



ZIMBABWE

MINISTRY OF HIGHER AND TERTIARY EDUCATION

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL DIPLOMA

IN

SECRETARIAL STUDIES

SUBJECT: Word Processing 50 wpm

PAPER NO: 552/S01

OCTOBER/NOVEMBER 2013 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

[See Page 2]

This paper consists of 11 printed pages.

INSTRUCTIONS TO BE TYPED ON SPECIFIC QUESTIONS

INSTRUCTIONS TO CANDIDATE

1. Answer ALL questions.
2. Only after completion of question one should candidate attempt any other question in any order they so desire. Failure to adhere to this instruction will result in loss of marks.
3. Printing will be done after 3 hours allowed for the examination. The specialist Tutor and invigilators will assist in the printing exercise.
4. The candidate number should appear on each sheet of paper used. It is advisable that the candidate number should be keyed in first before any task is tackled.
5. Spell checkers can be used to edit documents.
6. Use only one side of the plan paper provided for printing.
7. ALL DOCUMENTS SHOULD BE SAVED USING SUITABLE FILE NAMES.

QUESTION 1

Type the following passage in double line spacing. Please justify your margins. (10 marks)

If you run out of cheques there is nothing to stop you from writing one on anything. The laws relating to cheques date back to 1882, where it is laid down that a two penny stamp must be affixed to make a cheque legal. Whether you use a normal cheque form or a scrap of paper, there are certain responsibilities you have when you write out a cheque, although most of them rest on the bank's shoulders.

A cheque is an undertaking by the bank's customer (the drawer of the cheque) that the sum involved will be handed over by the bank on presentation of the cheque. This does not mean that the bank is obliged to pay out if the customer has no money in his account and no overdraft facility.

One the other hand, if Brown writes a cheque in favour of Jones, and the bank stops the cheque by mistake, Jones cannot sue the bank, but, could sue Brown. The bank could be sued by Brown if he thought his reputation damaged.

The drawer has a duty to take reasonable care to prevent forgery. If a bank pays out against a forged cheque, it is just bad luck. The drawer might have to bear the loss if he filled in his cheque in a negligent manner so that the sum could be altered, either because there were spaces or because the writing could be changed. If you should lose your cheque book you should tell the bank at once because the bank and not you would suffer if the cheque was used.

The crossed cheque has become the more common form, as people have learnt that an uncrossed cheque is dangerous. If you write out an uncrossed cheque to John Smith and he loses it, the finder merely endorses the cheque that is,

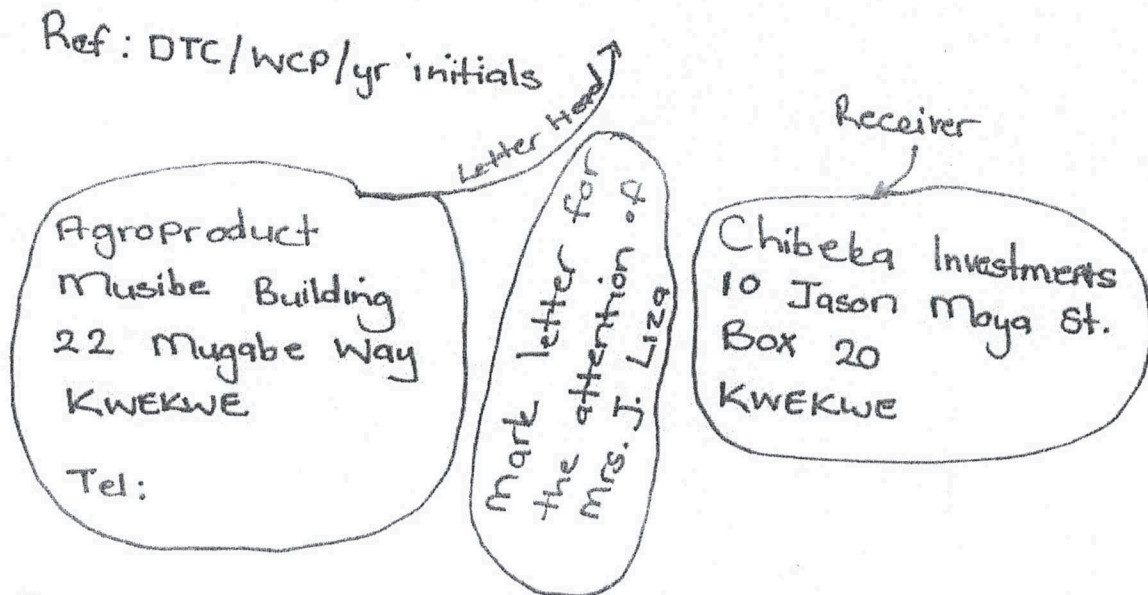
signs the name “John Smith” on the back and cashes it without being traced. A crossed cheque must be paid into somebody’s account – it can never be exchanged for cash at the bank.

To avoid a crossed cheque being endorsed in favour of somebody other than the person you intended to pay you write “a/c payee only” between the crossings. You could take this precaution if you were paying your landlord through a not too honest estate agent. It would stop the agent paying the cheque into his own account (intending to pay your landlord later) and remove any fears you might have about his defaulting.

Suppose you make out a crossed cheque to John Smith. He endorses it but loses the cheque. The finder cashes it at a public house pretending to be John Smith. As the publican has taken the cheque in good faith, you would have to honour it although John Smith lost it. To avoid this sort of thing you should always write “not negotiable” between the crossings. Finally, a crossed cheque on which is written “pay cash” is called an open cheque, and can only be cashed at a bank by the drawer or his known agent.

QUESTION 2

Key-in this letter taking care to follow ALL corrections and instructions.
(18 marks)



Dear Madam

Construction of New Restaurant

Caps, bold
Font size 16

Further to our recent discussions regarding the construction of a new restaurant, I hv. studied the suggested plan, I think it wd. suit our ppose very wll. I are certain points I shd. like to comment on.

The office This appears a little 'out of touch' with the rest of the working quarters. The administration of a restaurant of this size entails a great deal of office work and I feel th. supervisor's office shd.

Bold all headings & change to
shoulder headings

be in such a position th. she can see not only the whole of the kitchen bt. also the dining room.

The Dining

I am not happy ~~with~~ by the size of the dinning. It seems some adjustments were made which was not according to the plan. I am afraid the Local Authorities wln't approve the bld if we go against the laid down plans.

NP The Veranda // According to the plan, the veranda was facing eastward, however, it looks like it has been changed. [Cd you p'se correct the said problems so that we cn. call the local authorities to inspect the building.

Yrs faithfully, M. Jones, Managing Director

QUESTION 3

Display the following table on an appropriate paper.

(21 marks)

Time Table Caps & bold - (Font 16)
 u/s → Term 2 Adjustments Sec Studies Dpt

DAY	LECTURER	SUBJECT	Time
Monday	Madya K.	Public Relations Fin Acc. 1 Word Processing	1015-1315 0745-0945 1400-1700
Tuesday	Kakava T.	COP S Sec. Practice office Administration	1015-1215 1400-1500 1500-1700
Wednesday	Jonasi K.	OFFICE Practice management Secretarial Duties	0715-1015 1015-1300 1400-1700
Thursday	Nengomasha N.	Public Relations Communication NAAS Typing	1500-1700 0745-0945 1015-1200
Friday	Mhangwana K.	Shorthand Word processing Basic Accounts	0745-0945 1015-1200 1400-1600

QUESTION 4

Display attractively as indicted.

(18 marks)

Hotel
Excelsior ~~Lodge~~ ← bold, Caps
Fourth Street

The hotel has the appearance of
an old type Mansion & stands in
8 acres of well kept grounds. All
bedrooms are centrally heated and
equipped with wash hand basin,
Shower, electronic razor point,
telephone & radio

The hotel services include
Excellent international cuisine
Well stocked wine cellar

* * * * *

Coach hire

Car hire

Laundry Services

Shoe cleaning

Photocopying

Typing

Stencil cutting

Faxing documents

* * * * *

Our leisure facilities include
Billard and snooker

Tennis

Table Tennis

Bows

Putting

Croquet

Indoor heated swimming pool Horse pony riding
from our own stables.

Dancing every Sunday night from 600pm
until 0800am.

Make yr. reservations early to avoid
dissappointment

Open all year.

* * * * *

Typist pse Put a boarder
Typing

QUESTION 5

Display the following memo on A4 paper.

(15 marks)

This memo shd. be dated for today and marked
CONFIDENTIAL To. R. Nyoni, claims officer
From N Chaga Controller General.

I am revising our booklet on Building Insurance
and suggest the titles 'Notes to Guide you making
a claim'. Will you check the following
and let me know if you agree with this draft.

The Remainder of memo is in Double line
Spacing

WHAT YOU ~~DO~~ SHOULD DO

This booklet contains details of what Comprehensive
is insured, what is excluded and how claims
are settled and by referring to your Policy
Schedule and to page 4 of this booklet
You will see what cover you have.

To check you have a valid claim

1. Refer to yr. Policy schedule to check
yr. basis of cover and sum insured.
4. Establish the cause of the Loss or Damage
for which you are claiming and then
consult the relevant paragraph of yr. booklet
to ensure the cause is covered;
2. Ensure the claim is not excluded from
the relevant paragraphs.

QUESTION 6

Type the following poem on an A5 landscape.

(15 marks)

The poem should be done on A5 landscape

The Lake Isle of Innisfree u/s
I will arise now & go to Innisfree,
and a small cabin build there, of clay &
wattles made;

Nine bean rows will I have there, a hive
for the honey bee, and live by myself
in the bee-loud glade.

NP [And I shall have some peace there, slowly,
Dropping from the veils of the morning to
where the cricket sings;

There midnight's all a-glimmer, & noon
a purple glow, and evening full of the wings
of birds.

NP [I will arise and go now, for always night &
day, I hear lake water lapping with low sounds
by the shore;

While I stand on the roadway, or on the
pavements grey,

I hear it deep in the heart's core

William Prince

.../jl