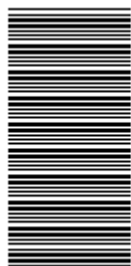


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# higher education & training

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

## **NATIONAL CERTIFICATE (VOCATIONAL)**

**OFFICE PRACTICE  
NQF LEVEL 2**

**SUPPLEMENTARY EXAMINATION  
(3061012)**

**18 February 2016 (X-Paper)  
09:00 – 12:00**

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

**TIME: 2 1/2 HOURS**  
**MARKS: 150**

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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 a NEW page.
  5. Write your examination number on the ADDENDUM and ensure you hand it in with your ANSWER BOOK.
  6. Write neatly and legibly.
-

**SECTION A****QUESTION 1**

Various options are provided 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 is ...

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

1.1.2 A task of a ... is to find 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, which provides evidence of every stage of a business transaction, is called ...

- A audit trail.
- B auditor.
- C risks.
- D legal records.

1.1.4 A document that is likely to be called by two different names at different times could be located by looking under either name.

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

1.1.5 What complements a woman's figure?

- A Dresses
- B Hairstyles
- C Make-up
- D Shoes

1.1.6 Mail received from an external source through the post office, a courier service or personal delivery is called ...

- 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/An ... is a written or printed request for something that is needed.

- A order form
- B stock record form
- C equipment request
- D requisition form

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 Mail item sent by an organisation through the post office, courier or by hand delivery is called ... mail.

- A outgoing
- B incoming
- C internal
- D external

(10 × 1) (10)

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

1.2.1 Vertical files are used for storing documents or records, such as maps and drawings, in a flat position.

1.2.2 To complete a telephone message form, write a message in full sentences as far as possible in the first person.

1.2.3 The premises are vacuumed late at night when the offices are mostly empty.

- 1.2.4 Recyclable components are those parts of the machine that can be re-used or refilled once they are empty.
- 1.2.5 Time is not so important for both the organisations and the visitors.
- 1.2.6 Negligence is when an authorised person neglects his or her responsibility to secure confidential information.
- 1.2.7 Dealing effectively with complaints can have positive results for the organisation.
- 1.2.8 A telephonist should ensure that he or she knows exactly how to put a caller on hold to avoid cutting the caller off.
- 1.2.9 The mail trucks travel a similar route therefore the collection time for mail is the same from one post-office branch to another.
- 1.2.10 Incoming mail is all correspondence that is received by people within the company.

(10 × 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 A (remittance/incoming) register keeps a record of all mail received and serves as a reference document if a person is waiting for mail or a response.
- 1.3.2 A visitors' (card/register) is a permit handed to visitors at the security entrance of an organisation.
- 1.3.3 (Advantages/Disadvantages) of a centralised filing system is that all the workers in an organisation have access to confidential information.
- 1.3.4 (Incoming/Outgoing) mail is the mail that comes from an external source via post office.
- 1.3.5 A visitor (with/without) an appointment enjoys preference over other visitors.
- 1.3.6 A (laser/inkjet) printer is mainly used for volume printing in black and colour, is very fast and the print quality is excellent.
- 1.3.7 (Routine/Semi- routine) deals with staff member's friends or family who meet them regularly.
- 1.3.8 (Cash discounts/Legal costs) are given when the sales amount is paid before a specific date.

1.3.9 (Psychological/Physiological) interference is when one is feeling anger, irritated, stressed and rejection as it will affect his/her ability to focus on tasks.

1.3.10 (Jargon/Prejudice): words or expressions used by a particular profession or group that are difficult for others to understand.

(10 × 1)

(10)  
[30]

**TOTAL SECTION A: 30**

## SECTION: B

### QUESTION 2

2.1 Identify the purpose of each of the following used in the mailroom:

2.1.1 Trays/baskets

2.1.2 Remittance register

2.1.3 A scale

2.1.4 Rope

2.1.5 Red wax

(5 × 1)

(5)

2.2

Thembi is the senior receptionist at the Brits head office. On 05 November 2015 at 10:00, Mr John Morena visited one of the branches complaining about a laptop he bought on 20 October 2015 that is not functioning properly. His telephone number is 011 493 7802, cell number 084 326 8484 and fax number 011 493 7800. He stays at 49 Turtle Avenue Bryanston 0049. John has been complaining about the laptop since 26 October 2015 because it has not worked properly since he bought it.

Use the attached complaint form (ADDENDUM A) to complete the customer's complaint.

(12)

2.3 Arrange the following surnames in strict alphabetical order.

Swanepoel, P

Smit, M

Smith, H

Asmail, I

Adendorff, A

Adonis, V

Botha, P

(7 × 1)

(7)

- 2.4 List the type of information contained in the sales agreement of a deed of sale (signed document used to indicate a legal transfer of something).

(6)

**[30]****QUESTION 3**

- 3.1 Identify the following office stationery that are normally useful in the mail room of all businesses and briefly explain the function of each. Write only the answer next to the question number (A–E) in the ANSWER BOOK.

**A****B****C****D****E****F**

(6 × 2)

(12)

- 3.2 As part of a suitable filing system, records are classified according to a confidentiality status. Records can be classified into different categories depending on the level of confidentiality of the information.

Name and explain THREE confidentiality status levels that exist. (3 × 2) (6)

- 3.3 State whether the power should be switched ON or OFF when performing the following functions on a machine.

3.3.1 When you change the ribbon in a printer.

3.3.2 Cleaning a print head of a fax machine.

3.3.3 Changing the toner/ink cartridge in the photocopier.

3.3.4 Dusting office equipment using a dry cloth.

3.3.5 Removing a paper jam in the fax machine.

3.3.6 Cleaning the printer.

(6 × 1) (6)

- 3.4 As a receptionist you should remember that visitors waiting in reception to see a member of the organisation are guests of the organisation. Treat them with politeness, respect and friendliness.

Explain the guidelines how to treat visitors that have to wait in reception

(6)  
[30]

#### QUESTION 4

- 4.1 Identify the following types of equipment after reading the description of its function.

4.1.1 This machine is used in the mailing room to print the amount of postage on outgoing envelopes when an organisation sends out a lot of items by mail.

4.1.2 It plays a recorded message to answer the telephone after hours or when all the lines to the switchboard are busy.

4.1.3 This device is used to make holes in documents to prepare it for filing or binding.

4.1.4 These machines are used to open envelopes of incoming mail.



- 4.1.5 These devices are used by a person who wants to speak on his/her cell phone while driving.
- 4.1.6 Used to bind thick documents together to keep it neat. (6 × 1) (6)
- 4.2 Incoming mail keeps a record of all mail received and serves as a reference document if a person is waiting for mail or a response. It also serves as proof that mail was received.
- What must be recorded in the incoming mail register? (5 × 1) (5)
- 4.3 There is different filing systems used in a modern office.
- 4.3.1 Name the system whereby each office maintains its own filing system. (2)
- 4.3.2 The specific system, mentioned in QUESTION 4.3.1 has certain advantages.
- List THREE advantages of using it. (3)
- 4.4 What should a mail clerk do if he or she suspects that a sealed or opened envelope or package is a security risk? (6)
- 4.5 Explain EIGHT procedures of telephone etiquette. (8)
- [30]**

**QUESTION 5**

- 5.1 Define the following terms:
- 5.1.1 Routine slip
- 5.1.2 Filing
- 5.1.3 Display area
- (3 × 2) (6)

Tendani has been working in the administration office of a large manufacturing company, KC Steel, for two weeks. On Monday morning she arrives late and has a throbbing headache by the time she rushes into the office, just in time to answer the ringing phone.

She struggles to unlock the door, and when she finally answers the phone, she simply says 'Hello'. The caller is quite rude, and asks to speak to Mr Baloyi. Tendani informs him that Mr Baloyi is on study leave.

She now has to take a message, but cannot find her pen. She asks the caller to hold and searches frantically for her pen. By the time she gets back to the caller, he rudely tells her that she is an incompetent telephonist and that she obviously does not have proper training and the personality for this job. Tendani abruptly ends the call, feeling angry and upset. She feels that he is a rude and an unkind customer because he is not understanding and patient.

- 5.2 What could be the possible time wasters that break concentration when doing filing? Name FOUR. (8)
- 5.3 What advice would you give a filing clerk to help him or her to complete his or her filing within timeframes? (6)
- 5.4 You work as a receptionist of Vhembe TVET College. One of your responsibilities is to keep records of all visitors entering and leaving the premises. The campus manager requested you to design a visitor's register for all campuses.
- Identify the list of information that is usually required from a visitor when completing a visitor's register. (10)

**[30]**

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

EXAMINATION NUMBER:

ADDENDUM: A      QUESTION: 2.2

**COMPLAINT FORM**

<b>Date:</b>	<b>Time:</b>	<b>Name of customer:</b>
<b>Tel number:</b>	<b>Cell phone number:</b>	<b>Fax number:</b>
<b>Complaint:</b>		
<b>Date of purchase:</b>	<b>Address:</b>	<b>Date of complaint:</b>