



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

**OFFICE PRACTICE
NQF LEVEL 2**

SUPPLEMENTARY EXAMINATION 2013

(3061012)

**7 March (X-Paper)
09:00 – 11:30**

This question paper consists of 10 pages and 2 annexures.

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| <p>TIME: 2½ HOURS MARKS: 150</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 the ANSWER BOOK.

1.1.1 A visitor's register is kept at the ...

- A manager's office.
- B HR department.
- C reception desk.
- D safety manager's office.

1.1.2 Customers want to be ...

- A sold expired goods or products.
- B lied to about products and services.
- C supplied with incorrect information.
- D treated as valued contributors.

1.1.3 A visitors log book records the ...

- A manager's details.
- B visitors' details.
- C products delivered.
- D number of calls made.

1.1.4 When directing/announcing visitors, a receptionist should ...

- A slump on a chair and point the direction.
- B lie on a chair and point the direction.
- C point the direction by nodding his/her head.
- D sit up straight and point the direction.

1.1.5 When consulting a caller who is on hold, you must consult with the caller every ...

- A 5 - 10 seconds.
- B 20 - 50 seconds.
- C 10 - 25 seconds.
- D 10 - 20 seconds.

1.1.6 A franking machine is used to indicate ...

- A that postage has been paid.
- B that postage must be paid by the client.
- C that a letter is official.
- D half of the postage must be paid by the client.

- 1.1.7 Incoming mail is mail that is ... source.
- A from an external
 - B from an internal
 - C to an external
 - D to an internal
- 1.1.8 Door to door deliveries refer to deliveries made from a ...
- A post office branch to a post-box.
 - B sender's door to a receiver's post-box.
 - C sender's door to a receiver's door.
 - D post office branch to a receiver's door.
- 1.1.9 Snail mail refers to ...
- A fast mail.
 - B mag-mail.
 - C electronic mail.
 - D ordinary mail.
- 1.1.10 You can secure confidential information through ...
- A entering colleagues' workstations without permission.
 - B getting rid of documents by shredding them.
 - C leaving confidential documents on your desk.
 - D leaving cabinet keys lying around.
- (10 x 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 | A combination of an alphabetic and numeric filing system | A | professional image |
| | | B | same-day service |
| 1.2.2 | The date on which the sale goods will be supplied by the seller to the buyer | C | telephone etiquette |
| | | D | security risk |
| 1.2.3 | Brochures, business letters, newsletters, pamphlets, and promotional material | E | screening calls |
| | | F | irregular mail |
| 1.2.4 | Arrival of an ambulance, armed response guards or paramedics reacting to an emergency situation / call in an organisation | G | date of transaction |
| | | H | alphanumeric |
| | | I | housekeeping |
| 1.2.5 | Vacuuming, polishing and dusting the reception area | J | unpredictable enquiry |
| 1.2.6 | Clothes must fit well, be clean and conservative rather than informal | | |
| 1.2.7 | Leave office keys or master keys lying around | | |
| 1.2.8 | Put a smile on your face, so callers can hear a smile in your voice | | |
| 1.2.9 | Decide how urgent a call is or whether it needs the manager's urgent attention | | |
| 1.2.10 | An expensive posting option that also depends on flight availability | | |

(10 x 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 | You're allowed to use a visitor's first name even if it is not part of his/her culture. | | |
| 1.3.2 | A monotonous voice is interesting to listen to. | | |
| 1.3.3 | Aerosol dusters and cleaners can be used on all machines. | | |
| 1.3.4 | Staff members who work in the mailroom do not need a credit check or drug screening. | | |
| 1.3.5 | Documents of irregular customers are kept in a general file in any order. | (5 x 2) | (10) [30] |

TOTAL SECTION A: 30

SECTION B

QUESTION 2

You work at Work-Wise College as a senior administrative assistant. A new receptionist, Natasha has just started in your department and you have been asked to show her around the office and explain the office procedures and processes.

- | | | | |
|-----|--|---------|--------------------|
| 2.1 | Explain to Natasha the housekeeping requirements your reception area generally requires. | (8 x 1) | (8) |
| 2.2 | Give Natasha FOUR guidelines she can follow when recording requests from customers. | (4 x 2) | (8) |
| 2.3 | List FIVE items that Natasha must never leave lying around in the reception area. | (5 x 2) | (10) |
| 2.4 | Explain to Natasha TWO steps she must follow if a machine stops working. | (2 x 2) | (4) [30] |

QUESTION 3

- 3.1 You have received an internal feedback report that must be read by all the HOD's. You need to distribute the report to all the departments. For you to have proof that all the managers / HOD's received this report, you need to attach a routing slip to it.

The report was distributed to the managers on 25 March 2012:

1. Mr George Wells, Administration manager
2. Mr Thuso Zide, Sales manager
3. Ms Grace Kobo, Finance manager
4. Ms Dineo Sephaphathi, HR manager
5. Mrs Kelly Jones, PR manager

Complete the routing slip (ANNEXURE A) using the information provided above. (5 x 2) (10)

- 3.2 Work-Wise College is hosting a farewell party for one of the managers. You are tired and have a headache because of all the preparation that you have been doing.

Your phone rings and the caller asks for Mrs Gems. You inform the caller your organisation does not have a manager by that name. The caller shouts at you, and asks why an incompetent person like you is a receptionist and asks how you can say Mrs Gems does not work there as she is the Marketing manager. You realise that the caller wants to speak to Mrs James but pronounced the surname as Gems. The caller informs you his name is Mr Beda. He asks you if you can mail him the blueprints. You ask him to explain what he wants and again he calls you incompetent. Mr Beda leaves a message for Mrs James and you hear only part of the message. You realise you have to call Mr Beda to confirm the message as he slammed down the phone before you could confirm.

- 3.2.1 Identify examples of each of the following barriers in the above situation:

- (a) Physical barriers
- (b) Psychological barriers
- (c) Physiological barriers
- (d) Semantic barriers (4 x 2) (8)

- 3.2.2 What is the procedure that you must follow when you make the call to Mr Beda? (4 x 2) (8)

- 3.2.3 State TWO steps that will help you to state the purpose of your call to Mr Beda. (2 x 2) (4)

[30]

QUESTION 4

- 4.1 Mr Beda whom you wanted to confirm the message with is not available. Briefly explain the procedure you must follow when leaving a message. (4 x 2) (8)
- 4.2 Mrs Kemp your supervisor informs you and your staff members that she has received a number of complaints these past few weeks. She then gives you a copy of an e-mail from one of the clients to show you the nature of complaints. She informs you that management has decided to send all staff members to a customer service training workshop. On the 22nd she wrote an apology letter to Mr Allen and promised him that this would be solved as all staff members were to be given an opportunity to attend a customer service workshop.
- 20 March 2012
- Dear Madam,
- I am writing to you to complain about the poor customer service I received at your college last week. I was appalled by the way I was treated. Firstly, when I arrived at the college nobody was on reception. After ringing the bell and waiting for nearly 10 minutes I was served. The receptionist was chewing gum and spoke to me rudely. He seemed at first not to be able to find my application form but later managed to do so after searching around the messy reception area for some time.
- I have never experienced a problem like this. Can you please provide an explanation for these problems and tell me how you tend to deal with my complaint suitably?
- Yours faithfully
- Mr P. Allen
- Read the e-mail above and complete the complaint log form (ANNEXURE B) by recording Mr Allen's complaint. (6 x 1) (6)
- 4.3 Explain how you can notify a manager of a visitor's arrival. (6 x 2) (12)

- 4.4 Identify and label the following equipment that you can find in an office set-up. Write only the word(s) next to the question number (4.4.1 – 4.4.4) in the ANSWER BOOK.

4.4.1



4.4.2



4.4.3



4.4.4



(4 x 1)

(4)
[30]

QUESTION 5

- 5.1 Staff members who work in the mailroom deal with all kinds of information and documents.

Explain how the following documents will be handled in an organisation:

5.1.1 Personal documents

5.1.2 Confidential documents

5.1.3 Personal and confidential documents

5.1.4 Highly confidential documents

(4 x 2)

(8)

- 5.2 What is the procedure to be followed when sorting documents? (5 x 2) (10)
- 5.3 Natasha, the new receptionist, has been accused of information negligence.
- 5.3.1 Explain to Natasha what information negligence means. (2)
- 5.3.2 Give THREE examples of how this could have happened. (3 x 2) (6)
- 5.4 Identify steps you will follow after you have made a call to Mr Beda. (4 x 1) (4)
- [30]**

TOTAL SECTION B: 120
GRAND TOTAL: 150

ANNEXURE A

EXAMINATION NUMBER:

QUESTION 3.1

| Document Name:..... | | | |
|-------------------------|--------------|---------------|----------|
| Distribution Date:..... | | | |
| Routing Sequence | Staff Member | Date Received | Initials |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

(5 x 2) (10)

ANNEXURE B

EXAMINATION NUMBER:

QUESTION 4.2

COMPLAINT LOG FORM

| Date | Customer Name | Nature of Complaint | Action Taken | Date Complaint Was Resolved | Feedback To Customer |
|------|---------------|---------------------|--------------|-----------------------------|----------------------|
| | | | | | |

(6 x 1) (6)