

INTERNATIONAL TRAINING COLLEGE - LINGUA

Towards Educational Excellence

NCFE Reg. No: R0014

NQA Accreditation No: 000095



LANGUAGE DEPARTMENT

Lecturer: NTULI N	Due Date: 6 March 2020
QUALIFICATION	: DIPLOMA IN OFFICE ADMINISTRATION (NQF Level 5)
YEAR 2	(Exit Level: DIPLOMA IN OFFICE ADMINISTRATION NQF Level 5)
MODULE	: ENGLISH 2
ASSIGNMENT	: 1
TOTAL MARKS	: 40 marks

INSTRUCTIONS:

- Your assignment must have a cover page with your name, student number, course name and lecturer name.
- Marks awarded will be indicated both as actual and percentage.
- The assignment must be the work of the student and not shared or completed by any other student and must be typed.
- Students will be penalized for plagiarising or simply copying passages from the study notes or web sites, other texts and from another student's assignment/project/rough work, etc., without any referencing attached thereto.
- Students may work together but **must not** submit similar or identical assignments. You must be able to show that you worked **independently**.
- Retain a copy of each assignment before submitting it, in case the original does not reach the lecturer.
- **Students who are mailing their assignments must ensure that the assignment reaches the lecturer before or on the due date.**
- Assignments may **NOT** be submitted via fax.
- Use **Arial -12** to type your work. Your work must be justified.
- Consult the lecturer if you do not understand assignment questions by calling 061-301032

Read the following passage and answer the questions that follow.

Office managers are the people-pleasers of the office environment, kind of like the glue that holds everyone together for the benefit of the entire organization. They fill each work day with activities that improve the shared environment and the general morale of their spaces. Typical duties of office managers include conducting check-ins with fellow employees, taking calls and detailed notes, overseeing the use of office supplies, managing payroll, planning events and supervising visitors. They pick up the jobs that often fall to the wayside in other departments, performing the duties of managers, HR specialists, landlords, and receptionists all at once.

Office managers work to unify and enliven the workplace, which is an incredibly important, if often overlooked, aspect of an effective business. They're experts in organization and communication, and it's likely that, because of their constant interactions with office dwellers, they will also end up improving office efficiency and workflow. They're an integral part of any successful workplace, but their job title is a point of contention for some.

IS THERE A BETTER TITLE FOR OFFICE MANAGERS?

In some offices, there is a tendency to look down on the job title of office managers. The term brings to mind a glorified receptionist who spends all day answering phones, grabbing coffees and chatting with other employees as they walk by. This couldn't be further from the truth for most office managers, but some of them, fed up with the negative or lowly association with the title, are choosing to distance themselves from this perception with a variety of new titles. Popular alternatives include community manager, office administrator, and executive assistant.

Each of these titles highlights different aspects of the office manager role, which can help them draw focus on the aspects of the job that they most value. "Community manager" stresses roles that improve culture, happiness, and satisfaction. "Office administrator" relies more on the business side of the job, including maintenance and supply duties. "Executive assistant" is closest to the traditional secretary title, used to spotlight tasks like taking phone calls and typing notes from meetings. It's up to office managers themselves to pick the title that suits them best — when they find one, they can speak with their bosses about a title change.

Source: <https://www.getkisi.com>

Questions

1. Give the passage a suitable title. (1)

2. List any three duties of an office manager according to the passage. (3)

3. Explain the phrase, 'kind of glue that holds everyone together' (3)

4. What does the term 'Office manager' bring to mind? (3)

5. Give the meanings of the following words as they are used in the passage. Each correct answer carries two marks.

a. entire (line 2) _____

b. morale (line 3) _____

c. wayside (line 6) _____

d. incredibly (line 9) _____

e. perception (line 18) _____

6. Grammar and Language use

Edit each sentence to make it correct.

- a. At the soccer game the fans cheered clapped and stamped their feet (3)

- b. Go outside and play said mother (4)

- c. Do you know the way Zack asked (4)

- d. Cuba is the largest of the caribbean islands. (2)

- e. The new teacher a nervous young woman dropped her books. (2)

(15 marks)

7. Complete the following sentences with a suitable article. Each correct answer carries one mark.

- a. I bought _____ orange shirt yesterday.
- b. We saw _____ monkey at the zoo.
- c. There was _____ egg in the nest.
- d. Cara sent _____ text message to Robert.
- e. My sister unwrapped _____ birthday gift.

(5 marks)

THE END!!