



ZIMBABWE

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL DIPLOMA

IN

OFFICE MANAGEMENT

SUBJECT: Secretarial Practice

PAPER NO: 552/15/S06

DURATION: 3 hours

MARCH/APRIL 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1. Answer any five (5) questions.**
- 2. Do not write your name anywhere in the script.**

PAPER NO: 552/15/S06 – SECRETARIAL PRACTICE

QUESTION 1

Outline the duties of a Secretary when her boss is going on a business trip.
(20 marks)

QUESTION 2

Discuss five (5) sources of power.
(20 marks)

QUESTION 3

Examine any five (5) factors that may limit effective planning.
(20 marks)

QUESTION 4

Evaluate any five (5) training methods that can be used by organisations, and give one disadvantage for each.
(20 marks)

QUESTION 5

Discuss four (4) leadership styles.
(20 marks)

QUESTION 6

- a) Outline five (5) reasons for conducting a meeting. (5 marks)
- b) Discuss three (3) different types of motions. (15 marks)

QUESTION 7

- a) Analyse why subordinates may refuse delegated work. (10 marks)
- b) Evaluate the fundamental points that a Secretary would consider when working for more than one boss. (10 marks)