



PAMIBIA 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 2025	SESSION: 1
DURATION: 2 Hours	MARKS: 100

1st OPPORTUNITY EXAMINATION QUESTION PAPER	
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THIS QUESTION PAPER CONSISTS OF 6 PAGES
(INCLUDING THIS FRONT PAGE)

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

QUESTION 1

[20]

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

- 1.1 Management Assistants must have a strong skills set which involve the ability to effectively interact, communicate, and work well with others. This includes being empathetic, a good listener, respectful, and able to resolve conflicts or collaborate in a team setting.
- A. Organising
 - B. Conceptual skill
 - C. Human skill
 - D. Technical skill
 - E. Planning
- 1.2 Refers to a common challenge in both personal and professional settings, where an individual puts an activity off till later which should be done now.
- A. Reputation
 - B. Self-awareness
 - C. Tact
 - D. Initiative
 - E. Procrastination
- 1.3 Time management involves:
- A. Delegation of responsibilities
 - B. Prioritising activities according to their importance
 - C. Setting deadlines
 - D. Effective planning
 - E. All the above
- 1.4 This seating layout is commonly used for training sessions, lectures, and presentations where participants may need to take notes or use laptops.
- A. Banquet
 - B. U-Shape
 - C. Theatre style
 - D. Boardroom
 - E. Conference set-up
- 1.5 Planning, organising, staffing, coordinating and controlling are being referred to as the:
- A. Goals of management
 - B. Results of management
 - C. Functions of management
 - D. Categories of management
 - E. Projects of management
- 1.6 _____ refers to the function that controls the overall structure of the company and it involves designating task and responsibilities to employees with the specific skills sets needed to complete the tasks.
- A. Planning
 - B. Organising
 - C. Staffing
 - D. Coordinating
 - E. Controlling

- 1.7 According to Henry Mintzberg's management roles, the three roles under the informational category are:
- A. Figurehead, leader and liaison
 - B. Spokesperson, leader, coordinator
 - C. Monitor, disseminator, spokesperson
 - D. Entrepreneur, disturbance handler, resource allocator, negotiator
 - E. All the above
- 1.8 Select which scenario are being referred to, when Ann works at Document Warehouse in Windhoek. On a warm summer day, a fire breaks out and spread rapidly, posing a serious threat to the life of the personnel and property.
- A. Suspicious package
 - B. Rude visitor
 - C. Drill
 - D. Impression
 - E. Emergency
- 1.9 These individuals are responsible for making decisions about the direction of the organisation and establishing policies that affect all organisational members.
- A. Non-managerial employees
 - B. First-Line managers
 - C. Middle managers
 - D. Top managers
 - E. None of the above
- 1.10 Refers to the rules of behaviour based on ideas about what is morally good or bad. It guides how individuals and organisations conduct themselves, ensuring actions are fair, honest, and respectful to others.
- A. Professionalism
 - B. Proposal
 - C. Ethics
 - D. None of the above
 - E. All the above
- 1.11 Indicates the minimum number of people required to be present at a formal meeting to conduct business, make decisions, or pass motions officially and legally.
- A. Agenda
 - B. Minutes
 - C. Secretary
 - D. Quorum
 - E. Ad hoc meeting
- 1.12 Indicate which statement below outlines where a company wants to be in the future and summarises its long-term strategy for achieving its goals.
- A. Strategy statement
 - B. Management statement
 - C. Operations statement
 - D. Mission statement
 - E. Vision statement

- 1.13 Agnes stays in Gaborone in Botswana for the last five years. She makes a telephone call to West Virginia in the United States to a hospital for an appointment with a Cardiologist for the treatment of a rare heart disease. Select which type of telephone call has Agnes made?
- A. International call
 - B. Local call
 - C. Trunk call
 - D. Collect call
 - E. Domestic call
- 1.14 Letters marked "private and confidential" should be.
- A. Opened immediately
 - B. Placed unopened on the manager's desk
 - C. Marked "return to sender"
 - D. Removed instantly
 - E. Placed in the dustbin
- 1.15 The _____ is a financial document that shows the assets, liabilities, and owner's equity of an organisation on a given date.
- A. Income statement
 - B. Balance sheet
 - C. Credit statement
 - D. Cash flow statement
 - E. Debit statement
- 1.16 Operational plans have a short-time frame of:
- A. 3 - 5 years
 - B. 1 week – 1 year
 - C. 1 – 3 years
 - D. 5 - 10 years
 - E. 1 day to 1 week
- 1.17 Select which type of event are being referred to when it is convened to discuss green energy amongst government, businesses and stakeholder to exchange ideas, discussions and usually lasts for three to five days.
- A. Seminar
 - B. Convention
 - C. Congress
 - D. Exhibition
 - E. Conference
- 1.18 _____ is defined as the ability of an organisation to consistently give customers what they want and need.
- A. Customer quality
 - B. Customer quantity
 - C. Customer satisfaction
 - D. Customer value
 - E. Customer service
- 1.19 Indicate what the abbreviation CCTV stands for:
- A. Close corporation television
 - B. Company customer television
 - C. Cheerful customer television
 - D. Charity Corporation television
 - E. Close circuit television

- 1.20 Dennis Ilongo has been invited to his cousin's wedding in two weeks from today. He goes into the Woolworths to buy his cousin a gift voucher for his upcoming wedding. Select which type of customer is Dennis Ilongo in this scenario.
- A. Wandering customer
 - B. Impulsive customer
 - C. Discount customer
 - D. Loyal customer
 - E. Need based customer

QUESTION 2

[20]

- 2.1 Managers find it easier to decide what course of action to take if they can identify the level at which an ethical dilemma appears. Analyse any four (4) of the different levels of ethical decision making. **(8)**
- 2.2 Different types of planning are being done at various levels in an organisational structure. Name and discuss three (3) types of planning that are being done within an organisation. **(6)**
- 2.3 Code of ethics is an effective way to encourage ethical business behaviour and raise an organisation's standards of ethical performance amongst employees. Discuss the concept "code of ethics" and illustrate with a suitable example about a scenario where an employee of the Traffic Department at the City of Windhoek had to make a right and a wrong decision. **(6)**

QUESTION 3

[20]

- 3.1 Events companies are required to organise different categories of events. Distinguish between an "on-site catering service" and an "off-site catering service". Provide suitable examples. **(4)**
- 3.2 Arranging meetings is one of the responsibilities of a Management Assistant. Discuss the steps involved in planning for a formal meeting. Discuss each step you must consider when planning for a formal meeting. **(10)**
- 3.3 Rodney has started his own small business and has come to you for advice on different filing options. Explain the differences between "subject filing", "geographic filing" and "alphabetic filing" to Rodney, as three types of filing systems that his small business may implement. **(6)**

QUESTION 4

[21]

- 4.1 Richard Garcia has just started his first year at university and are not familiar with the concept of a petty cash. Explain to Richard Garcia the concept of "petty cash" in detail. **(5)**
- 4.2 Good customer service is essential for building trust, retaining customers, and encouraging positive word-of-mouth. Discuss five reasons why some customers are complaining. **(5)**
- 4.3 Office Assistants play a pivotal role in managing visitors to ensure a welcoming, secure, and efficient environment. Examine the key guidelines that Office Assistants should following when receiving visitors. **(5)**
- 4.4 Organisations can implement various access control measures to manage and restrict who enters their premises, helping to protect people, property, and sensitive information. Name and discuss three measures organisations can put in place to control the access of personnel and visitors to the organisation. **(6)**

QUESTION 5

[19]

- 5.1 Jason is a regular customer of Home Corp Namibia and 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, he was the first customer when the shop opens. Advise Mr Shipanga, the salesperson at Home Corp Namibia by using the five-step method on how they can resolve Jason's complaint. **(5)**
- 5.2 Define the following terms and illustrate with suitable examples. Pay attention to the mark allocation of each question.
- 5.2.1 Convention **(3)**
- 5.2.2 Discount customer **(3)**
- 5.2.3 Exhibition **(3)**
- 5.2.4 Workplace Emergency **(3)**
- 5.2.5 Buffets **(2)**