

MINISTRY OF EDUCATION, HERITAGE & ARTS
2021 WORKSHEET 6
YEAR 12
OFFICE TECHNOLOGY

Instructions:

Write all your answers in the activity book. Please do not write the questions.

SHORT ANSWER QUESTIONS

- (a) Define the following terms:
- (i) centralisation (1 mark)
 - (ii) conventional layout (1 mark)
- (b) What are the **two** operations carried out in the controlling role of an office? (2 marks)
- (c) Briefly explain **one** type of hazard in an office. (2 marks)
- (d) Reception duties form part of many secretarial posts. Describe the secretary's role in
- (i) receiving customers with appointments. (1 mark)
 - (ii) dealing with customers without appointments. (1 mark)

Given in the table below are some activities done by a Secretary in her daily routine.

| | |
|-------|---|
| (i) | Receive and make telephone calls. |
| (ii) | Clear your desk and lock up all pending files and papers. |
| (iii) | Organize and undertake work as required by your executive. |
| (iv) | Collect the executive mail from the mail room, open and date stamp it, and attach it to relevant files. |
| (v) | Refer to your diary and notify reception of any visitors expected tomorrow. |
| (vi) | Place all incoming mail and files (brought forward) in your executive's 'in tray'. |

- (e) Use the above table to identify **two** activities that are normally carried out by a secretary at the **beginning**, **during** and at the **end of the day**. Write the roman numeral (i) to (vi) (which refers to each activity) as your answer. **Do not write the whole sentence.** (3 marks)