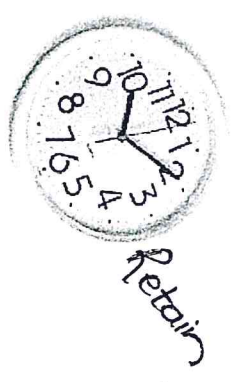
Del

PO Box 400
WINDHOEK

Tel: 061-294 4111

E-mail: standardbank@namibia.na

Size 12



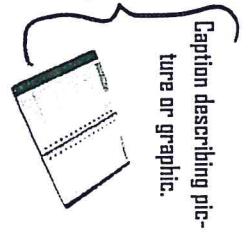
Tel: 555 555 5555

INTERNET BANKING

size 18

Internet Banking provides a range of banking services

the over the Internet. You



can do banking at your convenience from / your comfort of

your home or at the office.

Anyone with a Standard Bank business account linked to a Standard Bank card can register for banking Internet.

It is ideal for business owners. It saves time, is easy & allows you immediate access to info. about your financial affairs.

Size 14 (complete column)

BUSINESS ONLINE (size 16)

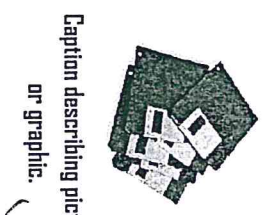
Secondary Heading

Business Online offers you a wide range of reliable online business solutions. It has been rated as leader in / provision of electronic solutions for more than a

HOW DOES IT WORK? (size 16)

We will install our software on your computer, ensuring security & quick responses. We provide wide training and support to ensure a friendly user environment upon installation.

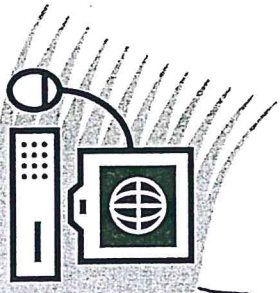
COME IN AND SPEAK TO ONE OF OUR BUSINESS BANKERS!



Caption describing picture or graphic.

decade.

1/hrs

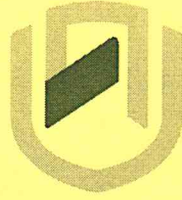


Online Clip
Art: Computer
Insert and
resize

Hewlett-Packard Company

Primary Business Address
Address Line 2
Address Line 8
Address Line 4
Phone: 555-55-5555
Fax: 555-555-5555
E-mail: someone@example.com

Info. will be inserted automatically.



NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY
Faculty of Management Sciences
Department of Management
Section Business and Information Administration

QUALIFICATION: Bachelor of office Management and Technology	
QUALIFICATION CODE: 07BOMT	LEVEL: 7
COURSE Information Administration 3B (PAPER 2)	COURSE CODE: IAD720S
DATE: November 2019	SESSION: 1
DURATION: 2 Hours	MARKS: 100

FIRST OPPORTUNITY EXAMINATION MEMORANDUM	
EXAMINER(S)	Ms du Plessis
MODERATOR:	Ms Z du Plessis

THIS MEMORANDUM CONSISTS OF 7 PAGES
(Excluding this front page)

Job interviews can be nerve-racking but you will find the more you attend the more relaxed and confident you will become. Some schools and colleges arrange for mock interviews during the last year which will give you some idea of what to expect, so when the interview that really matters arrives you will be prepared to a certain extent.

Punctuality is of prime importance in job interviews. Nothing is more annoying for prospective employers than waiting for late arrivals or, on the other hand, interviewees who arrive twenty minutes early. It can be embarrassing for an employer if you arrive too early as it may be difficult to find somewhere for you to wait. Remember an employer with a tight schedule may have arranged to see four applicants during one hour but hardly wants them queuing up outside the door.

If you want to arrive at the interview calm and collected, make sure you allow enough time to reach your destination. The office that you might need to go to could be situated in some inaccessible place on the top floor so you must always allow time to find it. If you over-estimate your time and arrive too early, go and have a cup of coffee somewhere so that you arrive five minutes before the arranged time. Those five minutes will give you a chance to comb your hair and tidy up before the interviews to create a favourable impression.

Great care must be taken in selecting your outfit because a smart, well-groomed appearance is a tremendous asset at job interviews. A good guideline to follow is one of conservatism; if you are doubtful about what to wear, dress conservatively and avoid either too formal or too casual attire.

Many employment experts indicate that the first four minutes are the [35 w.p.m.] crucial in the interview as positive or negative assessments are formulated by the interviewer during those moments. Because these first impressions are very important, you need to make absolutely certain that they are favourable.

Looking someone in [40 w.p.m.] the eye is difficult for many people but it is a nonverbal cue which plays an important role in creating the good impression required. Research in nonverbal communication has shown that the inability to look directly at someone is an indication of [45 w.p.m.] dishonesty. Therefore, make a conscious effort to maintain good eye contact during an interview.

An applicant should be pleasant and friendly but very businesslike while being interviewed. Answers given to questions need to be frank, brief, [50 w.p.m.] and honest. Avoid rambling statements often associated with nervousness. Above all, show keenness, interest, enthusiasm and willingness to learn at the interview.

A+D = $\overline{20}$

REVIEW OF OPERATING RESULTS AND FUNDS EMPLOYED

Headings ✓

≠

FINANCIAL YEAR	CAPITAL EMPLOYED			OPERATING RESULTS					
	PREFERENCE SHARE CAPITAL	FIXED CAPITAL	INTEREST OF	DEBT OF FIXED CAPITAL RATIO	TURNOVER	CASH OPERATING PROFIT AFTER TAX	NET OPERATING PROFIT AFTER TAX	OUTSIDE SHARE-HOLDERS	
2009/2010	50 000	350 000	6 500	0,82:1	450 000	36 000	60 000	-	746
2010/2011	20 000	345 000	7 500	0,63:1	650 000	29 000	85 000	-	1 282
2011/2012	20 000	360 000	6 200	0,34:1	600 000	24 000	75 000	(3 134)	1 885
2012/2013	30 000	260 000	3 800	0,57:1	550 000	17 500	55 700	(707)	1 460

F1 ✓

OB ✓
IB ✓
HLS ✓
VLS ✓

Figures ✓
Spacing ✓

$$D15 \overline{A15} = \underline{\underline{30}}$$

**OKAHANDJA MUNICIPALITY
WATER WORKS
BILL (A) WATER TANK**

Bold, 14 ✓

ITEM NO	DESCRIPTION	UNIT	QTY.	UNIT PRICE N\$
1	GENERAL			
1.1	Excavation and Backfilling has been measured in cubic meters			
1.2	No allowance shall be made for increase in Bulk or for extra working space required and the contractor shall allow for these and any other incidental expenses in his unit rates			
1.3	Selected excavation material approved by the Engineer will be used in backfilling around foundations and ground beams			
2	CIVIL WORKS			
2.1	Supply and cast Plain concrete B200, 10 cm thick below foundation (base slab) or likes with all required works			
2.2	Supply and cast Fair Face Reinforced concrete B350 in Raft Foundations (base slab) with all required works			
2.3	Ditto, but for Walls	m ³	70	
TOTAL CARRIED FORWARD				

Bold + Cent ✓

✓

Row Height ✓

Col + Spacing ✓

DTO A 10 = 20

5

ITEM NO	DESCRIPTION	UNIT	QTY.	UNIT PRICE N\$
2.4	Ditto, but for slab (Dome)	m ³	400	
3	INSULATION WORKS			
3.1	Supply and install fix water stopper swelled hydrophilic solid rubber strip size 10 X 250 mm cross section construction joint			
3.2	Supply and install painting for INTERNAL FACES (walls, footings, ring beams and roof slab) at minimum 2-coats of Epoxy painting			
3.3	Supply and install painting for EXTERNAL FACES (walls, roof slab and ring beam) with one coat of repellent material			
4	MECHANICAL			
4.1	Supply and install 14" diameter, 3/16 thickness Steel pipes coated externally with Epoxy primer and two layers of extruded polyethylene coating			
4.2	Ditto, but 10" diameter above ground	MR	16	
4.3	Ditto, but 8" diameter	MR	9	
4.4	Supply and install 10" Altitude Control Valve Rafael type including all the required pipes and tank level float	NO	1	
TOTAL CARRIED FORWARD				

SIMPLIFY YOUR BUSINESS BANKING

Business owners are busy people, we have simplified business banking, so that you can spend less time on your banking and more time on your business.

This brochure informs you about our electronic banking solutions.



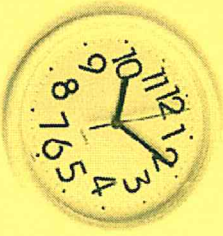
BUSINESS BANKING

Correct Template

Font

STANDARD BANK NAMIBIA

BUSINESS BANKING



STANDARD BANK NAMIBIA

PO Box 400
WINDHOEK

Tel: 061-294 4111
E-mail: standardbank@namibia.na

INTERNET BANKING

Internet banking provides a range of banking services over the Internet. You can do your banking at your convenience from the comfort of your home or at the office.

Anyone with a Standard Bank business account linked to a Standard Bank card can register for Internet banking.

It is ideal for business owners. It saves time, is easy and allows you immediate access to information about your financial affairs.

BUSINESS ONLINE

Business Online offers you a wide range of reliable online business solutions. It has been rated as the leader in the provision of electronic solutions for more than a decade.

HOW DOES IT WORK?

We will install our software on your computer, ensuring maximum security and quick responses. We provide training support to ensure a user friendly environment upon installation.

COME IN AND SPEAK TO ONE OF OUR BUSINESS BANKERS!



STANDARD BANK NAMIBIA

PO Box 400
WINDHOEK

Tel: 061-294 4111

E-mail: standardbank@namibia.na

$D15 \overline{A15} = \overline{30}$