



PAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

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

QUALIFICATION: Bachelor of Business & Information Administration	
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2nd OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER:	MS A SCHROEDER
MODERATOR:	MS E VAINO

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 Josephine Iita is appointed as a Teller at NedBank in Windhoek. She has requested to be moved from the Nedbank main branch to Ondangwa Nedbank branch, as she recently got married to a businessman from the north, where a Teller position has become vacant. This move refers to a:
- A. Promotion
 - B. Performance appraisal
 - C. Transfer
 - D. Training
 - E. Development
- 1.2 Matthew manages a mobile phone retail store. He has set a specific sales goal for his team to achieve by the end of the month. Matthew created a detailed action plan to help reach the sales goals. Which managerial function has Matthew performed?
- A. Planning
 - B. Staffing
 - C. Coordinating
 - D. Controlling
 - E. Organising
- 1.3 Refers to a form of marketing in which a business pays for all or some of the costs associated with an event or project in exchange for recognition.
- A. Convention
 - B. Banquet
 - C. Workshop
 - D. Sponsorship
 - E. Proposal
- 1.4 Fred the football coach must meet with the media and answer questions about team performance after every game. Which one of Mintzberg's managerial roles is Fred fulfilling?
- A. Speaker
 - B. Disseminator
 - C. Monitor
 - D. Spokesperson
 - E. Negotiator
- 1.5 _____ is defined as selection of a course of action from among alternatives and it is the core of planning.
- A. Change
 - B. Ethics
 - C. Bureaucracy
 - D. Reception
 - E. Decision making
- 1.6 _____ refers to the learning opportunities designed to help employees grow and to prepare themselves for their future career pursuits.
- A. Promotion
 - B. Training
 - C. Development
 - D. Education
 - E. None of the above

- 1.7 This type of training involves working alongside an experienced person, who shows the trainee how to do the various tasks involved in a specific trade.
- A. Role playing
 - B. Apprenticeship
 - C. Classroom training
 - D. Vestibule training
 - E. Cross training
- 1.8 Select the type of organisational structure where an employee must reports to two supervisors.
- A. Simple structure
 - B. Bureaucracy structure
 - C. Matrix structure
 - D. None of the above
 - E. All the above
- 1.9 An Annual General Meeting (AGM) is an example of a.
- A. Informal meeting
 - B. Year-end function
 - C. Social gathering
 - D. Family reunion
 - E. Formal meeting
- 1.10 _____ refers to the official notes taken during a meeting by the secretary. After the chairperson approves it, it will be distributed to the participants of the meeting.
- A. Minutes
 - B. Secretary
 - C. Chairperson
 - D. Agenda
 - E. Motion
- 1.11 Select which type of event are being referred to when organisations can demonstrate their products and services and do presentations to event attendees.
- A. Seminar
 - B. Convention
 - C. Congress
 - D. Exhibition
 - E. Conference
- 1.12 The _____ is a financial document that shows the income, expenses and profit or loss of an organisation for a given period.
- A. Income statement
 - B. Balance sheet
 - C. Credit statement
 - D. Cash flow statement
 - E. Debit statement
- 1.13 Tactical plans have a 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*

- 1.14 An essential skill that a Management Assistant should possess include the following except:
- A. Public speaking
 - B. Administrative
 - C. Records management
 - D. Organising
 - E. Scheduling
- 1.15 Top managers are engaging in _____ planning.
- A. Operational
 - B. Tactical
 - C. Strategic
 - D. Institutional
 - E. None of the above
- A.16 Indicate which of the following listed below is not part of the major areas of organisational change.
- A. Change in strategy
 - B. Organisational structure
 - C. Fitness of the employees
 - D. Technological change
 - E. Changing people
- 1.17 Michelle writes a short text message in the Namibian to state she is not happy or satisfied with the service she received at Mr Price clothing store in Ondangwa. This scenario refers to a:
- A. Questionnaire
 - B. Opinion poll
 - C. Quality
 - D. Complaint
 - E. Customer Value
- 1.18 A type of event which may be organised by an event co-ordinator:
- A. Corporate events
 - B. Personal or family events
 - C. Public event
 - D. Government or political
 - E. All the above
- 1.19 Indicate to which medium are being referred to when MTC make use of Facebook, TicTok, YouTube, Instagram and LinkedIn to reach out to their customers or to create awareness of their products and services.
- A. Radio stations
 - B. Local newspapers
 - C. *Social media*
 - D. Television
 - E. None of the above
- 1.20 Select the correct way how Rosy, a Management Assistant should answer her business's incoming telephone calls.
- 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 in their jobs. Name and discuss “communication skill”, “organising skill” and “technology skill” as three essential skills needed to become an effective Management Assistant. **(6)**
- 2.2 Differentiate between on-site catering service and off-site catering service. **(4)**
- 2.3 There are different players involved when organising an event. Name and discuss any three skills required by an event producer. **(6)**
- 2.4 In a business setting, mail is a crucial part of communication, and it can be broadly categorised into incoming mail and outgoing mail. Differentiate between incoming mail and outgoing mail and provide suitable examples. **(4)**

QUESTION 3**[20]**

- 3.1 Training is the process of providing individuals with an organised series of experiences and materials that involve opportunities to learn. Discuss “classroom training” and “role play” as two types of training that organisation can make use of. **(4)**
- 3.2 Iyaloo lita works as the CEO’s Personal Assistant at MTC Namibia. Her manager has asked her to schedule a face-to-face meeting by inviting all the staff members in the Human Resources Department. Just opposite MTC Namibia, is a construction site which works daily with heavy duty machinery and results in extensive noise. She has written an e-mail notification to the HR staff members inviting them to the scheduled meeting for Tuesday, 30 June 2025 in the MTC boardroom at 10:30. Name and discuss any five elements of the communication process in this scenario. **(5)**
- 3.3 Customers feedback is crucial for the future growth and expansion of small, medium or large businesses. Examine the advantages of customer satisfaction surveys that businesses will enjoy. **(6)**
- 3.4 Choosing a wrong venue can be an event’s biggest downfall. Examine the specifications that an event manager should consider finding a suitable venue for an event. **(5)**

QUESTION 4**[20]**

- 4.1 Customer service is crucial for any business survival. Distinguish between an “impulsive customer” and a “discount customer” **(4)**
- 4.2 Handling deliveries at the workplace efficiently is important for keeping operations smooth and ensuring nothing gets lost, damaged, or delayed. Discuss the procedures a Management Assistant should follow when receiving deliveries. **(6)**
- 4.4 When an Administrative Assistant is introducing customers to employees, it’s important to create a professional and welcoming impression that sets the tone for future interactions. Discuss five tips that Administrative Assistant should keep in mind when making introductions. **(5)**
- 4.5 Elsabe lipinge has started as a new Management Assistant at Nedbank where you are now her new Manager. Discuss with Elsabe lipinge about five tips that she needs to remember when answering telephone calls at Nedbank. **(5)**

QUESTION 5

[20]

- 5.1 Management Assistant's deal with local, national and international calls daily. Discuss how you will go about in dealing with a caller that has dialled a wrong number. **(3)**
- 5.2 Define the following concepts and illustrate with suitable examples. Pay attention to the mark allocation of each question.
- 5.2.1 Sponsorship **(3)**
- 5.2.2 Breakfast **(3)**
- 5.2.3 Staffing/human resources management **(5)**
- 5.2.4 Workshop **(3)**
- 5.2.5 Cross training **(3)**