

MEMORANDUM: KNOWLEDGE QUESTIONNAIRE

QUESTIONNAIRE

1. Agendas are useful items for any company. Name 3 advantages of a well-constructed agenda.
 - If it is circulated well in advance of the meeting, it gives members time to check, consider and contribute to its contents
 - It provides a plan and structure for the meeting
 - There is clarity on matters to be discussed and an indication of what has to be prepared
 - If it contains time allocations for various items, it will make provision for sound time management practice
 - Everyone will know exactly how long the meeting will take
 - The person responsible for the minutes can check which topics were dealt with at the meeting. The agenda headings form the 'skeleton' of the minutes and topics form natural headings and sub-headings for the minutes.

2. Where would items to be included on the agenda come from? Give 3 examples and give a brief description of each e.g.: reports – reports are useful agenda items as they provide information on current affairs of a department/company.
 - Monthly/Quarterly reports e.g: on financial status of the company, Sales Department: sales Report on current sales results and projections for next period
 - Proposals: from the previous minutes which are written verbatim as 'Motions' on the agenda. These are discussed and often a vote taken. This then becomes a 'resolution' of the meeting
 - Action items from the previous meeting to discuss progress of delegated tasks.
 - Chairperson. He/she may wish to discuss a topic or pass on information
 - External invitee who may be attending to give expertise on a matter.

3. Choose from the following list 4 different types of minutes and give an explanation of each:
 - a) Verbatim - a word for word record of what was said in the meeting. Although word for word, these minutes are written in the Past Tense
 - b) Action - this refers to a minute format where a column is added to the minuted for a person's name to be added to it to action the item.
 - c) Factual - as is the case with reports or speeches
 - d) Narrative - which tell the story of the meeting - giving a concise but clear summary of the discussions, decisions etc
 - e) Resolution - the decisions taken in a meeting

4. Why is it important to accurately record and produce the minutes of meetings? Choose the correct option:
 - a) the facilitator said so
 - b) to catch someone out when they don't read the minutes
 - c) so that actionable items cannot be done by a specified date
 - d) so that actionable items are done by all attendees of the meeting
 - e) to record what took place in a meeting and who needs to action what by when

5. What is the distribution list? Who might be included on the distribution list?

The distribution list is the list of names to who the minutes are sent to. This may include:

- a) Chairperson
- b) Treasurer
- c) Secretary
- d) Members/Officials

6. Give 2 methods of distribution of minutes.

Explain why prompt distribution is important.

Minutes can be posted, delivered by hand, emailed, faxed or sent by courier.

If you do not begin this task as soon as possible, you will procrastinate. The longer you leave the minutes the more you will forget about the details of the meeting and you may not understand your cryptic abbreviations or speedwriting!

If minutes are distributed promptly, action items for attendees can be actioned quickly.

7. Explain 3 of the resources required to take minutes

- a) Knowledge of the company and its dealings
- b) Technical company jargon and terms used in meetings
- c) A knowledge of the seniority levels and job descriptions of the meeting attendees
- d) Access to previous company minutes
- e) access to reports and any further information necessary for comprehensive minutes
- f) Good time management and organisational skills
- g) Good listening skills
- h) Sound interpersonal skills
- i) The ability to understand the real essence of what someone is saying
- j) Confidence and assertiveness skills
- k) Speedwriting skills
- l) Pens, note pad, recording device

8. Sort the following items to be included in minutes, and then give a brief description of each:

- a) Heading: E.g. Minutes of February Sales meeting held on 27 February 2007 at 14:00 in the Board Room
- b) List of names: Attendees names are written in alphabetical order or order of seniority of position. Those with voting rights are written separately under the heading, 'Present'. Those attending but without voting rights are written as 'In Attendance'
- c) Preliminary items: Welcome – Attendees are welcomed to the meeting by the Chairperson
 - 1) Apologies – Names of people who sent apologies are listed
 - 2) Minutes of the Previous Meeting – These are read by the
 - 3) Secretary. They can be agreed to be 'taken as read' as long as
 - 4) this is proposed and seconded. The minutes are then signed
 - 5) as a true reflection of the previous meeting.
- d) Matters arising: If there are matters arising from the previous minutes, they are listed and discussed prior to the minutes being signed

- e) Correspondence: If any correspondence, e.g. letters of complaint, letters of congratulations etc. has been received, they are read by the secretary.
- f) Reports: Reports from different departments are read by the department representative
- g) New business: This item is inserted if necessary and may include new acquisitions, mergers, new branches etc.
- h) Resolutions taken: 'Motions' on the Agenda are written verbatim. These are discussed and often a vote is taken. The Motion then becomes a Resolution.
- i) Actions required: Frequently only Action minutes are taken whereby a table is inserted into the minutes with the headings: Action – By whom – By when
- j) Closure: If all items on the Agenda are discussed, the Chairperson declares the meeting 'Closed'. The time of closure is entered. If all items are not discussed, the meeting is declared 'Adjourned' and the time entered.

9. Which of the following points are characteristic of good minutes:

- a) point form with incomplete sentences
- b) short paragraphs
- c) main points and key words (e.g.: agreed, resolved, noted)
- d) simple, clear, unambiguous formal language
- e) formal language using jargon

ASSIGNMENT

You are the Secretary of the marketing committee for Chippie Snax. Below is your rough draft of the minutes from a meeting held yesterday. You now need to complete the minutes in their correct format to be distributed. These minutes need to be written out in full sentences, not using any abbreviations and using all that you have learnt during your training time. These minutes are also being forwarded to the MD of Chippie Snax.

Using the rough draft below, expand, improve and correct the draft into finalised minutes:

- Marketing committee, 21/3/07 9:00
- Jane Simons; William Nel; Andrew de Villiers; Sara Mahlangu; Alex Peterson; Yolanda Nzimande; Israel Ndlovu; Lauren Jackson
- Apolo: James Stewart; Jenny Montgomery
- Previous minutes accepted
- Matters arising: JS will report on hostile advertising campaign by competitor Crispy Bitz
- Reports: SM – advertising budget been extended to R2,5 mil; in line with TV costs, especially prime time viewing; increase of R500 k from last year's budg; cut the budget on magazine ad's as not effective in catching market as in moving media
- Agenda items:
 1. YN & LJ have organised catering and kiddies activities for the braai for reaching marketing targets. All plans = fine & going ahead as planned;
 2. WN to set up interviews for short list of PRO candidates
- Next meeting 13/5/07
- Closing – 10:00

Model answer is open to learner constructing full sentences and paragraphs.

Ensure learners follow correct format and order of minutes. This assignment was written in point form as the secretary would during a meeting. Learners need to rewrite these points in full sentences, not using any abbreviations and using all that they have learnt in the training time.