

KNOWLEDGE QUESTIONNAIRE

QUESTIONNAIRE

1. Agendas are useful items for any company. Name 3 advantages of a well-constructed agenda.
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.
3. Choose from the following list 4 different types of minutes and give an explanation of each:
 - a) Verbatim
 - b) Action
 - c) Factual
 - d) Narrative
 - e) Resolution
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?
6. Give 2 methods of distribution of minutes.
Explain why prompt distribution is important.
7. Explain 3 of the resources required to take minutes
8. Sort the following items to be included in minutes, and then give a brief description of each:
 - a) New business
 - b) Heading
 - c) Actions required
 - d) Resolutions taken
 - e) Correspondence
 - f) Closure
 - g) Reports
 - h) Matters arising
 - i) Preliminary items
 - j) List of Names

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