

**higher education  
& training**

Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

**NATIONAL CERTIFICATE (VOCATIONAL)**

**OFFICE PRACTICE  
NQF LEVEL 2**

**NOVEMBER 2010**

**(3061012)**

**24 November (X-Paper)  
09:00 – 11:30**

**This question paper consists of 12 pages and a 3 page addendum.**

<p><b>TIME: 2½ HOURS</b> <b>MARKS: 150</b></p>
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**INSTRUCTIONS AND INFORMATION**

1. Answer ALL the questions.
  2. Read ALL the questions carefully.
  3. Number the answers according to the numbering system used in this question paper.
  4. Write neatly and legibly.
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**SECTION A****QUESTION 1**

1.1 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A – D) next to the question number (1.1.1 – 1.1.10) in your ANSWER BOOK.

1.1.1 Dressing professionally and appropriately builds ... so that you can deal effectively with the people you come into contact with everyday.

- A self-confidence
- B co-ordination
- C personal style
- D colour coding

1.1.2 A reception area must reflect ...

- A a busy workplace.
- B a professional image.
- C a love of plants.
- D quality furniture.

1.1.3 A/An ... is a form designed to be used in advance.

- A pro-forma
- B log book
- C agreement
- D credibility

1.1.4 Companies which have declared their premises as 'gun-free zones' must employ security guards who are in possession of a ...

- A matric certificate.
- B college certificate.
- C competency certificate.
- D national diploma.

1.1.5 A list of housekeeping duties and a timetable can be kept in the ...

- A receptionist's desk
- B supervisor's desk
- C manager's desk
- D housekeeping book

- 1.1.6 You can refuse to supply a customer with the necessary information by ...
- A shouting at the customer.
  - B staring at the customer.
  - C losing your temper.
  - D staying calm and friendly.
- 1.1.7 A/an ... is a request or enquiry that comes in by fax machine.
- A e-mail query
  - B telephone query
  - C fax query
  - D personal query
- 1.1.8 A receptionist should have knowledge of ...
- A policies and processes.
  - B lazy managers.
  - C unfriendly employees.
  - D office gossip.
- 1.1.9 A ... can hinder a receptionist from communicating effectively.
- A negative attitude
  - B cheap phone-set
  - C simple language
  - D quiet office
- 1.1.10 When cleaning electrical office equipment you must use ...
- A damp or dry cloths
  - B household cleaners
  - C aerosol dusters
  - D water and soap
- (10 × 2)      (20)

- 1.2 Choose an item from COLUMN B to match a description in COLUMN A. Write only the letter (A – J) next to the question number (2.1 – 2.10) in the ANSWER BOOK.

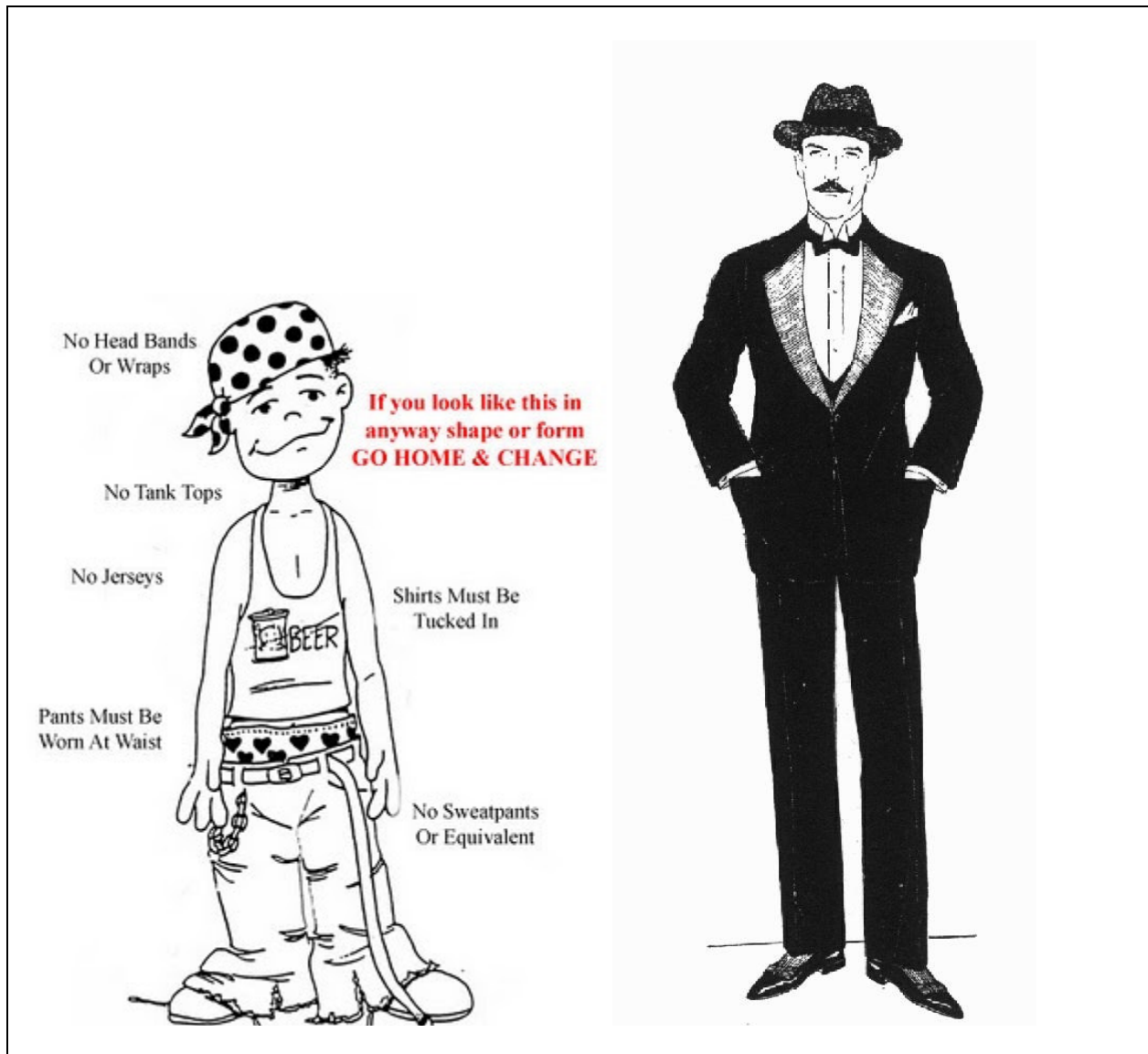
COLUMN A		COLUMN B
1.2.1	Means things that can be reused	A requisition
1.2.2	This information must only be opened and read by the intended person	B diary
1.2.3	This is used to record daily/weekly/monthly appointments.	C e-mail
1.2.4	A person or a company that is paid to deliver parcels for and on behalf of the client	D internal mail
1.2.5	Telephonic communication could be hampered by using it	E best practice procedure
1.2.6	A form filled in to request new consumables or replacements	F jargon
1.2.7	Mail to other offices, departments or branches of the organisation	G alpha-numerical method
1.2.8	An electronically transmitted message in text or picture format that is sent between a sender and a receiver through the internet by using a computer	H courier
1.2.9	This system is used together with an alphabetical card-index system	I recyclables
1.2.10	Specific, predetermined way of doing things in an organisation	J confidential and personal

(10 × 1)

(10)  
[30]**TOTAL SECTION A: 30**

**SECTION B****QUESTION 2**

2.1 Study and compare the two pictures below.



2.1.1 From the pictures above identify FIVE things that show a professional appearance and FIVE things that show an unprofessional appearance. (5 × 2) (10)

2.2 On 15 October 2010, Mrs Smith called DIY.Com at 11:30. She urgently wanted to speak to the Marketing manager Ms Leila Dothi. Lindy is the receptionist at DIY.Com and she answered the phone.

The following is the conversation that took place between Mrs Smith and Lindy.

(Telephone rings for 4 – 5 times)

Lindy: Hello there..... (sounds breathless)

Mrs Smith: Good Morning, Can I please speak to Ms Leila Dothi?

Lindy: Please hold (puts down the phone immediately)

Mrs Smith: Thank you (Lindy doesn't hear this, she has put down the phone already)

*(Sound of doors opening, Lindy's voice chatting to colleagues, a minute passes, Mrs Smith is still holding)*

Lindy: (Picks up phone, again) Hi, are you still there? Oh goodie, listen Ms Leila is not picking up her phone. You see, I don't think she has returned from lunch. She took out her fiancée, they are celebrating you know.

Mrs Smith: I didn't know. Can I leave a message? It is rather urgent.

Lindy: Uhm... .... Sure you can, but just hang on (scratches around for a pen and paper)  
(After about 8 seconds) Ok, found it.

Mrs Smith: Please tell Ms Leila Dothi that the documents she requested will be delivered to the offices next week. She must please confirm the receipt of these documents by sending an email to Smith & Smith attorneys.

Lindy: Sure I will convey the message to her. Anything else?

Mrs Smith: No thank you. Goodbye

Lindy: Have a good day Mrs Smith

*(Phone rings again)*

Lindy: Hello

Mrs Smith: It is Mrs Smith again. Sorry the message I gave you is incorrect. Can you please change it?

Lindy: What is the new message?

Mrs Smith: Please ask Ms Leila Dothi to come to Smith and Smith offices to collect the documents she requested. I would appreciate it if she can call me in the morning to arrange an appointment. The office number is (013) 485 6238. Thank you.

Lindy: Ok Mrs Smith. Hope you are sure this time about your message.

Goodbye. (Puts phone down without waiting for a response).

- 2.2.1 Re-write the above telephone conversation by applying the correct procedure.

Re-write only Lindy's part of the conversation to show the correct way of conversing with clients over the phone. (9 × 1)

(9)

- 2.2.2 Copy the message form below into your answer book and fill in the message left for Ms Leila Dothi by Mrs Smith.

MESSAGE			
Date:.....		Time:.....	
To:.....			
WHILE YOU WERE OUT			
.....			
.....			
Name of Company:.....			
TELEPHONE:.....			
Telephoned		Please call	
Called to see you		Will call again	
Wants to see you		Returned your call	
Urgent		Desires an appointment	
MESSAGE:.....			
.....			
.....			
.....			
.....			
Taken By:.....			

(11)

**[30]**

### QUESTION 3

- 3.1 Brimstone College held a conference on the 10<sup>th</sup> – 12<sup>th</sup> of October 2010. The conference started at 8 am and finished at 6 pm everyday. Delegates from all over the country came to the conference and among them were: Ms Precious Siba who brought a laptop, memory stick and reference material (Cell no. 072 458 2121); Mr Aaron Moko brought a memory stick, reference material and camera phone (Cell no. 071 265 8963); Mrs Anika Singh brought a camera phone (Cell phone no. 074 231 8965).

Complete the visitors' register attached as ADDENDUM A using the information above.



Use X to indicate if a delegate did not bring an item listed above or √ to indicate a delegate brought an item listed above. X means NO and √ means YES.

Surname & Name	Telephone Number	Date	Camera Phone	Memory Stick	Laptop	Reference Material	Video Camera	Signature
			X/√	X/√	X/√	X/√	X/√	

(10)

- 3.2 In a table format similar to the one below, indicate which methods will be used to distribute the following mail.

Mail to be distributed	Priority	Distribution Method
Feedback Report	High	
Registered Letter	High	
Ordinary Letter	Low	
Memo to all staff	High	

(4 × 2)

(8)

- 3.3 Ms Leila Dothi the Administration manager asked Lindy Khuzwayo on 16 October 2010 at 11:00 to send a letter to Bibi Kays in the Public Relations Department.

(6 × 2)

(12)

- 3.3.1 Copy the internal mail envelope form below into your ANSWER BOOK and fill in the information given above.

Internal Mail Envelope				
Date:				
Time of distribution:				
Sender's Surname and Name:				
Department sender is working in:				
Receiver's surname and name:				
Department receiver is working in:				

[30]

#### QUESTION 4

- 4.1 Sometimes office workers lose important documents and files and this affects productivity in an organisation.

If a file is not found, how will this affect the productivity of an organisation? Explain your answer.

(2)

4.2 One of your duties is the selection and disposal of boxes of obsolete files. According to regulations, ordinary files become obsolete after 24 months, confidential files after 36 months and classified files after 48 months. Which of the following boxes of files can be disposed of?

4.2.1 A box containing ordinary files dated 26 months ago and classified files dated 34 months ago. (1)

4.2.2 A box containing ordinary files dated 38 months ago and confidential files dated 28 months ago. (1)

4.3 James is a new receptionist in your company; he is well groomed and dresses in a professional manner. You have noticed that he is sometimes rude to the customers. He always tells customers he doesn't know the answers to their questions and doesn't bother to find out who has the answers and can help the customers. Recently a customer requested James to update her details on the system for her. James told the customer to wait until he finishes sending an email. You have also noticed that James answers mostly in monosyllables (one word answers). James has a habit of chewing gum while dealing with customers, and customers have been complaining about his attitude of acting as if he has better things to do than listen to them.

Use the information given in the scenario to evaluate James's attitude using the given criterion. Fill in your responses in ADDENDUM B.

Dear Valued Customer

To assist us in delivering an even better service to you, please complete and return this survey.

Your name.....

Telephone Number:..... Date:.....

Please respond to the following aspects of our service by marking with an X in the appropriate box.

	Excellent	Good	Fair	Poor
Courtesy and helpfulness of receptionist				
Response to enquiries				
Courtesy and appearance of receptionist				
Communication with customers				
Overall evaluation				

Comments:.....  
 .....  
 .....

Thank you for your time,  
 Management

(10)

4.4 If you have difficulties in performing mailroom duties, how can you improve your performance? (4 × 1) (4)

4.5 What will happen if the area around equipment is not organised properly and equipment is not safely stored? (2)

4.6 Picture 1

Picture 2



Picture 3

Picture 4



4.6.1 Identify and name the office equipment above. (4 × 1) (4)

4.6.2 Briefly discuss the use of each of the equipment above. (4 × 1) (4)

4.7 Why is it important not to record client's or employee's credit card numbers in the remittance register? (2 × 1) (2)

**[30]**

## QUESTION 5

5.1 Why is it important to immediately report risks to the relevant authority? (3)

5.2 Organisations need to put in place measures to protect their information and confidential documents.

5.2.1 Why is it important for an organisation to give confidential documents to authorised people only? (3 × 2) (6)

5.2.2 What happens if confidential information is released to unauthorised people? (2 × 2) (4)

- 5.3 You work at Blue Light Holdings and Mrs Kroopman is your immediate supervisor. Recently your department conducted a survey among staff to determine whether the reception office gives a good first impression or not. 95% of the employees feel that there is a need for a new layout of the office furniture to reduce clutter and to make it more inviting and professional looking for customers and employees.

Mrs Kroopman has given the task of creating a professional image for the reception to you. She has informed you that the department does not have the means to buy new office furniture or to hire an interior decorator. You must use the available furniture and office items and re-arrange them in a way that will show and create a professional image. Below are the items that are currently in the office. 1. A Couch/Sofa, 2. A dustbin, 3. A 4 in 1 computer, fax, scanner and printer, 4. Receptionists' desk, 5. A pot-plant, 6. One straight-backed chair, 7. A telephone, 8. 2 filing cabinets, 9. A magazine and brochure rack, 10. An in/out tray, 11. Receptionist's chair, 12. Message pad and 13. a pen holder.

- 5.3.1 Use the above information to create a professional image in your department's reception by placing the items listed in the correct positions in the office space provided in ADDENDUM C. (Please note: Some of the items have already been placed for you). (7 × 1) 7

- 5.4 Arrange the following names in alphabetical order.

- 5.4.1 Layman, Kenneth  
Lavoie, Rachelle  
Laviolette, Pierre  
Lawson, Virginia  
Lavigne, Margare (5 × 1) (5)

- 5.4.2 Arrange the following invoice numbers in numerical order.

04240

00734

12968

47326

00743 (5 × 1) (5)  
[30]

**TOTAL SECTION B: 120**  
**GRAND TOTAL: 150**

ADDENDUM A

EXAMINATION NUMBER:

VISITOR’S REGISTER

Surname & Name	Telephone Number	Date	Camera Phone	Memory Stick	Laptop	Reference Material	Video Camera	Signature
			X/√	X/√	X/√	X/√	X/√	

**ADDENDUM B****EXAMINATION NUMBER:**

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**EVALUATION FORM**

Dear Valued Customer

To assist us in delivering an even better service to you, please complete and return this survey.

Your name: Student's Name

Telephone Number: Student's Number

Date: Date of Examination

Please respond to the following aspects of our service by marking with an X in the appropriate box.

	Excellent	Good	Fair	Poor
Courtesy and helpfulness of receptionist				
Response to enquiries				
Appearance of receptionist				
Communication with customers				
Overall evaluation				

Comments:	.....
	.....
	.....
	.....
	.....

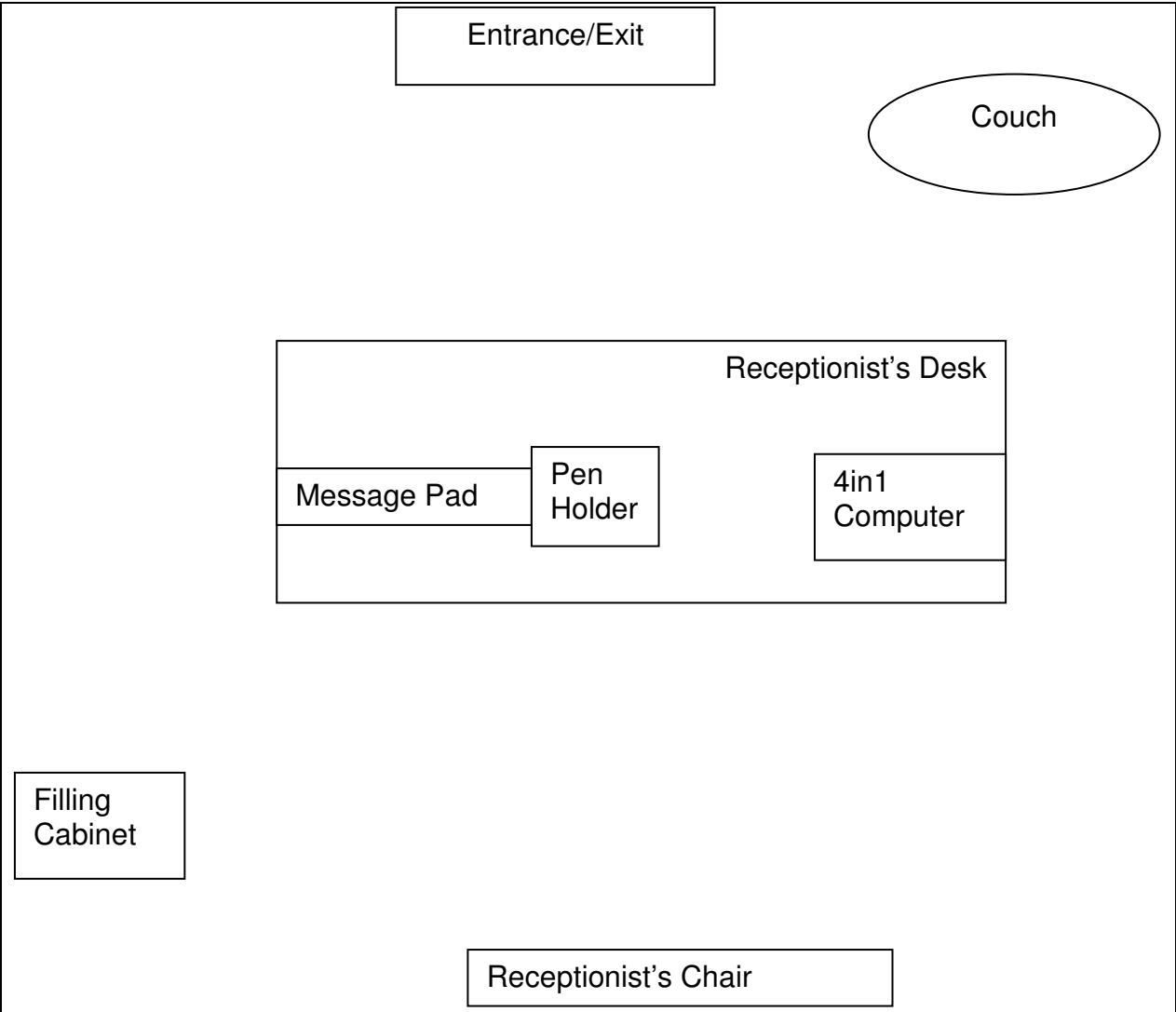
Thank you for your time,  
Management

(10)

ADDENDUM C

EXAMINATION NUMBER:

OFFICE LAYOUT



(7 × 1) (7)