

# higher education & training

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

## **NATIONAL CERTIFICATE (VOCATIONAL)**

**OFFICE PRACTICE  
NQF LEVEL 3**

**NOVEMBER 2010**

**(3061013)**

**2 November (X-Paper)  
09:00 – 12:00**

**This question paper consists of 12 pages and 5 addenda.**

**TIME: 3 HOURS  
MARKS: 200**

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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 the ANSWER BOOK.

- 1.1.1 A ... is a document issued as proof of payment.
- A petty-cash voucher
  - B cheque counterfoil
  - C order form
  - D receipt
- 1.1.2 The ... level is the highest quantity of stock to be held of a particular item at any time.
- A minimum stock
  - B maximum stock
  - C re-ordering
  - D interim re-ordering
- 1.1.3 The filing system where the document is rolled and placed in a tube made of cardboard, metal or plastic is called ... filing.
- A tubular
  - B vertical
  - C horizontal
  - D alphabetical
- 1.1.4 A/An ... is a list of matters to be discussed at a meeting.
- A Notice
  - B Agenda
  - C Quorum
  - D Proxy
- 1.1.5 Less important items are classified as ... priorities.
- A top
  - B middle
  - C low
  - D personal

- 1.1.6 When goods are delivered they are usually accompanied by a ...
- A order form.
  - B invoice.
  - C requisition.
  - D delivery note.
- 1.1.7 A ... is a book containing spaces for the activities planned for every day, week, month and year.
- A diary
  - B dictionary
  - C document
  - D plan
- 1.1.8 The ... directory gives the contact details and other information of businesses.
- A Telephone
  - B Yellow pages
  - C Purple pages
  - D White pages
- 1.1.9 The column used for the amounts of accounts which do not have an analysis column is called a ...
- A document number.
  - B sundry account.
  - C petty cash.
  - D folio number.
- 1.1.10 A book that must be signed according to the security procedures of the reception area is a/an ...
- A passport.
  - B identity book.
  - C visitors book.
  - D application form.
- (10 × 2) (10)

- 1.2 Choose a term from COLUMN B that matches the description in COLUMN A. Write only the letter (A – J) next to the question number (1.2.1 – 1.2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	Items for internal use like files, paper clips, ink cartridges and papers	A	computer organiser
		B	minutes
1.2.2	The amount received back when an expense is paid and is accompanied by a cash slip	C	geographical
		D	consumables
1.2.3	Dusting, polishing and vacuuming	E	routine tasks
		F	change
1.2.4	Answer the telephone promptly when it rings	G	housekeeping activities
1.2.5	A report of what happened at a meeting	H	petty-cash voucher
		I	telephone etiquette
1.2.6	A place where an event or meeting takes place	J	venue
1.2.7	Daily activities like attending classes, studying, travelling to work, eating and sleeping		
1.2.8	Files are arranged according to countries, regions and place		
1.2.9	A document that is completed and authorised to receive petty-cash money		
1.2.10	Makes it easy to exchange appointments with other via the office network		

(10 × 2)

(20)

1.3 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.3.1 – 1.3.5) in the ANSWER BOOK. Correct the statement if it is FALSE.

1.3.1 A cheque book is the document that remains behind once a cheque has been written and torn out.

1.3.2 A stock card is used to request or order stock.

1.3.3 It is fine if the company phone rings for a long time.

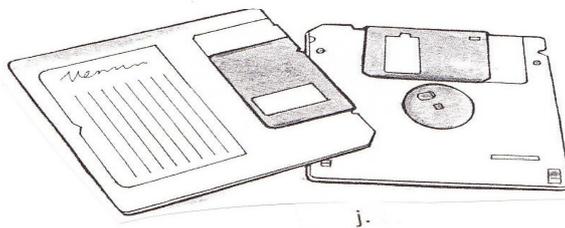
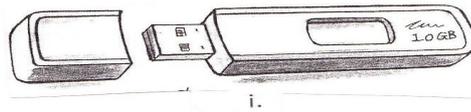
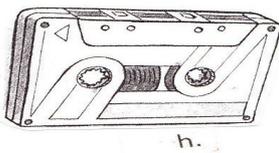
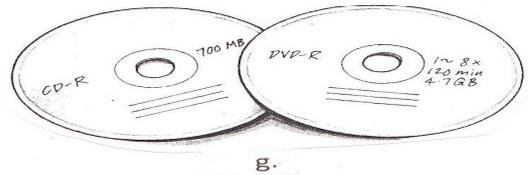
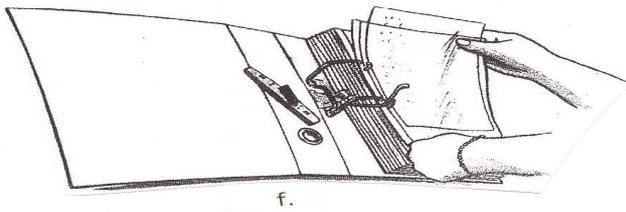
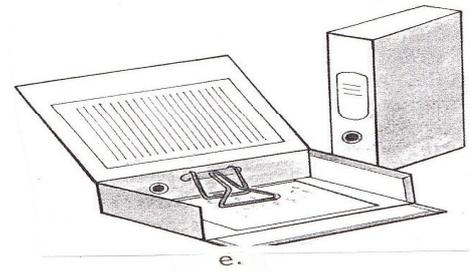
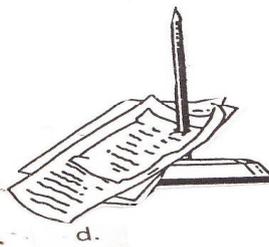
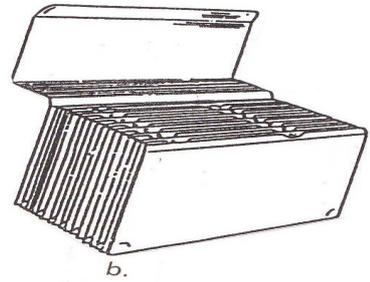
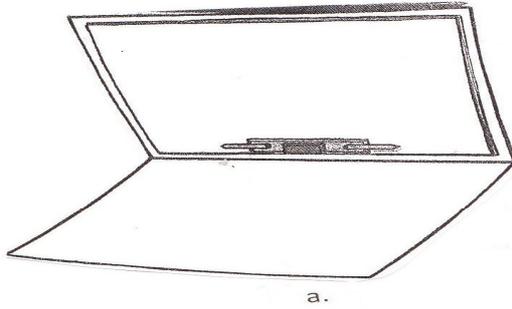
1.3.4 It is not wise to ensure that visitors are receiving attention.

1.3.5 If a personal assistant works for more than one manager, there will be one diary for both managers. (5 × 2) (10)

**TOTAL SECTION A: 50**

**QUESTION 2**

2.1 Identify each of the filing systems below. Write only the answer next to the letter (a – j) in the ANSWER BOOK.



(10 × 1) (10)

2.2 Arrange the following actions when answering an incoming call in the correct order. Write only the letters (A – E) in the correct order in the ANSWER BOOK.

- |   |  |         |     |
|---|--|---------|-----|
| A | Transfer the call immediately and correctly. |         |     |
| B | End the conversation by thanking the caller. |         |     |
| C | Try to find out who is calling.              |         |     |
| D | Answer with a smile in your voice.           |         |     |
| E | Take notes as the caller is speaking.        | (5 × 1) | (5) |

2.3 Use the information below to complete the requisition form on ADDENDUM A (attached).

Mr Jonas Venter is a stock control clerk in the purchasing department at Kwamashu FET College in KwaZulu-Natal. He has to order the items (consumables) below for his office on 20 March 2010. The procurement manager, Ms Smith, has to authorise the requisition form on 1 April 2010 and this stock will be delivered to the stock control clerk on 2 April 2010.

- Ink cartridge × 1 @ R500
  - Stapler × 5 @ R15,00 each
  - Tippex × 1 @ R5,00 each
  - Pens × 10 (5 black, 5 red) @ R9,90 each
- (15)  
**[30]**

### QUESTION 3

3.1 You are a personal assistant at Ekurhuleni FET College in Gauteng. You always make entries in your campus manager's diary, noting how urgent or important the activity is.

Use the following information to complete the priority list for June 2010 on ADDENDUM B (attached). Mark the priority level with a cross (X) where:

- A Top priority
- B Medium priority
- C Low priority

- HOD Meeting – Every Friday
- Workshop on computer skills – 15 June
- Finance meeting – 16 June
- SRC representatives – (budget for next year)
- Faculty Head's Meeting – Every Monday
- Staff Meeting – Every Tuesday

- Lunch with friend – 10 June
- Prepare monthly sales figures – 30 June
- Meet with *Books Supplies* (Client) – 22 June (20)

3.2 Read the scenarios below and write down whether the telephonist will be able to handle the call or should transfer the caller to another staff member. If the call should be transferred, state which department would be most appropriate to handle the query.

3.2.1 A caller wants to know what the trading hours of the College are.

3.2.2 A caller is enquiring about when the college's NCV programme will come into effect.

3.2.3 A caller requests information about the NCV Office Administration Level 2 courses offered by your college.

3.2.4 A parent is querying his/her child's latest account at your college.

3.2.5 Someone calls in connection with the post advertised in yesterday's newspaper. She would like to know what the annual salary is. (5 × 2)

(10)  
[30]

#### QUESTION 4

4.1 Read the case study below and answer the question that follows.

Sylvia Malwela is a stock control officer at Makhado FET College. She has ordered few a items on 12 June 2010. She is now waiting for the items to be delivered. Upon receiving the order she has to sign the delivery note from *Pine Supplier*.

She has ordered the following items:

- 001 5 X Boxes of Tippex @ R20,00 each
- 002 5 X Boxes of pens @ R15,00 each
- 003 2 X Reams of A4 printing paper @ R30,00 each
- 004 12 HB pencils @ R10,00

Complete the delivery note for the College, on ADDENDUM C (attached). (15)

4.2 Read the scenario below and answer the questions that follow.

Miss Bongiwe is a receptionist at Mafikeng Trade Centre. She has 2 years experience in being a receptionist.

One day her senior visited her office and found it disorganised and looking miserable. The following was found in Bongiwe's office: papers lying around on the floor, magazines torn and in poor condition, dirty cups left on the table, a dry pot plant and the floor was wet. The office looked untidy and crowded.

4.2.1 Is Bongiwe a good receptionist? Motivate your answer. (3)

4.2.2 Identity SIX shortcomings in the scenario and suggest measures to be taken in order to correct them.

SHORTCOMINGS	CORRECTIVE MEASURES

(6 × 2)

(12)  
[30]

**QUESTION 5**

5.1 Identify the classification methods used in each of the following examples.

5.1.1 Our Pretoria branch sells a vehicle to D. Moos.

5.1.2 Receive plan D4 for the manager's new office.

5.1.3 Our new office administration block is cream white.

5.1.4 Pay our insurance to the agent, Miss Mutali.

5.1.5 Our College won first place in the 2010 Netball tournament. (5)

5.2 You are a personal assistant to Mr. CK Nel who owns *Siyaphila Driving School*. You are hosting a conference for driving school owners in Hammanskraal, that you must arrange. You have already booked the 2010 Hotel for the event.

You must pay a cash deposit of R5 245,00 and a cheque of R10 000 into their cheque account. They are clients at FIRST NATIONAL BANK at Hammanskraal, in Pretoria. The bank code is 2805, their account number is 6210881267 and reference number is 911206 0977 085. Tel: (012) 9622490.

Complete the deposit slip on ADDENDUM D (attached). Use today's date. (15)

5.3 As a personal assistant you always record visitor and caller appointments in your diary as well as your manager's diary. Explain how will you handle the following situations:

5.3.1 Canceling an appointment after a client phoned.

5.3.2 Postponing an appointment after a client phoned.

5.3.3 Cancelling an appointment for a manager because the manager had to go abroad unexpectedly.

5.3.4 Postponing an appointment because the manager had an unforeseen delay at the airport.

5.3.5 An urgent appointment.

(5 × 2)

(10)  
[30]

## QUESTION 6

A number of petty cash vouchers for *Mass Computer Centre* are given below.

Record each transaction in the Petty Cash Journal of *Mass Computer Centre* on ADDENDUM E (attached). Add up the totals of the analysis columns.

PETTY CASH VOUCHER		
DATE: 03-10-2010		
NUMBER: 060		
DETAILS	R	c
<i>Stamps</i>	20	00
Subtotal	20	00
VAT		
TOTAL	20	00

PETTY CASH VOUCHER		
DATE: 08-10-2010		
NUMBER: 061		
DETAILS	R	c
<i>Envelopes</i>	25	00
Subtotal	25	00
VAT		
TOTAL	25	00

PETTY CASH VOUCHER		
DATE: 10-10-2010		
NUMBER: 062		
DETAILS	R	c
<i>Repairs to Computer</i>	75	00
Subtotal	75	00
VAT		
TOTAL	20	00

PETTY CASH VOUCHER		
DATE: 15-10-2010		
NUMBER: 063		
DETAILS	R	c
<i>Wages</i>	150	00
Subtotal	150	00
VAT		
TOTAL	150	00

PETTY CASH VOUCHER		
DATE: 25-10-2010		
NUMBER: 064		
DETAILS	R	C
<i>Telephone account</i>	200	00
Subtotal	200	00
VAT		
TOTAL	200	00

PETTY CASH VOUCHER		
DATE: 29-10-2010		
NUMBER: 065		
DETAILS	R	C
<i>Typing paper</i>	30	00
Subtotal	30	00
VAT		
TOTAL	30	00

[30]

**TOTAL SECTION B: 150**  
**GRAND TOTAL: 200**

**EXAMINATION NUMBER:**

**CENTRE NUMBER:**

**ADDENDUM A**

**QUESTION 2.3**

**REQUISITION FORM**

**STOCK REQUISITION**

**Requested by:** \_\_\_\_\_

**Department:** \_\_\_\_\_

**Date:** \_\_\_\_\_

QUANTITY NEEDED	DESCRIPTION

**Authorised by:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **2010**

**Received by:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **2010**



**EXAMINATION NUMBER:**

**CENTRE NUMBER:**

**ADDENDUM C**

**QUESTION 4.1**

**DELIVERY NOTE**

**MAKHADO FET COLLEGE**

**DELIVERY NOTE**

**Company:** \_\_\_\_\_

**Good received by:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

<b>Product Code</b>	<b>Description of goods</b>	<b>Quantity ordered</b>	<b>Price Unit</b>	<b>Amount</b>	<b>Total</b>

**Company:** \_\_\_\_\_

**Goods delivered by:** \_\_\_\_\_

**[15]**

EXAMINATION NUMBER:

CENTRE NUMBER:

**ADDENDUM D**

**QUESTION 5.2**

**DEPOSIT SLIP**



ABSA Bank Limited / Beperk (Reg. No. 1986/004794/06)

Member of the  **BARCLAYS** Group  
Lid van die Groep

### DEPOSIT SLIP/DEPOSITOSTROKIE

Credit Krediteer	Date Datum				
<p>No cheque exceeding R5 million can be accepted. Geen tjek wat R5 Miljoen oorskry, kan aanvaar word nie.</p> <p style="text-align: center; font-weight: bold; font-size: 1.2em;">TELLER'S STAMP KASSIER STEMPEL</p> <p>Authorised by Goedgekeur deur</p> <p>Authority no Magtigingsno</p>	Paid in by Inbetaal deur _____	R	C	3/3	
	Signature Händtekening _____	Notes/Note			
	Tel ( ) _____	Coins/Munte			
	Drawer's name Trekkers se naam	MO/PW and/en PO			
	Bank	Subtotal/Subtotaal			
	1	Branch name/Clearing code Taknaam/Verrek-kode			
	2				
3					
<p>I ACCEPT THE CONDITIONS PRINTED ON THE REVERSE EK AANVAAR DIE VOORWAARDES OP KEERSY GEDRUK</p>		Total Totaal	R	CMSA S&G	
<p>Acc no/Rek-no</p>		<p>Dep reference Dep-verwysing</p>			

70

**EXAMINATION NUMBER:**

**CENTRE NUMBER:**

**ADDENDUM E**

**QUESTION 6**

**PETTY CASH JOURNAL OF .....**

Voucher	Date	Details/Petty Cash	Amount		Postage		Stationary		Wages		Folio	Sundry Account	
												Sundry	Details

**[30]**



