



ZIMBABWE

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL DIPLOMA

IN

OFFICE MANAGEMENT

MODULE: Office Management Practice

PAPER NO: 552/22/S06

DURATION: 3 Hours

NOVEMBER / DECEMBER 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

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

This paper consists of 3 printed pages.

QUESTION 1

- a) Describe the validity of a meeting. (8 marks)
- b) Differentiate between the following types of meetings:
 - i) Private and public (4 marks)
 - ii) Formal and informal (4 marks)
 - iii) Annual general and extra ordinary (4 marks)

QUESTION 2

Draft a job description for an executive secretary. (20 marks)

QUESTION 3

Explain the following management functions:

- a) Planning (5 marks)
- b) Organising (5 marks)
- c) Leading (5 marks)
- d) Controlling (5 marks)

QUESTION 4

- a) Describe the qualities of an Office Manager. (12 marks)
- b) Differentiate between primary and secondary functions of an executive secretary. (8 marks)

QUESTION 5

- a) Describe trade unions. (6 marks)
- b) Analyse the role of Trade Unions in Zimbabwe. (14 marks)

QUESTION 6

- a) Describe the purpose of performance management. (5 marks)
- b) Explain the following types of performance management.
- i) Management by objectives (5 marks)
 - ii) Result based management (5 marks)
 - iii) Management by walking around (5 marks)

QUESTION 7

- a) Explain the duties of a host in virtual events. (4 marks)
- b) Describe the following terminologies:
- i) Motion (2 marks)
 - ii) Quorum (2 marks)
 - iii) Amendment (2 marks)
 - iv) Proxy (2 marks)
 - v) Resolution (2 marks)
 - vi) Break a tie (2 marks)
 - vii) Minutes (2 marks)
 - viii) Ballot papers (2 marks)

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