



**higher education  
& training**

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

**NATIONAL CERTIFICATE (VOCATIONAL)**

**BUSINESS PRACTICE  
NQF LEVEL 2**

**SUPPLEMENTARY EXAMINATION  
(3061002)**

**23 February 2015 (X-Paper)  
09:00–12:00**

**This question paper consists of 9 pages.**

**TIME: 3 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. Write neatly and legibly.
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**SECTION A: (COMPULSORY)****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 ... refer to rules and guidelines that are extremely important in any business and non business organisations.

- A Morals
- B Ethics
- C Ethical values
- D Religious values

1.1.2 One of the fundamental aspects that an individual needs to initially consider when assisting an injured person in an emergency situation is to ...

- A notify his/her head.
- B inform his/her doctor.
- C call the ambulance.
- D check his/her breathing.

1.1.3 .... is a set of rules that is used to determine behaviour in a given situation in the workplace.

- A Smoking policy
- B Achievement
- C A vision statement
- D A code of conduct

1.1.4 ... refers to amongst others, goggles, face shield, hearing protection, steel-capped boots, gloves, hard hats and special clothing.

- A Grooming
- B Personal protective equipment
- C Dangerous substances
- D Potential hazards

1.1.5 ... are entitled to ethical, non-polluting, safe products and services, fair pricing, and honest advertising.

- A Customers
- B Employees
- C Management
- D Employers

1.1.6 ONE of the aspects that add value to the marketing department is ...

- A recruitment of staff.
- B induction of staff.
- C pricing.
- D short-listing of staff.

1.1.7 An example of an unexpected event in the workplace is ...

- A short term planning.
- B long term planning.
- C loss of stock due to fire.
- D insurance of stock against fire.

1.1.8 If people are completing their tasks on time, tick these off and inform the person that need to perform the next activity. This procedure is an example of ...

- A unforeseen priority task.
- B a roster.
- C a work schedule.
- D job rotation.

1.1.9 With self-development, it is always necessary to check your progress and achievement against your original goals to ensure that you are still progressing towards the set goal.

- A Setting of goals
- B Setting objectives
- C Setting of short-term objectives
- D Review of progress

1.1.10 It creates promotional opportunities, is one of the functions of ... the department.

- A administrative
- B marketing
- C financial
- D human resource

(10 × 2) (20)

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 Regular tasks are those actions that ensure that all projects remain on track in all departments.
- 1.2.2 An effective human resource department may have a negative impact on the work force.
- 1.2.3 When assessing your performance it is very important that you compare this to your past performance.
- 1.2.4 A task list ensures that a person focuses on what needs to be done to achieve results.
- 1.2.5 Ethical dilemmas can be resolved by declaring a dispute.
- 1.2.6 Personal cleanliness does not create an impression of efficiency.
- 1.2.7 Listening is not a natural skill; it must be learnt and requires effort and practice.
- 1.2.8 Serving tea and refreshments when required is the only function of the receptionist.
- 1.2.9 It is not the responsibility of the employer to display emergency signs on their premises, which guide employees and visitors where to go or what to do in an emergency situation.
- 1.2.10 When assessing an individual's image in the workplace there is no need to consider personal hygiene, grooming and dress.

(10 × 2) (20)

- 1.3 Choose a description from COLUMN B that matches an item in COLUMN A. Write only the letter (A–F) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Prioritising tasks	A	comes from within and is linked to your own desire to improve yourself
1.3.2	Attitude	B	can be defined as your behaviour in a specific situation
1.3.3	Emergency	C	creates order and discipline
1.3.4	Self-motivation	D	first impression is very important to customers and employees and it creates a powerful impression in the workplace
1.3.5	Dress code	E	is an event that occurs without warning that can cause death or injury to employees, customers or to the public
		F	is an event that is expected to happen on a specific day

(5 × 2)

(10)

**TOTAL SECTION A:****50****SECTION B (COMPULSORY)****QUESTION 2**

- 2.1 Read the case study below and answer the questions.

Rosina Tloti is a manager at Thami Ltd, a business that distributes stationery around Centurion. On Monday 12 January 2015 she received a call from a very angry customer. The customer shouted at her about the stationery order that he had placed with the company on the 2nd January 2015, has not yet been delivered. The customer had phoned thrice already query this order. The customer is not happy about the service rendered by Thami Ltd.

- 2.1.1 Explain FIVE ways in which Rosina Tloti should handle this complaint. (5 × 2) (10)
- 2.1.2 State the consequences if Rosina Tloti reacts in the same manner as the customer. (2 × 2) (4)
- 2.1.3 Explain advantages of effective listening. (3 × 2) (6)

- 2.1.4 Give FIVE values that can guide Rosina Tloti as a manager at Thami Ltd to behave morally, honestly and appropriately when responding to dissatisfied customers. (5 × 1) (6)

2.2 Define the following concepts:

- 2.2.1 Ethics
- 2.2.2 Moral conduct (2 × 2) (4)
- [30]**

### QUESTION 3

- 3.1 Name THREE unsafe conditions in the workplace. (3 × 1) (3)

3.2 Fire extinguishers and hoses are the first line of defence in the case of a fire in the workplace. It is important that you know the location of the nearest fire extinguisher and how it works.

With reference to the above-mentioned passage, answer the following questions:

- 3.2.1 Why is it important for you to know the location of the nearest fire extinguisher? (2)

- 3.2.2 Name a document that would assist you in locating a fire extinguisher in the workplace. (1)

- 3.2.3 Name FOUR types of fire extinguishers. (4 × 1) (4)

- 3.2.4 State FOUR steps to be taken if a fire breaks out in your workplace. (4 × 1) (4)

- 3.3 Explain THREE advantages of a business hiring a private security company instead of using its own security staff. (3 × 2) (6)
- [20]**

**QUESTION 4**

Refer to the scenario below and answer the questions.

Cola is a man who was born in Germany. When he arrived in South Africa he initiated a company called Coca Cola. The company's core business is to manufacture and sell soft drinks (i.e. Coke, Sprite, Dry lemon and Fanta). The company is progressing exceptionally well because their focus is on their core business.

- 4.1 Name THREE questions that Cola asked himself to determine the company's core business. (3 × 1) (3)
- 4.2 Briefly describe THREE steps required when planning a specific task at Coca Cola company. (3 × 2) (6)
- 4.3 State THREE main functions of the human resource department in Coca Cola company. (3 × 2) (6)
- 4.4 Give SIX examples in which the administration department will add value to Coca Cola company. (6 × 1) (6)
- 4.5 Name SEVEN reasons for an employee at Coca Cola company to stay away from work. (7 × 1) (7)
- 4.6 How would you, as a PA for coca cola, react to the following types of clients in the reception area:
- 4.6.1 Clients with no appointments (3 × 2) (6)
- 4.6.2 Clients who are unruly. (3 × 2) (6)

**[40]**



**QUESTION 5**

Ms. Mahlaku Nkoana works at student support as a financial advisor for Tshwane South College (centurion campus). She reports directly to Solly Mkhwabane who is the student support services manager. He requested her to diarise the appointments and activities for 29 September 2015, by using the TABLE. Copy the given TABLE in the ANSWER BOOK and diarise the appointments and activities.

Lunch – NSFAS director & Funda Lushaka's rep @ 13:00  
 Meeting with the SRC members @ 14:30  
 Meeting with Business management students @ 15:00  
 Discussion with NSFAS director @ 9:00  
 Meeting with Funda Lushaka bursary's rep for 2016 @ 11:00  
 Reading the e-mail updates @ 7:30  
 Meeting with campus managers @ 8:00

Other activities

- # put notices up @ 9:30 to 10:30
- # monitoring if students attend classes @ 12:00 to 12:30
- # attends students' problems @ 13:30 to 14:00

(10 × 1) [10]

TIMES	EVENTS/ACTIVITIES
07:30	
08:00	
08:30	
09:00	
09:30	
10:00	
10:30	
11:00	
11:30	
12:00	
12:30	
13:00	
13:30	
14:00	
14:30	
15:00	
15:30	
16:00	

**TOTAL SECTION B: 100**  
**GRAND TOTAL: 150**