

Centre Number	Candidate Number	Candidate Name
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NAMIBIA SENIOR SECONDARY CERTIFICATE

**OFFICE ADMINISTRATION AND
KEYBOARDING ORDINARY LEVEL**

4348/3

PAPER 3 Office Administration

1 hour 30 minutes

Marks 100

2019

Additional Material: Non-programmable calculator

INSTRUCTIONS AND INFORMATION TO CANDIDATES

- Candidates answer on the Question Paper in the spaces provided.
- Write your Centre Number, Candidate Number and Name in the spaces at the top of this page and on all separate answer sheets used.
- Write in dark blue or black pen.
- Do not use correction fluid.
- Do not write in the margin *For Examiner's Use*.
- Answer **all** questions.
- The number of marks is given in brackets [] at the end of each question or part question.

<i>For Examiner's Use</i>		
1	20	
2	20	
3	20	
4	20	
5	20	
Total	100	

<i>Marker</i>	
<i>Checker</i>	

This document consists of **12** printed pages.



Republic of Namibia
MINISTRY OF EDUCATION, ARTS AND CULTURE

Answer **ALL** the questions.

- 1 (a) Record the following transactions of Lion Estates for the month of October 2019 in the Petty Cash Book, with columns for Stationery, Postage, Wages and Office Expenses. Balance the Petty Cash Book properly at the end of the month and reimburse the imprest.

TRANSACTIONS: OCTOBER 2019

Date Voucher no

1		Received N\$300,00 cash from the cash book clerk for the petty cash amount.
7	1	Paid a worker N\$70,00 to wash the office windows.
12	2	Paid N\$30,00 for milk for the office.
14	3	Purchased stamps from NamPost for N\$8,00.
15		Received copy paper ordered from JM Printers; paid N\$60,00.
22	4	Purchased envelopes from CNA for N\$7,00.
23	5	Purchased registered envelopes from NamPost for N\$25,00.
	6	Paid N\$15,00 for the taxi fare of an office worker.
26	7	Purchased pens and pencils for N\$12,00.
31	8	Paid N\$60,00 to the girl who washed the office carpet.

Debit (Receipts)						Petty Cash Book of Lions Estates - October 2019								Credit (Payments)			
Date	Details	Fol	Total	Date	Details	Voucher No	Total		Stationery		Postage		Wages		Office Expenses		
							N\$	c	N\$	c	N\$	c	N\$	c	N\$	c	

[15]

For
Examiner's
Use

(b) Use the cash withdrawal form below to record the following transaction.

On 10 October 2019, Leonora Garises, the cashier of Lions Estates, 101 Hage Street, Olympia, withdrew cash N\$845,30 from the business's current bank account (Account number 879 365 1594).

RUNDU BANK												
Cash Withdrawal												
Bank Stamp	Name:						Date:					
	Address:											
	Received from Rundu Bank the amount of:											
	(Amount in words)											
							N\$					
	Account Type			Account Number						Signature:		

[5]

[20]

2 (a) Applicants applying for a chief administration officer vacancy are short-listed and invited for an interview during the selection process.

(i) Identify **three** purposes of an interview.

- 1
-
- 2
-
- 3
-

[3]

(ii) State **five** possible questions that could be asked at an interview.

- 1
-
- 2
-
- 3
-
- 4
-
- 5
-

[5]

(b) When giving training to employees, clear objectives should be given to why they are receiving training.

(i) Explain **three** types of training.

1

.....

.....

.....

2

.....

.....

.....

3

.....

.....

..... [6]

(ii) Which training type will be the best to provide for an appointment of a new employee from outside the organisation?

..... [1]

(c) State **five** items of information to be supplied when using the services of a travel agent when making travel arrangements for the manager.

1

.....

2

.....

3

.....

4

.....

5

..... [5]

[20]

3 (a) Identify the meeting term that would be used in each of the following circumstances.

(i) The minimum number of persons who must be in attendance to constitute a meeting.

..... [1]

(ii) A proposal to alter a motion by adding or deleting words.

..... [1]

(iii) This is a question regarding the procedure at a meeting.

..... [1]

(iv) An invitation to someone to serve on a committee because of specialist knowledge.

..... [1]

(v) A proposal put forward at a meeting.

..... [1]

(b) Describe **five** duties and responsibilities of the secretary **after** a meeting.

1.....

.....

2.....

.....

3.....

.....

4.....

.....

5.....

..... [5]

(c) Identify **three** disadvantages of verbal communication.

1.....

.....

2.....

.....

3.....

..... [3]

(d) Name **two** forms of visual communication.

1

2

[2]

(e) Why is effective communication necessary?

1

.....

2

.....

3

.....

4

.....

5

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[5]

[20]

4 (a) Explain the following office technology terminology.

(i) A computer system

.....
.....
.....
.....

[2]

(ii) Software

.....
.....
.....
.....

[2]

(iii) Local area network (LAN)

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.....
.....
.....

[2]

(iv) Video conferencing

.....
.....
.....
.....

[2]

(b) A business can make use of a private automatic branch exchange or an unattended private automatic branch exchange.

What does the Private Automatic Branch Exchange consist of?

1

.....

2

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3

.....

[3]

(c) Describe a pager.

.....
.....

[2]

(d) List **three** types of cellular phones.

1.....
.....
2.....
.....
3.....
.....

[3]

(e) List **four** benefits of a Nampost Savings Bank account.

1.....
.....
2.....
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3.....
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4.....
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[4]

[20]

5 (a) Describe the procedures for handling incoming mail.

- 1.....
.....
- 2.....
.....
- 3.....
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- 4.....
.....
- 5.....
.....
- 6.....
.....
- 7.....
.....
- 8.....

[8]

(b) Choose which one would be the appropriate filing system to use in each of the following situations.

Alphabetical, Alpha-numerical, Chronological, Numerical, Tabular

- (i) Some travel agents use this method to file their clients' booking documentation according to their holiday departure date.
..... [1]
- (ii) The only drawback with this system is that all the files have to be moved forward when the drawer becomes full.
..... [1]
- (iii) When using this system, an index card is made for every client's file. The surname and initials of the particular person appear on the protruding part of the card.
..... [1]
- (iv) The folders of the files are numbered with the letter of the alphabet with which the surname of the client begins as well as with a number.
..... [1]

(v) Architects with building plans that are too large to accommodate in files, will use this filing system.

.....

[1]

(c) Explain the following documentation used in connection with a meeting.

(i) Chairman's Agenda

1

.....

2

.....

3

.....

[3]

(ii) Annual Report

1

.....

2

.....

[2]

(d) List **two** duties of the secretary when the manager returns from a meeting.

1

.....

2

.....

[2]

[20]