



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

**FACULTY OF COMMERCE, HUMAN SCIENCES & EDUCATION
DEPARTMENT OF GOVERNANCE & MANAGEMENT SCIENCES**

QUALIFICATION: Bachelor of Business & Information Administration	
QUALIFICATION CODE: 07BBIA	LEVEL: 5
COURSE: Administrative Management 1A	COURSE CODE: AMM511S
DATE: June 2023	SESSION: 1
DURATION: 2 Hours	MARKS: 100

1st OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER:	MS A SCHROEDER
MODERATOR:	DR N ANGULA

INSTRUCTIONS
a) Answer ALL the questions. b) Read all questions carefully before answering. c) Number answers according to the numbering structure provided in the question paper.

**THIS EXAMINATION PAPER CONSISTS OF 5 PAGES
(INCLUDING THIS FRONT PAGE)**

QUESTION 1

[20]

Identify the letter of the choice that best completes the statement or answers the question.

- 1.1 _____ are the official record of a meeting and it includes the issues that are being discussed and decided upon.
- A. Quorum
 - B. Minutes
 - C. Agenda
 - D. Meeting notice
 - E. Decision making
- 1.2 Select the type of event/s that may be organised by an event co-ordinator.
- A. Public event
 - B. Corporate events
 - C. Government or political
 - D. Personal or family events
 - E. All the above
- 1.3 The _____ is a financial document that shows the incoming and outgoing cash for a given period.
- A. Income statement
 - B. Balance sheet
 - C. Credit statement
 - D. Cash flow statement
 - E. Debit statement
- 1.4 _____ is an event designed for people to gather for a few hours to celebrate, honour, teach, sell, or observe human endeavours.
- A. Special event
 - B. Seminar
 - C. Workshop
 - D. Conference
 - E. Congress
- 1.5 A filing method in which files are arranged according to their geographic location.
- A. Chronological filing
 - B. Subject filing
 - C. Alpha-numerical
 - D. Numerical filing
 - E. None of the above

- 1.6 Training that allows the participants to act out the way they would handle a specific situation.
- A. On-the-job training
 - B. Apprenticeship
 - C. Cross-training
 - D. Role play
 - E. Vestibule training
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- 1.7 This seating style is very popular and practical for workshops, as it allows the facilitator to interact with the delegates in a relaxed way.
- A. Boardroom style
 - B. Banquet style
 - C. Theatre style
 - D. U-shape style
 - E. Classroom style
- 1.8 _____ refers to the minimum number of members of an assembly or society that must be present at any of its meetings to make the proceedings of that meeting valid.
- A. Agenda
 - B. Minutes
 - C. Proxy
 - D. Chairman
 - E. Quorum
- 1.9 _____ is described as the totality of what the organisation does to add value to its product or service in the eyes of the customer's.
- A. Quality
 - B. Customer satisfaction
 - C. Customer service
 - D. Customer strategies
 - E. Value
- 1.10 Choose the correct way how a Management Assistant should answer a business's telephone.
- A. Good morning, Sweetie pie, Rosy speaking
 - B. Good morning, Honey bunch, Rosy speaking
 - C. Thank you for calling Rosy speaking
 - D. Good morning, speak to me, how can I be of assistance to you?
 - E. Good morning, Telecom Namibia, Rosy speaking, how may I help you?

QUESTION 2

[20]

2.1 Management Assistants should possess a specific set of skills to become an effective Administrative Professional. Name and discuss any five (5) of these essential skills needed to become an effective Administrative Professional. **(10)**

2.2 As a 1st year Administrative Management 1A student, you are planning to start your own events company called Shillo's Extra-ordinary Events. Your business has won the tender to organise a year-end function on 25 November 2023 for two hundred University of Namibia (UNAM) personnel at the Windhoek Country Club Resort. Name and discuss the different aspects you will need to look at to make a success of this event? Name and discuss each aspect. **(10)**

(5)

QUESTION 3

[20]

3.1 One of your relatives, Raymond Thomas has heard that you are now a NUST student doing Administrative Management 1A. He has consulted you for advice about the options of the menu categories for his upcoming 30th birthday party.

Advise Raymond Thomas on the difference between a "buffet" and a "platted meal" and discuss two benefits of each as two of these menu categories he may choose from. **(10)**

3.2 The NUST annual Cultural festival will be take place on 16 – 18 August 2023. Nedbank has agreed to be the lead sponsor for the upcoming event. Name and discuss a sponsorship and state four (4) benefits that Nedbank will gain when sponsoring the 2023 NUST Cultural Festival. **(10)**

QUESTION 4

[20]

- 4.1 Employees spend a lot of time by attending various types of meetings. As a future Office Manager, distinguish between formal and informal meeting and discuss the steps/procedures that you need to follow when planning and organising formal meetings. **(10)**
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- 4.2 Mr Victor Sanni is a regular customer of Home Corp Namibia and was assisted by Mr Robert Andreas the salesperson. Mr Victor Sanni is planning to go away for the August school holiday with some friends.

He has just bought a camping set consisting of four chairs and a table. When he gets home, he was so excited and wanted to set up the new camping set to see how it will look like and to practice how to set it up before his upcoming holiday. He then realises that some of the pieces of the furniture are missing to assemble the set correctly. He was very disappointed at Home Corp Namibia.

The next morning when the shop opens, he was the first customer at Home Corp Namibia.

Explain the term customer services in your own words. Further advise Mr Robert Andreas the salesperson at Home Corp Namibia by using the five-step method on how they can resolve Mr Sanni's complain. **(10)**

QUESTION 5

[20]

- 5.1 Customers are key in any organisation. Distinguish between internal and external customers and illustrate with suitable examples. **(4)**

- 5.2 You have been working as a Personal Assistant to the CEO at Multichoice Namibia. The business has expanded tremendously, and they have appointed an Administrative Assistant recently. You must give her an induction on who is allowed access to the premises. Discuss three different ways Multichoice Namibia can use to control who enters their premises and to ensure that no unauthorised visitors enter their location. **(6)**

- 5.3 Define the following terms and illustrate with appropriate examples. Pay attention to the mark allocation of each question.

5.3.1 Need based customer **(3)**

5.3.2 Budget **(3)**

5.3.3 Staffing as a management function **(4)**