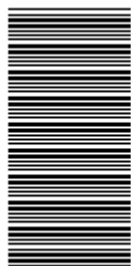


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# higher education & training

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

## **NATIONAL CERTIFICATE (VOCATIONAL)**

**OFFICE PRACTICE  
NQF LEVEL 2**

**NOVEMBER EXAMINATION**

**(3061012)**

**17 November 2014 (X-Paper)  
09:00–11:30**

**This question paper consists of 11 pages.**

**TIME: 2½ HOURS**  
**MARKS: 150**

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**INSTRUCTIONS AND INFORMATION**

1. Answer ALL the questions.
  2. Read ALL the questions carefully.
  3. Start each question on a NEW page.
  4. Number the answers according to the numbering system used in this question paper.
  5. 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 (1.1–1.10) in the ANSWER BOOK.

1.1.1 An example of alphanumerical filing.

- A 12
- B B
- C B12
- D Botha M

1.1.2 A ... may have to get information such as account numbers, file numbers, dates, payments made, order numbers or invoice and receipt numbers for the caller.

- A colleague
- B telephonist
- C senior secretary
- D personnel assistant

1.1.3 A series of documents, in date order, providing evidence of every stage of a business transaction.

- A Audit trail
- B Auditor
- C Risks
- D Legal records

1.1.4 Locating a document likely to be called by two different names at different times, by looking under either name.

- A Cross-referencing
- B Coding
- C Sorting
- D Indexing

1.1.5 Complements a woman's figure.

- A Dress
- B Hairstyle
- C Make-up
- D Shoes

1.1.6 Mail that comes from an external source via the post office, a courier service or a personal delivery.

- A Outgoing
- B Incoming
- C Internal
- D Registered

1.1.7 A computer-to-computer communication system for transmitting messages and data from one computer to another, using a modem.

- A Facsimile
- B Telecommunication
- C Internal mail
- D Electronic mail

1.1.8 A written or printed request for office consumables that are needed.

- A Order
- B Stock
- C Equipment
- D Requisition

1.1.9 An organisation can build a favourable corporate ... by having an impressive reception area and a competent receptionist.

- A identity
- B climate
- C image
- D culture

1.1.10 A mail item sent by the organisation via the post office, a courier or hand delivery.

- A Outgoing mail
- B Incoming mail
- C Internal mail
- D External mail

(10 x 1) (10)

1.2 Indicate whether the following statements are TRUE or FALSE. Write only 'true' or 'false' next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

- 1.2.1 Housekeeping duties and a timetable should be typed neatly and copies be given to the receptionist and office cleaners or cleaning company.
- 1.2.2 When visitors arrive at the office, always inform them how long they will need to wait for the person they have come to see.
- 1.2.3 To prevent violations of security in an office environment, one should leave paperwork lying around in the office to show that you have nothing to hide.
- 1.2.4 With decentralized filing all the records of the different departments are stored in one location.
- 1.2.5 Answering customer's queries and attending to their needs are not an important part of customer service in an organisation.
- 1.2.6 Avoid using double adaptors to operate office equipment that need power supply as they may cause short circuits if the power outlet is overloaded.
- 1.2.7 A franking machine automatically prints an official mark on items to be faxed and also affixes stamps.
- 1.2.8 Semantic interference occurs when problems arise because either the telephonist or the caller has a negative view of the other person.
- 1.2.9 Do not open letters or parcels marked 'personal' or 'private' unless these are addressed to you.
- 1.2.10 Routine is an unvarying or habitual method or procedure of performing an activity.

(10 x 1) (10)

1.3 Choose the correct word(s) from those given in brackets. Write only the word(s) next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

- 1.3.1 (New/Old) stock is ordered when the re-order level indicated on the stock card is reached.
- 1.3.2 A/An (remittance/incoming) mail register keeps record of all money received via mail.
- 1.3.3 (Physiological/Psychological) interference happens when feelings such as anger, irritation, stress and rejection affect one's ability to focus on tasks.
- 1.3.4 When a visitor reports to reception, the receptionist has to issue an access (card/book) to allow him/her access to the person or department he/she wishes to visit.
- 1.3.5 (Decentralised/Centralised) filing means that throughout the organisation, records of general value are stored in one location and are maintained by one filing clerk.
- 1.3.6 (Tactful/Trustworthy) means showing a sense of what is fitting and considerate in dealing with others.
- 1.3.7 A/An (alphabetical/numerical) system is mostly used when a company has a large number of clients and a number is allocated to each client's file.
- 1.3.8 (Toner/Cartridge) is specially prepared powder that is transferred to and fused onto printing or copying paper as used in photocopiers and/or printers.
- 1.3.9 In an organisation, a (memorandum/report) is a written proposal that is sent from one official to another.
- 1.3.10 When receiving a customer who (has/does not have) an appointment, one must listen carefully to what he/she is saying.

(10 x 1) (10)  
[30]

**TOTAL SECTION A: 30**

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

2.1 Define the term *outgoing mail*. (2)

2.2 Name THREE pieces of equipment that are mostly used by larger organisations that handle large volumes of outgoing mail. (3 x 1) (3)

2.3 Each organisation has its own policy for storing and disposing of consumables. In most organisations, consumables have to be handed in at the storeroom so that they can be stored and recycled.

From the list of consumables listed in the frame below, identify which of them are RECYCLABLE, can be DISCARDED or are RE-USABLE.

printer ink cartridges; paper; memory stick; toner cartridges for photocopiers; used CD's; re-writable DVD's

To do this, copy the TABLE below in the ANSWER BOOK and name TWO consumables under each heading.

Recyclable	Discarded	Re-usable
1. ....	1. ....	1. ....
2. ....	2. ....	2. ....

(6)

2.4 One should remember that visitors who are waiting in the reception area to see a member of the organisation are guests of the organisation. They should be treated with politeness, respect and friendliness.

Name FIVE guidelines for treating or handling visitors who have to wait in the reception area. (5 x 1) (5)

2.5 As part of a suitable filing system, records are classified according to their confidentiality status.

Name FOUR confidentiality status levels that exist when one wishes to access the relevant information from a company's filing system. (4 x 1) (4)

- 2.6 Vhembe FET College sent a letter via registered mail to Mr Butt (registrar) at their district office. The registered letter also displays a tracking number with the code A145. It was delivered to the district office at 11:30 on the morning of 17 November 2014.

Complete the relevant sections of the mail register below. Write only the answer next to the question number (2.6.1 – 2.6.7) in the ANSWER BOOK.

DATE RECEIVED	TIME RECEIVED	NAME OF SENDER	NAME OF RECIPIENT	TYPE OF MAIL	2.6.6... (2).	SIGNATURE OF ADMIN/MAIL CLERK
2.6.1.....(1)	2.6.2.....(1)	2.6.3 ... (1)	2.6.4....(2)	2.6.5... (2)	A145	2.6.7..... (1).

(10 x 1) (10)  
[30]

### QUESTION 3

- 3.1 Organisations may find themselves in a chaotic situation if they do not have a suitable filing system. To avoid this, documents and information should be stored in an organised, systematic way so that they can be easily retrieved.

Re-arrange the ten names, listed below, in strict alphabetical order. In each case, write the names below one another next to the numbers 3.1.1 – 3.1.10 in the ANSWER BOOK.

Zwane KJ  
Motheo H  
Jordan B  
Button C  
Cloath DM  
Zwane TB  
Buthelezi R  
Khosa Z  
Mofokeng M  
Sebula M

(10 x 1) (10)



- 3.2 Read the statements below and indicate in each situation whether the factor that will hamper communication is SEMANTIC, PHYSICAL, PSYCHOLOGICAL or PHYSIOLOGICAL.

Write only the answer next to the question number (3.2.1–3.2.5) in the ANSWER BOOK.

- 3.2.1 A receptionist sitting on a hard, uncomfortable seat for a long time.
- 3.2.2 A faint telephone line which prevents you from hearing what the manager was saying.
- 3.2.3 An office administrator who fails to turn up for work because she owes her supervisor a report.
- 3.2.4 A relationship of fear between the staff and the manager.
- 3.2.5 Specialist language or jargon used by the computer technician who explains computer terminology to students.

(5 x 2) (10)

- 3.3 Identify the following items of office equipment. Write only the answer next to the letter (A–E) in the ANSWER BOOK.



#### QUESTION 4

- 4.1 No worker is supposed to hide the fact that he or she has difficulty in performing his or her job according to organisational standards. Improving performance on a daily basis will make the worker a happy and more productive worker.

Name FOUR ways in which one's work performance can be improved. (4 x 1) (4)

- 4.2 A visitor's register is kept at reception with information about all visitors entering and leaving the premises.  
What information is required from a visitor when completing a visitor's register? (10 x 1) (10)
- 4.3 An organisation can make use of the SAPO speed services couriers or a private courier company.  
Name FOUR services that a courier renders to a company. (4 x 1) (4)
- 4.4 Mailroom staff should, for security reasons, always look out for suspicious-looking packages.  
What should a mail clerk do if he/she suspects that a sealed or opened envelope or package is a security risk? List SIX actions the mail clerk will take. (6 x 1) (6)
- 4.5 Most contractual agreements allow changes to be made under certain conditions, through negotiation. These negotiations are changes, added to the original agreement.  
Name THREE major changes that can be negotiated in a contract. (3 x 2) (6)
- [30]**

## QUESTION 5

- 5.1 When a receptionist answers the telephone it looks professional when she uses an easy-to-use printed telephone message pad to take down or write the message.  
List TEN elements (facts of information) found on a pre-designed telephone message form or - pad. (10 x 1) (10)
- 5.2 Define the following terms that any office employee should be familiar with:
- 5.2.1 Enquiry
  - 5.2.2 Computer virus
  - 5.2.3 Corporate image
  - 5.2.4 Visitor's logbook
  - 5.2.5 Fax machine (5 x 2) (10)
- 5.3 Explain FIVE factors that will cause delays in the distribution of mail in your college. (5 x 2) (10)
- [30]**

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