

1. You receive one closed envelope with:
"From Windhoek
To Pretoria"

Which option would you bring it to?

 - a) Consular service
 - b) Secretarial service
 - c) Security service
 - d) Administration service
 - e) You open it to make sure where to take it

2. You receive one closed envelope with:
"ATT: H. E. the Italian Ambassador"

Which option would you bring it to?

 - a) The Ambassador himself
 - b) Security service
 - c) Administration service
 - d) Secretarial service

3. You are at the switchboard, the telephone rings, an Italian tourist has lost his passport.

What do you do?

 - a) Give him the telephone number of the Italian Consulate in Johannesburg
 - b) Transfer him to our Consular service
 - c) Transfer him to our Security service
 - d) Transfer him to our First Secretary
 - e) Tell him to call his airline

4. A client needs information about visas to Italy.

To which service would you address him to?

 - a) Consular service
 - b) Archive service
 - c) Secretarial service
 - d) Diplomatic service

5. You have to take the Embassy vehicle for a service. Once at the workshop the manager tells you that the brake pads ALSO need to be replaced.

What do you do?

 - a) You tell them to proceed with the replacement
 - b) You first inform the Administration service of the situation, with all details about costs and timings, and wait for their approval
 - c) You take all the information from the workshop about costs and timings and inform the Ambassador