

**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

**OFFICE PRACTICE
NQF LEVEL 2**

NOVEMBER 2011

(3061012)

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

This question paper consists of 12 pages.

<p>TIME: 2½HOURS MARKS: 150</p>

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

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

1.1.2 A reception area must reflect ...

- A busy workplace.
- B professional image.
- C 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 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 ... query is a request or enquiry that comes in by fax machine.
- A e-mail
 - B telephone
 - C fax
 - D personal
- 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 × 1) (10)

- 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 (1.2.1 – 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 email
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)

- 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. If 'false' give ONE reason for the answer.
- 1.3.1 One cannot ask clients to leave business premises, even if they do not have a good reason to be there.
- 1.3.2 One can discuss company reports, financial accounts or minutes from business meetings with your friends and family.
- 1.3.3 Names of foreign companies and government agencies are written in the foreign language only.
- 1.3.4 Typing/filing while a person is talking to you doesn't mean you're not interested in what the person has to say, but that you have deadlines to meet.
- 1.3.5 If you agree on changes to a contract, it is not important to add them to the written contract as long as both parties have agreed verbally. (5 × 2) (10)
- TOTAL SECTION A: 30**

SECTION B

QUESTION 2

- 2.1 The headings on a printed telephone message form, act as a reminder of questions which must be asked before the caller rings off.

Listed below are the headings that appear on a printed message form.

- (a) To
- (b) From
- (c) Company
- (d) Telephone Number
- (e) Date
- (f) Time
- (g) Message
- (h) Taken By

Briefly explain the information that must be written next to or under these headings. (8 × 2) (16)

- 2.2 You work at Lakeside FET College. One of your duties is to sort files and file them according to the system used at the college. The filing is done *alphabetically by department*, with *each department sub-divided into the courses they offer*.

Your boss Mr Bundles gives you the following files to file.

Marketing Department
Office Practice
Consumer Behaviour
Poetry
Mathematics Department
Algebra
Trigonometry
Shakespeare's Plays
English Department
Marketing Communication
Office Administration Department
Office Data Processing

Draw a TABLE format in the ANSWER BOOK that is similar to the one below and indicate how you would arrange the files above.

Department:				
Courses Offered:				

(12 × 1) (12)

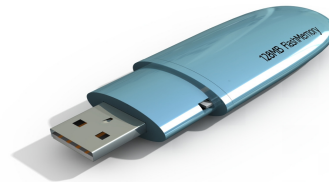
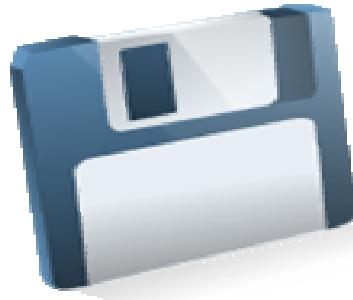
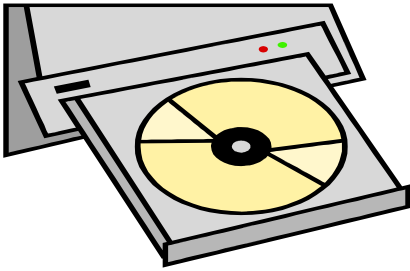
- 2.3 Mention any TWO commonly applied security measures in the reception area. (2 × 1) (2)
[30]

QUESTION 3

- 3.1 State THREE advantages and disadvantages of Decentralised Filing. (3 + 3) (6)
- 3.2 It is important for any organization to ensure the safety of its staff members, clients, information and equipment. Therefore certain measures must be implemented in the organisation's premises and in the reception area.
- Explain the control measures and safe-keeping facilities that an organisation must implement/follow if it has declared its premises a gun-free-zone. (7 × 2) (14)
- 3.3 What are the possible causes of delays in the distribution of internal mail? (7 × 1) (7)
- 3.4 When should a mailroom clerk staple an envelope behind a letter? (3 × 1) (3)
[30]

QUESTION 4

- 4.1 List FIVE services that are offered by the South African Post Office. (5 × 1) (5)
- 4.2 How can a receptionist acknowledge visitors in an organisation? (7 × 2) (14)
- 4.3 Identify the following filing equipment that is used by an organisation to store information.



(4 × 1) (4)

- 4.4 The first person with whom a client makes contact in an organization would normally be the receptionist. This contact can be in person when the client visits the organisation or queries can be made by telephone, fax or email. Receptionists or front-line staff members must have knowledge of how the organisation works.

List the type of organisational information that frontline staff members must have knowledge of.

(7 × 1) (7)
[30]

QUESTION 5

5.1 Study the picture below and answer the question that follows:



What must employees do to ensure they leave their workstations neat and tidy at the end of each day? (9 × 1) (9)

5.2 Organisations rely on technology such as computers to store/distribute information. The stored information is sometimes at risk of falling into the wrong hands or unauthorised persons.

How can intruders gain access to confidential information? (3 × 1) (3)

5.3 Below are typical situations you might experience as you work in an office.

Read each case study carefully.

NOTE: Do not re-write the sentences; only write the letter A – D next to Case Study 1 or Case Study 2.

Example:

Case Study 1: D

Case Study 2: D

CASE STUDY 1:

You work in a plumber's office, and your boss has gone out to install some pipes. While he's out, you receive a call for him. You explain that he's not in, and the caller responds, 'Well, hey, tell him that Mandla phoned, sharp? Number's 073 309 9897. Where is the guy anyway?'

- (a) 'I can't tell you where he's gone because customer addresses are confidential. But I'll give him the message. Thank you.'
- (b) 'He's busy with a customer right now, but he's due back at five. Would you spell your last name for me, please?'
- (c) 'He's out putting those pipes in for the Pillay's in Anderson Road. May I have your last name, please?'
- (d) 'He's at lunch now. Could I ask why you are calling?'

CASE STUDY 2:

Your boss, Bandile, has been getting calls from a Mrs Buzwe but he does not want to speak to her. 'If she calls again, tell her I've gone to the moon, tell her I've died,' Bandile tells you. 'No, really, tell her I've gone to that conference in Durban. 'Before you have a chance to speak, Bandile goes into his office and slams the door. Just then, Mrs Buzwe calls. She says, 'Listen, don't give me that 'he's not available' rubbish. I know he's there. Now get him for me or I'll take my business elsewhere.'

- (a) Tell Mrs Buzwe, 'I'll try his extension again. Hold on for a moment.' Then buzz Bandile and say, 'I really don't want to lie to Mrs Buzwe. She's threatening to take her business somewhere else. Would you like to talk to her? Or should I tell her that you're not available again?'
- (b) Tell Mrs Buzwe, 'He doesn't want to talk to you. I'm sorry, but there's nothing I can do. I'm only the secretary.'
- (c) Tell Mrs Buzwe, 'Hold on a moment.' Then buzz Bandile and say, 'You are making the company look bad. I'm tired of lying for you, it just isn't right. You are going to have to speak to her.'
- (d) Tell Mrs van der Westhuizen, 'I'm sorry, but he's gone to that conference in Durban. I'll take a message and ask him to call you, but he may not be back for another week or two.'

Choose the best response from options A – D and briefly explain why you have made the choice.

(2 × 2)

(4)

- 5.4 There are certain functions and duties found in every organisation and these duties are performed in different departments.

Below are some of the duties that are performed in different companies.

Order Clerks; Warehouse Clerks; Mailroom Clerks; Accounting Clerks; Correspondence Clerks; Cashiers; Filing Clerks; Delivery Clerks; Telephonists/Receptionists; Word Processing Operators; Order Clerks; Warehouse Clerks; Mailroom Clerks; Accounting Clerks; Correspondence Clerks; Cashiers; Filing Clerks; Delivery Clerks; Telephonists/Receptionists; Word Processing Operators

Choose the duties performed in the General Office/Administrative Department. (6 × 1)

(6)

- 5.5 Below is a conversation that took place between a client, Mr Charles Harrison and Ellen & Rhulani, employees of Tanaka General Enterprises.

Read the conversation carefully and answer the question that follows:

Ellen: Tanaka General Enterprises, switchboard. Who[m] do you wish to speak to?

Charles: This is Charles Harrison. I'd like to speak with Mr. Momotaro Tanaka.

Ellen: Can you please repeat that? Your line is bad, I can't hear you properly. (Ellen hears static on her phone & office is a bit noisy)

Charles: This is Charles Harrison. I'd like to speak with Mr. Momotaro Tanaka. (Shouting)

Ellen: Please hold. (on hold) He is not at his desk. May I take a message?

Charles: I wanted to confirm our appointment this afternoon.

Ellen: Let me connect you with his receptionist. Please wait while I transfer you.

Charles: Hey, wait! (click) Shoot. I wonder if she can speak English. (Ellen hears this, puts Charles on hold, sits fuming)

Rhulani: Engineering office, receptionist's desk. How may I help you?

Charles: Oh. Yes. I need to confirm an appointment with Mr. Momotaro Tanaka this afternoon.

Rhulani: Your name, please?

Charles: Charles Harrison. Do you know when he'll be in?

Rhulani: Your appointment is for three forty-five. He is not in the building right now. Do you want to leave a message?

Charles: Please inform Mr Tanaka that I've emailed him the bp's so he can familiarise himself with them before our meeting and that I'll bring the stats over.

Rhulani: Can you please spell bp's for me?

Charles: Don't worry about it; Mr Tanaka will know what I'm talking about. (As if you'd understand, curious girl). Do you have all that? Good. Goodbye

Rhulani: (Angry). Goodbye (puts phone down forcefully). What a cheek!!!

Identify FOUR things that interfered with the telephone conversation above and caused misunderstanding/hurt feelings. For example: (Physiological; psychological, semantic and physical interferences) (4 × 1) (1)

5.6 What is the mail register or remittance register used for? (4 × 1) (4)
[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150