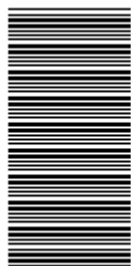


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# higher education & training

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

## **NATIONAL CERTIFICATE (VOCATIONAL)**

**OFFICE PRACTICE  
NQF LEVEL 2**

**SUPPLEMENTARY EXAMINATION**

(3061012)

**25 February 2015 (X-Paper)  
09:00–11:30**

**This question paper consists of 10 pages and 1 addendum.**

<p><b>TIME: 2½ HOURS</b> <b>MARKS: 150</b></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. Start each question on NEW page.
  5. Write your EXAMINATION NUMBER on the ADDENDUM and ensure that you hand it in with your ANSWER BOOK.
  6. Clearly cross out ALL the work you do not want to be marked.
  7. Write neatly and legibly.
-

**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 The ... should emphasise the image and identity of the company.

- A rest room
- B photocopy room
- C staff room
- D reception area

1.1.2 ... are electronic devices that accept, process and store data at a high speed according to programmed instructions.

- A Computers
- B Printers
- C Fax machines
- D Photocopiers

1.1.3 In a/an ... system, information is stored in various locations (within the computer or on tapes or disks outside the computer). Such information is stored in invisible, coded form and must be accessed by the computer.

- A record storage
- B manual retrieval
- C record retention
- D automated retrieval

1.1.4 The following details should NOT appear on a business card:

- A Nature of the appointment
- B Logo of the company
- C Street and postal address of the company
- D Telephone, cellphone, fax number and e-mail address

1.1.5 By using the ... filing system, documents are placed chronologically in a file and the files are stacked one on top of the other.

- A vertical
- B horizontal
- C lateral
- D tubular

1.1.6 A ... machine is used to destroy documents by cutting them into very small pieces.

- A collating
- B photocopying
- C shredding
- D laminating

1.1.7 A set of rules of behaviour adopted by an organisation, which stipulates the required procedures for all employees:

- A Human rights
- B Code of conduct
- C Human resources policy
- D Bill of rights

1.1.8 Information not disclosed to everybody is called ...

- A confidential.
- B classified.
- C secret.
- D top secret.

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

- A corporate
- B interpersonal
- C physical
- D cultural

1.1.10 The information contained inside an envelope and addressed to a particular person, falls within the category of ... information.

- A ethical
- B secure
- C private and confidential
- D discreet

(10 x 1) (10)

- 1.2 Choose a term from COLUMN B that matches 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 person who does not have permission to enter a certain area of the company premises	A telephonic queries B etiquette
1.2.2	Dial the number carefully and slowly	C incoming mail register
1.2.3	There is no direct eye contact, therefore special attention should be paid to how the caller's request is handled	D extinguisher E decentralised filing
1.2.4	A section on an order form that includes a space for the number of items to be bought	F rapport G telephone directory
1.2.5	The generally accepted way of behaving or doing something	H unauthorised I outgoing calls
1.2.6	A device installed in or near offices and generally used to put out a fire	J quantity
1.2.7	Bringing someone closer to you by creating an interpersonal, open and supportive environment	
1.2.8	A register that keeps a record of all mail received	
1.2.9	Records of the company are stored at each company branch	
1.2.10	A book that contains an alphabetical list of all persons, businesses and organisations that are telephone subscribers in a specific geographical area	

(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 (Sorting/Retrieving) refers to the initial arrangement of documents before they are filed.

1.3.2 (Electronic/Tele-) communication is when information is sent through e-mail and voicemail communication channels.

1.3.3 A (boom/turnstile) is a pole that lifts up to allow vehicles to pass through from outside a business to enter its premises.

1.3.4 (Semantic/Psychological) interference occurs when a speaker uses language that the other person cannot understand.

1.3.5 A (remittance register/routine slip) keeps a record of all staff who signed that they have read an important memo or have taken notice of a circular being distributed.

1.3.6 Receiving shareholders or colleagues from different branches for regular meetings is an example of (routine/semi-routine) enquiries.

1.3.7 The (instrumental/economic) purpose of records refers to the value of the main function that such records have for the company.

1.3.8 (Clear signage/A business card) guides customers through the premises of a company and warns them of any safety hazards.

1.3.9 (Recyclable/Discarded) components are those parts of a machine that can be reused or refilled once they are empty.

1.3.10 (Stereotyping/Jargon) is when an expression is used by a particular profession or group that are too difficult or different for other people, not belonging to that profession or group, to understand.

(10 × 1)

(10)

[30]

**TOTAL SECTION A:**

**30**

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

- 2.1 Every organisation should respond to every complaint to prevent the situation from happening again.

Explain how the receptionist should handle or solve the following situations:

2.1.1 A customer who is returning a faulty product

2.1.2 A late delivery

2.1.3 A customer claiming that he/she was ignored

2.1.4 A staff member who provides incorrect information

2.1.5 A customer who waited very long to be assisted

(5 × 2) (10)

- 2.2 Redraw the table below in your ANSWER BOOK, showing if mail is urgent, routine or irregular mail. Classify the SIX mail items in the frame below by writing the two items that are best suited in each mail category.

magazines; special courier delivery; brochures; newspapers; pamphlets; registered certified letters
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URGENT MAIL	ROUTINE MAIL	IRREGULAR MAIL
1.	1.	1.
2.	2.	2.

(6 × 1) (6)

- 2.3 When a person calls your company and the person whom they want to speak to is not available, what is the information that you should ask from the caller to be able to call the person back later?

Name FOUR things to ask the caller.

(4)

- 2.4 State FIVE points to remember when making outgoing telephone calls.

(10)

**[30]**

**QUESTION 3**

- 3.1 A neat, well-maintained reception area makes a good impression on visitors.  
Name 10 housekeeping duties to keep the reception area clean. (10 x 1) (10)
- 3.2 What information must be recorded in the remittance register? (5 x 1) (5)
- 3.3 Differentiate between an *incoming mail register* and a *routine slip*. (2 x 2) (4)
- 3.4 Most office equipment uses electricity and therefore poses a safety risk to employees using and cleaning them. The organisation should have a safety officer who regularly inspects all electrical equipment, power supplies, plugs, switches, et cetera to ensure the safety of those working with the equipment.  
What are the safety guidelines that a safety officer must follow when cleaning equipment? (5 x 1) (5)
- 3.5 Companies constantly need to develop ways of reducing risks that could occur when keeping records.  
State SIX of these risk factors. (6 x 1) (6)
- [30]**

**QUESTION 4**

- 4.1 Arrangements are being made for Secretary Day at the college. On 10 March 2015 at 11:00, while Ms Maiwashe Mary was in a meeting, Mr Butt Joseph, the campus manager of Makwarela college, phoned. He received an invitation for Ms Mary to act as guest speaker and would like to discuss the topic with her. Ms Mary must please phone Mr Joseph before 16:00 at number 012 978 9800 to make arrangements. The receptionist, Murunwa, took the message.  
Use the above information and complete the telephone message form on ADDENDUM A (attached to the question paper). Write your examination number in the space provided and place the ADDENDUM inside your ANSWER BOOK. (10)
- 4.2 Write down 10 procedures that the mail clerk must adhere to when dispatching outgoing mail. (10 x 1) (10)
- 4.3 State FOUR types of information that need to be included in the sales agreement of a deed of sale. (4 x 1) (4)
- 4.4 What emergency actions should be taken in the event of a fire or where people are injured or in danger? (6 x 1) (6)
- [30]**



**QUESTION 5**

- 5.1 Name the following signage that is normally found in an office environment by writing the answer next to the question number (5.1.1–5.1.10) in the ANSWER BOOK.



(10 × 1) (10)

5.2 Read the following scenario and answer the questions.

Thandi is working as a filing clerk at your college campus. The college has four different campuses. She is responsible for handling the filing of all the different departments at your campus only. This includes Business Studies, Engineering Studies, Hospitality Services (Nated) as well as files of the Administrative Department.

5.2.1 Name, from the information above, the kind of filing system the campus is using where Thandi is working. (1)

5.2.2 Motivate your answer given in QUESTION 5.2.1. (1)

5.2.3 State TWO advantages of using the filing system mentioned in QUESTION 5.2.1. (4)

5.2.4 State TWO disadvantages of using the filing system mentioned in QUESTION 5.2.1. (4)

5.3 Give the correct word/term for each of the following statements. Write only the answer next to the question number (5.3.1–5.3.5) in the ANSWER BOOK.

5.3.1 A book that all visitors have to sign, whether they have an appointment or not

5.3.2 Collection and delivery service provided on the same day

5.3.3 In this filing system each office maintains its own filing system

5.3.4 To assemble pages in the correct order

5.3.5 A device that is linked to a computer and which provides hard copies of documents generated by the computer

(5 x 2) (10)  
[30]

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

ADDENDUM A

EXAMINATION NUMBER:

Detach this page from the question paper and place it inside your ANSWER BOOK.

TELEPHONE MESSAGE

TO: .....

FROM: .....

COMPANY: .....

DATE: .....

Phoned		Returned your call		Please phone back	
Visited		Will call again		Urgent	

MESSAGE: .....

.....

.....

.....

TAKEN BY: .....

DATE: ..... TIME: .....

(10)

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