

## LEARNING UNITS 1, 2, 3, 4 AND 5

### SECTION A

1. Choose a word from **COLUMN B** that matches a description in **COLUMN A**. Write only the letter next to the question number.

| COLUMN A   | COLUMN B                          |
|--|-----------------------------------|
| 1.1 The process of passing documents. <b>Q</b> ✓   | A. Industrial espionage           |
| 1.2 The chain of command, corporate ladder or pecking order. <b>E</b> ✓  | B. Administrative staff           |
| 1.3 They control and supervise. <b>H</b> ✓   | C. Workstation management         |
| 1.4 To get hold of an organisation's product plans, production processes, formulas, client information, trade secrets or prospective developments. <b>A</b> ✓                                  | D. Binary                         |
| 1.5 A document that contains all the destinations, arrivals and departures, dates and times, accommodation details and transport details from the beginning to the end of the trip. <b>Q</b> ✓ | E. Hierarchy                      |
| 1.6 When the management assistant has all the right equipment, means and material together it must be utilised in such a way that it can simplify and accelerate her work. <b>C</b> ✓          | F. Ergonomics                     |
|  | G. Workflow                       |
|  | H. Category III - First messenger |
|  | (5x1) (5)                         |

2. Complete the statements below. Write only the answer next to the question number.

2.1 Modern technology such as \_\_\_\_\_, teleconferencing and video conferencing make it possible for managers to have important business meetings remotely. **SKYPE**✓

2.2 \_\_\_\_\_ are used for travel in the USA and Africa and in countries where credit card facilities are not readily available. **TRAVELLER'S CHEQUES**✓

2.3 \_\_\_\_\_ refers to a system where files can be filed logically in more than one place. **DECENTRALIZED FILING**✓

2.4 \_\_\_\_\_ refers to a Global Positioning System and is a satellite-based navigation system. **GPS**✓

# Personel Management N4 2013 Question Paper

**Peipei Pang**



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