



# BONDEMALA INVESTMENT –SMC LIMITED EXAMINATION BOARD

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**SECRETARIAL**

**EXAMINATION**

**SET 1**

**DURATION: 3 HOURS**

## **INSTRUCTIONS**

- ✓ *This paper consists of four sections, Answer one question from each section.*
- ✓ *Read the questions carefully before answering.*
- ✓ *Each question carry equal marks.*

## **SECTION A: Minute Writing**

1. Describe the key elements of an effective set of minutes. Why is accuracy important in minute writing for an organization? (25 marks)
2. Explain the process a secretary should follow before, during, and after a meeting to ensure quality minute writing. (25 marks)

## **SECTION B: Record Keeping**

3. Discuss the importance of proper record keeping in an office. How does poor record management affect the performance of a secretary and the organization at large? (25 marks)
4. What are the different types of records a secretary is responsible for maintaining, and how should these be stored and secured? (25 marks)

### **SECTION C: Communication Skills**

5. Evaluate the role of both verbal and written communication in the day-to-day duties of a secretary. Which one is more important and why? (25 marks)
6. With examples, explain how effective communication skills can help a secretary manage conflict and maintain professionalism in the workplace. (25 marks)

### **SECTION D: Responsibilities of a Secretary**

7. Identify and explain the major responsibilities of a secretary in a modern office setting. How do these roles contribute to the success of the organization? (25 marks)
8. In your opinion, what qualities should a competent secretary possess to meet the demands of today's professional environment? Justify your answer with relevant examples. (25 marks)