



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

**OFFICE PRACTICE
NQF LEVEL 2**

NOVEMBER 2012

(3061012)

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

This question paper consists of 10 pages.

TIME: 2½ HOURS
MARKS: 150

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 ... refers to bringing someone closer to you by creating an interpersonal, open, supportive environment.

- A Relationship
- B Friendliness
- C Sincerity
- D Rapport

1.1.2 A user friendly reception has ...

- A cluttered magazines on a table.
- B tightly closed windows and blinds.
- C indoor plants or fresh flowers.
- D outdated company brochures.

1.1.3 Frontline staff members must be knowledgeable about the ...

- A organisation's products.
- B manager's private life.
- C staff members' private lives.
- D staff members' salary scales.

1.1.4 Receptionists must speak in a ...

- A loud voice.
- B soft voice.
- C shrilly voice.
- D clear, calm voice.

1.1.5 When greeting clients on the phone, you must say:

- A 'Hi there.'
- B 'Hello stranger.'
- C 'Holla.'
- D 'Good day.'

1.1.6 When recording the time a message was left on the message form, you may use ...

- A 2 o'clock.
- B 2h00.
- C 2.
- D 2:00.

1.1.7 When handling office equipment it is safe to ...

- A clean a machine before disconnecting it.
- B clean a machine with water and harsh detergents.
- C put water or a cup of coffee on a machine.
- D switch off the power supply before unplugging it.

1.1.8 A remittance register records items such as ...

- A missing enclosures.
- B legal documents.
- C postal orders.
- D photographs.

1.1.9 An outgoing mail register keeps record of all ...

- A confidential mail from an external source.
- B personal mail to an external source.
- C mail from an external source.
- D mail to an external source.

1.1.10 The retrieval of conventional data refers to ...

- A finding files on a computer.
- B retrieving files in a cabinet.
- C searching a computer list.
- D finding files on a CD-ROM.

(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	These are stored in protective plastic cases with paper sleeves for labelling	A	routine enquiry
		B	physical interference
1.2.2	Information that is faded or damaged and cannot be retrieved	C	consumables
		D	discreet
1.2.3	Registered and certified letters and special courier deliveries	E	empathy
1.2.4	Serves as proof of money received	F	negative body posture
		G	CD's and DVD's
1.2.5	Items that need to be replaced regularly	H	erosion of data
1.2.6	Being careful in one's speech and actions to avoid giving offence / attracting attention	I	first priority mail
		J	remittance register
1.2.7	Thinking about where to find a pen/paper while listening to a caller		
1.2.8	Hands tightly folded across the chest		
1.2.9	Consider what another person is feeling in a certain situation		
1.2.10	Receiving a customer who has an appointment		

(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. Give a reason for your answer.

- 1.3.1 Cleaning the reception area during business hours cannot interfere with the normal flow of work at reception.
- 1.3.2 Torn jeans and clothes that do not complement your figure or the image of the organisation indicate a professional image.
- 1.3.3 Customers enjoy being addressed by their names and feel important if you use slang when addressing them.
- 1.3.4 Organisations do not have to keep duplicates of written communication such as credit notes, payment arrangements, et cetera.
- 1.3.5 Organisations can prove that certain transactions took place even if accurate and appropriate records are not kept. (5 × 2) (10)

TOTAL SECTION A: 30

SECTION B

QUESTION 2

- 2.1 How can a receptionist assist a visitor who is lost or who is unaware of company security procedures? (2 × 1) (2)
- 2.2 At which times during the day would it be acceptable to clean the reception area? (2 × 1) (2)
- 2.3 What are the steps you can take to ensure a customer's request has been concluded properly? (5 × 2) (10)

- 2.4 Write down in your ANSWER BOOK, next each question number (2.4.1 – 2.4.6) how you will explain to a new receptionist the correct way of controlling the visitors, indicated in the table below.

VISITOR	HOW TO CONTROL FLOW OF VISITORS
A visitor who does not have an appointment but wants to see the financial manager to ask why the interest rates have increased.	2.4.1
The manager's best friend wants to see the manager without an appointment.	2.4.2
Your manager was summoned to an urgent board meeting and has asked you to cancel all appointments for the day. One of the clients with a 12:00 appointment requests to see someone else.	2.4.3
The bank manager calls to say he cannot make the 13:00 appointment.	2.4.4
A sales representative asks to see the marketing manager. (The marketing manager does not know the sales representative.)	2.4.5
A visitor waiting in the reception area for his/her turn to see one of the managers starts asking questions about staff member's personal details.	2.4.6

(6 × 2)

(12)

- 2.5 Write down in your ANSWER BOOK, next to the questions number (2.5.1 – 2.5.2), an explanation of the importance of accurately recording information.

REASON	IMPORTANCE OF RECORDING INFORMATION
To have proof of the reason why certain decisions were made	2.5.1
For an organisation to have internal control over day to day decisions, actions and transactions	2.5.2

(2 × 2)

(4)

[30]

QUESTION 3

- 3.1 Why is it important for staff members to know the quantities of consumables needed daily? (1)
- 3.2 With regard to the issuing of office consumables, what does FIFO stand for? (1)
- 3.3 State the procedure for outgoing and internal mail when addressing envelopes. (4 × 2) (8)
- 3.4 What information must you record in the incoming mail register for mail that does not contain money? (6 × 1) (6)
- 3.5 List THREE options you can give to a caller who is on hold. (3 × 1) (3)
- 3.6 How can dealing with complaints effectively, help an organisation? (3 × 2) (6)
- 3.7 What are the possible causes of technical or system errors in office equipment? (2 × 2) (4)
- 3.8 Why is it important to keep office machines clean and in good repair? (1)
- [30]**

QUESTION 4

- 4.1 What will you do with post that has been incorrectly delivered to your organisation? (2 × 1) (2)
- 4.2 State TWO steps for handling enclosures. (2 × 2) (4)
- 4.3 Which actions can cause a mailroom clerk to be seen as incompetent, untrustworthy and can lead to a disciplinary hearing? (5 × 2) (10)
- 4.4 Filing needs to be well-managed, organised and kept simple and easily accessible. You need to be patient and learn the company procedure for filing in order to save time and to file properly.
- Explain how you can waste time while filing. (7 × 1) (7)
- 4.5 List THREE advantages of a clean and tidy work area. (3 × 2) (6)
- 4.6 What is the purpose of a stock level card? (1)
- [30]**

QUESTION 5

- 5.1 Sort out the mailroom equipment below according to whether each one is used for incoming mail or for outgoing mail.



Remittance register (5.1.1)



Incoming mail register (5.1.2)



Franking machine
(5.1.3)



Letter scale (5.1.4)



Date stamp and
ink pad (5.1.5)

Envelope addressing
machine (5.1.6)



(6 × 1) (6)

- 5.2 Your college uses the alphabetical method of filing and you have been given the following students' to file. Rearrange the files according to strict alphabetical order.

Stata Paella
Nampa Konaye
Davids Sufyaan
Hadebe Bongani
Sizani Pumeza
Lester Kim
Heinemann Daniel
Davids Shafeera
Heydemann George
Stata Patella

(10 × 1) (10)

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|-----|--|---------|-------------|
| 5.3 | Explain how paper can be prepared for computer-assisted retrieval. | (5 × 2) | (10) |
| 5.4 | When can a receptionist refuse to give or supply information requested by customers? | (2 × 2) | (4) |
| | | | [30] |

TOTAL SECTION B:	120
GRAND TOTAL:	150