



ZIMBABWE

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

OFFICE MANAGEMENT

MODULE: Office Administration

PAPER NO: 361/25/M01

DURATION: 3 Hours

JUNE 2026 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

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

PAPER NO: 361/25/M01 – OFFICE ADMINISTRATION

QUESTION 1

- (a) Explain what is meant by cloud storage? (2 marks)
- (b) State four (4) advantages and four (4) disadvantages of cloud storage. (8 marks)
- (c) Outline any five (5) factors to consider when allocating time to activities in a diary. (10 marks)

QUESTION 2

- (a) Explain any five (5) advantages of using a work diary. (10 marks)
- (b) Draft a Petty Cash Voucher. (10 marks)

QUESTION 3

Describe any five steps that a supervisor may take when making a duty roaster for assigning tasks to subordinates. (20 marks)

QUESTION 4

Evaluate five factors to be considered when planning an office layout. (20 marks)

QUESTION 5

- (a) Describe any five (5) measures that can be put in place to protect confidential information at a workplace. (10 marks)
- (b) Examine five (5) key practices for handling incoming telephone calls professionally. (10 marks)

QUESTION 6

- (a) Elaborate five steps taken when reporting departmental telephone lines. (10 marks)
- (b) Outline any five steps you would follow when reporting faulty lines internally. (10 marks)

QUESTION 7

- (a) Explain how you lock and zip all confidential document in soft copy format. (8 marks)
- (b) Give any two (2) functions of the following: -
- (i) Mobile phones
 - (ii) Intercom system
 - (iii) Landline receivers
 - (iv) Email (8 marks)
- (c) Explain the procedure for performing safety checks on communication equipment. (4 marks)

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