



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
INNOVATION, SCIENCE AND TECHNOLOGY
DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

OFFICE MANAGEMENT

**MODULE: Document Production
Shorthand 40WPM B**

**PAPER NO: 361/22/M02
361/25/M10**

DURATION: 3 Hours

JUNE 2026 EXAMINATION

REQUIREMENTS

- 1. Stop watch.**
- 2. 2 × Answer Booklets (1 book per passage).**
- 3. A5 shorthand note paper.**

INSTRUCTIONS TO CANDIDATE

See page 2.

... of 5 printed pages.

a) INSTRUCTIONS TO THE INVIGILATORS

1. The invigilators shall ensure that the speed test consists of two passages of 3 minutes each to be dictated at the speed indicated at the head of each test paper.
2. The invigilators shall give the Question Paper to the reader 40 minutes before the examination commences.
3. During the dictation period the invigilator shall:
 - Follow the reading of the test passage on the extra copy of the question paper enclosed.
 - Report any inaccuracies or any special circumstances which may cause undue difficulty.
 - Ensure that the reader is heard clearly by all the candidates.
4. The transcription shall be collected and placed in order of candidate numbers, as soon as the time allotted for transcription is over.
5. The scripts shall be tied together with the Attendance Register and Mark sheet.

b) INSTRUCTIONS TO THE READER

1. The reader shall provide an appropriate practice “warm-up” passage in order to give confidence and to familiarise candidates with the voice of the reader.
2. Readers of Shorthand passages shall indicate paragraphs, full stops and question marks and no other punctuations.
3. The reader shall allow an interval of two (2) minutes between “warm-up” and actual examination.

c) INSTRUCTIONS TO BE READ TO CANDIDATES BY THE READER OF THE SPEED TESTS

1. Do not transcribe any of the material from the "warm-up" exercise.
2. Do not begin transcribing notes until instructed to do so.
3. Write your candidate number at the head of shorthand notes and at the head of transcription.
4. The speed of the test attempted shall be indicated at the head of the transcription.
5. Marks will be lost for illegible handwriting, incorrect spelling or unsatisfactory punctuation.
6. The shorthand notes shall be written in blue pen or pencil. The candidate is not allowed to **re-write** shorthand notes even though there may be adequate time to do so.
7. Shorthand notes shall be written in full using the correct **Shorthand theory version**. Shorthand notes that do not match the longhand transcription will lead to an automatic fail in the Shorthand examination for both papers A and B.
8. Candidate is not allowed to mix **long hand** with **shorthand** notes. This will result in automatic fail in the Shorthand examination for both papers A and B.
9. Transcripts must be written on the paper provided in blue ink ball-point pen. Transcripts written in pencil shall result in automatic fail in the Shorthand examination for both papers A and B.
10. The candidate will be allowed a two (2) minute interval to go over the shorthand notes before transcription commences.
11. Candidate is allowed to use an English Dictionary to aid the transcription.

NB: Transcription time for this paper is twenty (20) minutes per passage.

PER NO: 361/22/M02B

361/25/M10 – DOCUMENT PRODUCTION: SHORTHAND 40WPM B

Letter to customers on the sale of new goods.

Dear Miss Tom **(Paragraph)**

Thank you for your letter dated / two May **(Fullstop)** You asked us $\frac{1}{4}$
to give you a // list of all our new goods **(Fullstop)** We have posted $\frac{1}{2}$
/// the new goods on sale **(Paragraph)** $\frac{3}{4}$

You can come and //// get this book from our shop **(Fullstop)** **1 min**
If you visit / our shop in town you will be able to see $\frac{1}{4}$
// most of our new goods **(Fullstop)** Some of the goods $\frac{1}{2}$
/// are not in the book **(Fullstop)** You can come and $\frac{3}{4}$
//// make your payment in cash or bank cheque **(Paragraph)** **2 mins**

You / will be given a discount if you come at the $\frac{1}{4}$
// shop this week **(Fullstop)** You must come and buy new $\frac{1}{2}$
/// goods by the end of this week **(paragraph)** $\frac{3}{4}$

Yours

Jerry ////

3 mins

Letter to Rudo on her new Post of Sales Agent

Dear Miss Rudo (**Paragraph**)

Thank you for your letter dated / two May 2025 (**Fullstop**) I am $\frac{1}{4}$
happy that you have // agreed to be our new sales agent $\frac{1}{2}$
(**Paragraph**)

This is /// going to be our first time to have a lady $\frac{3}{4}$
//// in that post (**Fullstop**) I am sure you will agree **1 min**
/ that we did not make a mistake in choosing you $\frac{1}{4}$
// (**Fullstop**) You were the best out of the five people $\frac{1}{2}$
/// who came (**Paragraph**) $\frac{3}{4}$

You are going to be in charge //// of all the sales in this **2 mins**
company (**Fullstop**) We have / a lot of new goods (**Fullstop**) You $\frac{1}{4}$
will be working // with six people as your assistance $\frac{1}{2}$
(**Paragraph**)

I am sure /// you will enjoy your new post (**Paragraph**) $\frac{3}{4}$

Yours faithfully
Manager ////

3 mins

...../pm



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**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

OFFICE MANAGEMENT

MODULE: Computer Operation and Packages A PAPER NO: 361/25/M12A

DURATION: 3 Hours

JUNE 2026 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1) Answer any five (5) questions.
- 2) Begin each question on a new page.
- 3) Do not write your name anywhere inside or outside the answer booklet.
- 4) Do not write anything on the question paper.

... consists of 3 printed pages.

QUESTION 1

Classify the following devices into the following categories: input, storage and output

Printer, external drive, barcode reader, plotter, compact Disk, scanner, mouse, joystick, speaker, microphone, Touchpad, C-Drive, Read Only Memory, RAM, , LCD, keyboard, OCR, Point of Sale, Magnetic Tapes and Flash Drive.
(20 marks)

QUESTION 2

- a) Identify any five (5) application packages. (5 marks)
- b) Citing examples, give benefits of using application packages. (15 marks)

QUESTION 3

- a) Highlight five (5) types of text formatting techniques. (5 marks)
- b) Describe five (5) advantages of using the editing tools. (5 marks)
- c) Explain the following editing tools:
 - i) Cut (2 marks)
 - ii) Copy (2 marks)
 - iii) Undo (2 marks)
 - iv) Paste (2 marks)
 - v) Find and replace (2 marks)

QUESTION 4

- a) Describe five (5) steps to be followed when inserting graphs in a spreadsheet. (10 marks)
- b) Explain five (5) tips for using graphs effectively. (10 marks)

QUESTION 5

- a) Define a digital folder. (2 marks)
- b) Describe five (5) advantages of digital folders. (10 marks)
- c) Explain any four (4) best practices used in naming files. (8 marks)

QUESTION 6

Suggest five (5) hygienic practices to be considered when using computers.
(10 marks)

- b) Describe five digital security measures required for a computer laboratory.
(10 marks)

QUESTION 7

- a) Briefly explain the following terms:

- | | |
|----------------------|-----------|
| i) Ziplock | (2 marks) |
| ii) Cloud saving | (2 marks) |
| iii) Encryption | (2 marks) |
| iv) External storage | (2 marks) |

- b) Describe six (6) points to consider when selecting saving devices.
(12 marks)

.../fk



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IN

OFFICE MANAGEMENT

**MODULE: Documents Production Shorthand A PAPER NO: 361/22/M02
(40WPM) A 361/25/M10**

DURATION: 3 Hours

JUNE 2026 EXAMINATION

REQUIREMENTS

- 1) Shorthand note paper (A5)**
- 2) 2 x answer booklets (1 per passage).**
- 3) Stopwatch.**

INSTRUCTIONS TO CANDIDATE

See page 2

INSTRUCTIONS TO THE INVIGILATORS

- 1) The invigilators shall ensure that the speed test consists of two passages of 3 minutes each to be dictated at the speed indicated at the head of each test paper.
- 2) The invigilators shall give the Question Paper to the reader 40 minutes before the examination commences.
- 3) During the dictation period the invigilator shall:
 - Follow the reading of the test passage on the extra copy of the question paper enclosed.
 - Report any inaccuracies or any special circumstances which may cause undue difficulty.
 - Ensure that the reader is heard clearly by all candidates.
- 4) The transcription shall be collected and placed in order of candidate numbers, as soon as the time allotted for transcription is over.
- 5) The scripts shall be tied together with the Attendance Register and Mark sheet.
- 6) Candidates are allowed to take a break after the dictation of the first passage.

b) INSTRUCTIONS TO THE READER

- 1) The reader (Specialist Invigilator) shall provide an appropriate practice "warm-up" passage in order to give confidence and to familiarise candidates with the voice of the reader.
- 2) Readers (Specialist Invigilator) of shorthand passages shall indicate paragraphs, full stops and question marks and no other punctuations.
- 3) The reader (Specialist Invigilator) shall allow an interval of two (2) minutes between "warm-up" and actual examination.

c) INSTRUCTIONS TO BE READ TO CANDIDATES BY THE READER (SPECIALIST INVIGILATOR) OF THE SPEED TESTS

- 1) Do not transcribe any of the material from the "warm-up" exercise.
- 2) Do not begin transcribing notes until instructed to do so.

NO: 361/22/M02-DOCUMENTS PRODUCTION SHORTHAND (40WPM) A

NO: 361/25/M010-DOCUMENTS PRODUCTION SHORTHAND (40WPM) A

Write your candidate number at the head of shorthand notes and at the head of transcription.

The speed of the test attempted shall be indicated at the head of the transcription.

- 5) Marks will be lost for illegible handwriting, incorrect spelling or unsatisfactory punctuation.
- 6) The shorthand notes shall be written in blue pen or pencil. The candidate is not allowed to re-write shorthand notes even though there may be adequate time to do so.
- 7) Shorthand notes shall be written in full using the correct Shorthand theory version. Shorthand notes that do not match the longhand transcription will lead to an automatic fail in the shorthand examination for both papers A and B.
- 8) Candidate is not allowed to mix long hand with shorthand notes. This will result in automatic fail in the shorthand examination for both papers A and B.
- 9) Transcripts must be written on the paper provided in blue ink ball-point pen. Transcripts written in pencil shall result in automatic fail in the Shorthand examination for both papers A and B.
- 10) The candidate will be allowed a two (2) minute interval to go over the Shorthand notes before transcription commences.
- 11) Candidate is allowed to use an English Dictionary to aid the transcription.

NB: Transcription time for this paper is twenty (20) minutes per passage

er About a Pet

Tom (Paragraph)

have a pet which is a /cat (Fullstop) She likes to sit on my desk
 (Paragraph)//

My cat likes too much food (Fullstop) I give her/// some food which
 is in the big box (Fullstop) She //// enjoys this food (Fullstop) I
 make some rice for my/cat (Paragraph)

You can come and see my pet (Fullstop)// She will be happy to see
 you. (Fullstop) I make/// some funny things for her (Fullstop) I
 know you will//// like to have time with my cat (Paragraph)

I will/ give you some cash to pay for the bus when// you come
 (Fullstop) I will see you on Monday when /// you come (Fullstop) I
 love my big cat so much////

$\frac{1}{4}$

$\frac{1}{2}$

$\frac{3}{4}$

1 min

$\frac{1}{4}$

$\frac{1}{2}$

$\frac{3}{4}$

2 min

$\frac{1}{4}$, $\frac{1}{2}$

$\frac{3}{4}$

3 min

Sale Of Cars At Our Big Shop

To miss Poto **(Paragraph)**

We are going to be selling/ cars at our big shop along the road

(Fullstop) We // have big and small cars for sale **(Fullstop)**

They come/// in many colors **(Fullstop)** If you like cheap cars

come//// and see what we have at the shop **(Fullstop)**

We/ will be at the shop at 8am **(Paragraph)//**

You can come and see our salesman **(Fullstop)** You/// can

come with cash or a cheque book **(Fullstop)** We//// will show

you all the cars so that you can/ choose **(Fullstop)** You will get

enough information about the cars// when you visit us

(Paragraph)

You will be given time/// to test the cars on the day **(Fullstop)**

Thank you////

$\frac{1}{4}$

$\frac{1}{2}$

$\frac{3}{4}$

1 min

$\frac{1}{4}$, $\frac{1}{2}$

$\frac{3}{4}$

2 min

$\frac{1}{4}$

$\frac{1}{2}$

$\frac{3}{4}$

3 min



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NATIONAL CERTIFICATE

IN

OFFICE MANAGEMENT

**MODULE: Document Production:
Shorthand 40wpm**

PAPER NO: 361/22/M02B

DURATION: 3 Hours

NOVEMBER/ DECEMBER 2025 EXAMINATION

REQUIREMENTS

1. A5 Shorthand notes papers.
2. 2 x serialised booklets (1 for each passage).
3. Stop watch.

INSTRUCTIONS TO CANDIDATE

See Page 2

This paper consists of 5 printed pages.

a) INSTRUCTIONS TO THE INVIGILATORS (40WPM)

1. The invigilators shall ensure that the speed test consists of two passages of 3 minutes each to be dictated at the speed indicated at the head of each test paper.
2. The invigilators shall give the Question Paper to the reader 40 minutes before the examination commences.
3. During the dictation period the invigilator shall:
 - Follow the reading of the test passage on the extra copy of the question paper enclosed.
 - Report any inaccuracies or any special circumstances which may cause undue difficulty.
 - Ensure that the reader is heard clearly by all candidates.
4. The transcription shall be collected and placed in order of candidate numbers, as soon as the time allotted for transcription is over.
5. The scripts shall be tied together with the Attendance Register and Mark sheet.

b) INSTRUCTIONS TO THE READER

1. The reader shall provide an appropriate practice “warm-up” passage in order to give confidence and to familiarise candidates with the voice of the reader.
2. Readers of shorthand passages shall indicate paragraphs, full stops and question marks and no other punctuations.
3. The reader shall allow an interval of two (2) minutes between “warm-up” and actual examination.

c) INSTRUCTIONS TO BE READ TO CANDIDATES BY THE READER OF THE SPEED TESTS

1. Do not transcribe any of the material from the “warm-up” exercise.
2. Do not begin transcribing notes until instructed to do so.
3. Write your candidate number at the head of shorthand notes and at the head of transcription.
4. The speed of the test attempted shall be indicated at the head of the transcription.
5. Mark will be lost for illegible handwriting, incorrect spelling or unsatisfactory punctuation.
6. The shorthand notes shall be written in blue pen or pencil. The candidate is not allowed to **re-write** shorthand notes even though there may be adequate time to do so.
7. Shorthand notes shall be written in full using the correct **Shorthand theory version**. Shorthand notes that do not match the longhand transcription will lead to an automatic fail in the shorthand examination for both papers A and B.
8. Candidate is not allowed to mix **long hand** with **shorthand** notes. This will result in automatic fail in the shorthand examination for both papers A and B.
9. Transcripts must be written on the paper provided in blue ink ball-point pen. Transcripts written in pencil shall result in automatic fail in the Shorthand examination for both papers A and B.
10. The candidate will be allowed a two (2) minute interval to go over the Shorthand notes before transcription commences.
11. Candidate is allowed to use an English Dictionary to aid the transcription.

NB: Transcription time for this paper is twenty (20) minutes.

c) INSTRUCTIONS TO BE READ TO CANDIDATES BY THE READER OF THE SPEED TESTS

1. Do not transcribe any of the material from the “warm-up” exercise.
2. Do not begin transcribing notes until instructed to do so.
3. Write your candidate number at the head of shorthand notes and at the head of transcription.
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8. Candidate is not allowed to mix **long hand** with **shorthand** notes. This will result in automatic fail in the shorthand examination for both papers A and B.
9. Transcripts must be written on the paper provided in blue ink ball-point pen. Transcripts written in pencil shall result in automatic fail in the Shorthand examination for both papers A and B.
10. The candidate will be allowed a two (2) minute interval to go over the Shorthand notes before transcription commences.
11. Candidate is allowed to use an English Dictionary to aid the transcription.

NB: Transcription time for this paper is twenty (20) minutes.

Letter to Farai About going to the City

Dear Farai(paragraph)	
I am writing this letter to inform/you that I will not be coming to school on //Friday (fullstop) I am going to the big city (fullstop)/// I am going by bus (fullstop) We will then use////the train on our way back (paragraph)	$\frac{1}{4}$ $\frac{1}{2}$ $\frac{3}{4}$ 1min
We wish to/visit the shops and other marvellous places (fullstop) We saved//some money for the trip (fullstop) Chipso feels that we/// should buy books because they are cheap (fullstop) I also ////wish to buy nice food (paragraph)	$\frac{1}{4}$ $\frac{1}{2}$ $\frac{3}{4}$ 2min
I know they are/many goods on sale in the city (fullstop) I will/ buy many cheap things (fullstop)	$\frac{1}{4}$ $\frac{1}{2}$
Some of the goods will/have discounts (paragraph)	$\frac{3}{4}$
I will get you toys (paragraph)	
Yours////	3min

Letter about Children's toys for Sale

Dear Sir	
Thank you for your letter requesting for different/types of toys (fullstop)	$\frac{1}{4}$
We are happy that we can // supply you with all these toys (paragraph)	$\frac{1}{2}$
For the little///boys we have in stock balls (fullstop) The balls are	$\frac{3}{4}$
////in red and black (fullstop)	1 min
Some of the balls are /large and some	$\frac{1}{4}$
are small (fullstop) We have in stock //buses for the boys (fullstop) They	$\frac{1}{2}$
all use batteries (paragraph)///	$\frac{3}{4}$
We also have nice dolls for the girls (fullstop) The ////dolls come	2min
various sizes and and colours (fullstop)	$\frac{1}{2}$
We have /seen that the barbie dolls	$\frac{1}{4}$
are on demand (fullstop) if //you buy more than two we will give you an	
///extra doll (paragraph)	$\frac{3}{4}$
Thank you for your request (paragraph)	
Yours////	3 mins

.../tez



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NATIONAL CERTIFICATE

IN

OFFICE MANAGEMENT

MODULE: EVENTS MANAGEMENT A PAPER NO: 361/22/M05

DURATION: 3 Hours

OCTOBER/NOVEMBER 2024 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1. Answer any five (5) questions.**
- 2. Begin each question on a new page.**
- 3. Do not write your name anywhere inside and outside the answer book.**
- 4. Do not write anything on the question paper.**

This paper consists of 2 printed pages.

QUESTION 1

- a) Explain any five stages of the event management process. (10marks)
- b) Analyse the role of security in events management. (10 marks)

QUESTION 2

- a) Draw up a check list of an event of your choice. (10 marks)
- b) Describe any five (5) functions of an Event Coordinator. (10marks)

QUESTION 3

Discuss the causes of accidents or illness in events managements. (20 marks)

QUESTION 4

Explain any five (5) Decor' payment methods available to an events manger. (20 marks)

QUESTION 5

- a) State any ten (10) factors to consider when checking for a site to test a public Audio (PA) system in preparation for an event. (10 marks)
- b) Giving examples describe any five (5) types of entertainment that can be used at a social event. (10 marks)

QUESTION 6

Explain the duties of secretary before and after an event meeting. (20 marks)

QUESTION 7

Evaluate the role of the government and local authorities when carrying out an event. (20 marks)



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IN

OFFICE MANAGEMENT

MODULE: Customer Care

PAPER NO: 361/22/M07

DURATION: 3 hours

MAY/JUNE 2024 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1. Answer any five (5) questions.**
- 2. Begin each question on a fresh page.**
- 3. Do not write your name anywhere, inside or outside the answer book.**
- 4. Do not write anything on the question paper.**

PAPER NO: 361/22/M07 – CUSTOMER CARE

QUESTION 1

- a) Explain any five (5) qualities of a good customer care assistant. (10 marks)
- b) Describe benefits of a visitor's register. (10 marks)

QUESTION 2

- a) Write the importance of maintaining a good corporate image. (6 marks)
- b) Indicate six (6) types of corporate literature. (6 marks)
- c) Draw an organogram for Augustania Electrical Private Limited. (8 marks)

QUESTION 3

Describe any five (5) ways of handling customer complaints. (20 marks)

QUESTION 4

- a) Define customer database. (2 marks)
- b) Describe any six (6) ways of maintaining customer database. (18 marks)

QUESTION 5

- a) With the aid of a diagram, explain the following:
 - i) Visitors' register (8 marks)
 - ii) Direction sign (4 marks)
- b) Write notes on the following terms:
 - i) Appointment book (4 marks)
 - ii) Telephone message pad (4 marks)

PAPER NO: 361/22/M07 – CUSTOMER CARE

QUESTION 6

Describe SMART objectives.

(20 marks)

QUESTION 7

- a) Explain any five (5) communication channels.
- b) Discuss five (5) barriers to communication.

(10 marks)

(10 marks)

.../jl



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IN

OFFICE MANAGEMENT

**MODULE: Documents Production: Computer PAPER NO: 361/22/M02
Operation and Packages B**

DURATION: 3 Hours

MAY/JUNE 2024 EXAMINATION

REQUIREMENTS

1. Storage devices.
2. Printer.
3. Computer.
4. Bond paper.
5. Serialised script folder.

INSTRUCTIONS TO CANDIDATE

See page 2

This paper consists of 7 printed pages.

INSTRUCTION TO CANDIDATE

1. Answer all questions.
2. The candidate number, script folder number and question number must appear at the top of every page. **Do not write your name anywhere on the script.**
3. After completion of the examination candidates must assemble their finished work in the order in which the tasks appear in the examination.
4. Indicate your candidate number on the storage device provided using a permanent marker.
5. Printing maybe done after three (3) hours of the examination time.
6. Submit both hard and the soft copy of your examination work.

QUESTION 1

Reproduce the document below in Times New Romans, font size 12. Save as Casual Friday and produce a print out. (5 marks)

CASUAL FRIDAY

October is the opal month of the year. It is month of the glory of ripeness. It is also known as the picturesque month. In Zimbabwe that is the hottest month and it signifies the blossoms of the jacaranda trees you can see how some people especially women, love that month. The reason for loving that month is that it is summer time the season to wear almost nothing if need be because of the hot weather. It is the time that is now known as the "shama time."

Some people are now taking that concept to work, they are now dressing down on Fridays. They have taken to wearing corporate wear or dressing causally. Casual Friday is when employers allow their employees to take a break from company dress code such as formal wear casual attire- such as jeans in place of business attire. It depends on organisations some companies even define their casual Fridays as wearing something with a collar even though a tie though a tie is not a must on that day.

There is need to be guide by management and out stress out because everyone has casual clothes, you just need to spice it up to suit your company dress code. It is also agreeable that some workers tend to see casual Fridays in different ways. Others view it as a time saver, meaning they don't have to iron their shirt and trousers, while others may see it predominately as an opportunity for personal expression.

Since many people have adopted the casual Friday dress code, there are some inappropriate choices that employees should avoid in order to maintain their professionalism while dressing in a relaxed manner. Imagine if on a Friday you are assigned by the boss to attend a meeting, to represent the company and you're dressed in an inappropriate manner.

The way someone dresses for work can often give an impression on what type of job they will perform. Your dressing tells a lot about yourself, so you should consider the appropriateness of your dressing.

Instructions

- a) Double underline, bold, centre and increase the heading font size to 20pts. (4 marks)
- b) Apply 1½ line spacing to the whole document. (2 marks)
- c) Insert a diagonal watermark- Casual Friday. (2 marks)

PAPER NO: 361/22/M02 – DOCUMENTS PRODUCTION COMPUTER
OPERATION AND PACKAGES B

- d) Insert an artistic border to the document. (2 marks)
- e) Paginate the document. (1 marks)
- f) Insert an appropriate picture at the end of the document. (2 marks)
- g) Insert a two column layout to paragraph 2nd and 3rd paragraphs and apply a thick line in-between. (3 mark)
- h) DropCap the 1st and last paragraphs. (2 marks)
- i) Save as Casual Friday 2 and produce a print out. (2 marks)

QUESTION 2

- a) Reproduce the following document using Times New Romans, font size 12. Save it as flowers. (6 marks)

MEMORANDUM

Zimbabwe Vegetables and Flower Garden Centre

To: All Employees

From: The garden Director

Date: (Use current date)

Subject: New species of flowers

This memorandum serves to notify you that we have opened a new section which will be providing batches of new species of flowers in the department. This section will provide different species of garden flowers.

Listed below are some of the flowers that are available in the new section.

- Petunia
- Poinsettia
- Golden Dewdrops
- Blue rose
- Florist Kalanchoe
- Mexican Morning Glory
- Sago Pam
- Bush Lilly
- Dessert Rose

Please feel free to visit this new section and browse around. Our team is readily available to assist you as much as possible.

For further information contact me on this number 077947382

JKP

Instructions

- b) Bold and increase font size of the word memorandum to 20pts. (2 marks)
- c) Bold and increase document heading to 18pts. (2 marks)
- d) Change Bullets to numerical. (1 mark)
- e) Arrange flower list to alphabetic order. (2 marks)
- f) Insert a flower boarder to the document (3 marks)
- g) Insert a right flushed header "New Species". (4 marks)
- h) Insert a text box beside the list of flowers and place a picture of flower inside the box. (3 marks)
- i) Save as flower 2 and produce a print out. (2 marks)

QUESTION 3

- a) Create the following worksheet and save it as Employee salaries. Produce a print out. (5 marks)

	Surname	First name	Employee No.	Salary	Allowance	Deduction	Net salary
1	Kondo	George	0052	650	260	120	
2	Gumbo	Mavis	0013	782	250	143	
3	Nyati	Percy	0639	534	280	128	
4	Shumba	Obert	0421	655	190	139	
5	Moyo	Joyce	0132	640	255	141	
6	Matambo	Princess	0641	532	270	122	
7	Shava	Charity	0023	862	265	140	
8	Gwati	Mildred	0049	658	320	137	
9	Dube	Charles	0171	570	248	150	
10	Ncube	Prudence	0323	690	300	169	

PAPER NO: 361/22/M02 – DOCUMENTS PRODUCTION COMPUTER
OPERATION AND PACKAGES B

Instructions

- b) Insert a heading and centre it Takunda Private Limited. (2 marks)
- c) Increase font heading to size 20. (2 marks)
- d) Using appropriate formula calculate the net salary. (3 marks)
- e) Arrange employees in alphabetical order. (2 marks)
- f) Change text direction of column headings 45 degrees. (3 marks)
- g) Produce a fully labelled column graph Titled Takunda Employee Salaries as a new sheet. (6 marks)
- h) Save as employee salary 2 and produce a print out. (2 marks)

QUESTION 4

Using a PowerPoint package produce the following documents indicated.

Slide 1

Title – Office Furniture and Equipment

Insert an organisational logo, address and contact number. (4 marks)

Slide 2

Furniture

- Office desk
- Wooden filing cabinets
- Book shelf
- Swivel chair
- Coffee table

(5 marks)

PAPER NO: 361/22/M02 – DOCUMENTS PRODUCTION COMPUTER
OPERATION AND PACKAGES B

Slide 3

Equipment

- Shredders
- Computers
- Photocopier
- Binding machine
- Scanner

(5 marks)

Slide 4

Accessories

- Coffee maker
- Water dispenser
- Electric jug
- Puncher
- Stapler
- Calculator
- Pen holder

(5 marks)

Slide 5

Insert a picture related to any of the above slides and indicate its name.

(3 marks)

Use different fonts types and sizes.

(3 marks)



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DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

OFFICE MANAGEMENT

MODULE: Office Administration

PAPER NO: 361/22/M01

DURATION: 3 Hours

MAY / JUNE 2024 EXAMINATION

REQUIREMENTS

Serialised answer booklet

INSTRUCTIONS TO CANDIDATE

- 1. Answer any five (5) questions.**
- 2. Begin each question on a new page**
- 3. Do not write anything on the question paper.**
- 4. Do not write your name anywhere inside or outside the answer booklet.**

This paper consists of 2 printed pages.

QUESTION 1

Outline any five (5) methods on how organisational data can be protected. (20 marks)

QUESTION 2

- a) Explain any five (5) duties of an office administrator. (10 marks)
- b) List any five (5) business attributes and any five (5) personal attributes of an administrator. (10 marks)

QUESTION 3

Summarise any ten (10) points to be considered by an office administrator when keeping the boss's diary. (20 marks)

QUESTION 4

Discuss any five (5) methods used when appraising employees. (20 marks)

QUESTION 5

Draw up a Job description of a receptionist. (20 marks)

QUESTION 6

Differentiate a cubicle office layout from an open plan office layout. (20 marks)

QUESTION 7

- a) Draw up a Trial Balance of J. Smith as at 31 March 2023 from the following information. (14 marks)

Cash	35 400
Accounts Receivable	10 800
Dividends Payable	2 500
Accounts Payable	12 780
Stock	11 000
Retained Earnings	8 000
Revenues	29 700
Cost of goods sold	14 080
Rent Payable	3 700

- b) Define a Trial Balance. (3 marks)
- c) Explain books of original entry. (3 marks)

...../pm



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