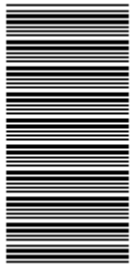


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# higher education & training

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

## **NATIONAL CERTIFICATE (VOCATIONAL)**

**BUSINESS PRACTICE  
NQF LEVEL 2**

**SUPPLEMENTARY EXAMINATION  
(3061002)**

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

**This question paper consists of 11 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****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 Which ONE of the following factors can improve the atmosphere at the workplace?

- A Commitment by only the employee.
- B Informing employees about the financial strength of the enterprise.
- C Recognition of teamwork above recognition of individual work.
- D Recognition of individual work above recognition of teamwork.

1.1.2 Which one of the following is NOT an example of sexual harassment?

- A Unwanted physical contact
- B Gestures of whistling
- C Influencing the process of employment in exchange for 'personal' favours
- D Enquiries about a person's life

1.1.3 Which one of the following is a duty of a health and safety representative?

- A To compile legislation for a business to ensure safety at the workplace
- B To take out insurance on behalf of the business for claims that may arise as a result of accidents
- C To compile a report after a supervisor has informed him/her of an accident
- D To inform employees about all the dangers at work

1.1.4 This alarm is activated by breaking a small panel.

- A An automatic sprinkler
- B A smoke detector
- C A heat detector
- D A manual glass alarm

- 1.1.5 'The operations function involves three traditional core functions.' Which three?
- A Finance; marketing and sales; product and service development
  - B Marketing and sales; human resource planning; product and service development
  - C Marketing and sales; production of the goods; product and service development
  - D Marketing and sales; administrative function; product and service development
- 1.1.6 Which one of the following is NOT a function of the Human Resource Department?
- A Finding qualified workers by doing job analysis
  - B Conducting performance appraisals
  - C Determining policies of the company
  - D Interpreting financial statements for restructuring purposes
- 1.1.7 Which ONE of the following is NOT an example of unforeseen circumstances/events in your workplace?
- A Strikes
  - B Natural disasters
  - C Delivery delays
  - D Lack of capital
- 1.1.8 'First impressions are very important.' Which ONE of the following is NOT a good image to portray?
- A Keeping your arms 'open' and on the table
  - B Keeping your eyes on the speaker
  - C Folding your arms
  - D Turning your body to the speaker
- 1.1.9 Which one of the following is regarded as a time waster in the workplace?
- A Procrastination
  - B Pre-planned meetings
  - C Setting priorities
  - D Delegating tasks
- 1.1.10 Wholesalers in the tertiary sector usually have ... control over challenges in the macro-environment.
- A full
  - B no
  - C limited
  - D little

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 Self-monitoring refers to making time to check your progress and to adhere to your plan.
- 1.2.2 Prioritising tasks in the workplace will create order and discipline.
- 1.2.3 The SMART approach is helpful in setting and achieving goals.
- 1.2.4 One of the advantages of skills development is that it enhances job satisfaction.
- 1.2.5 Before you prioritise your work for the day, you need to diarise all your activities that need to be completed.
- 1.2.6 Hepatitis is regarded as an infectious disease in South Africa.
- 1.2.7 The Human Resources department is responsible for the administration of the company.
- 1.2.8 Employees carry own responsibility for their safety at the workplace.
- 1.2.9 Every employer/employee must take ownership of the safety policy programme in the workplace.
- 1.2.10 An employee with a positive attitude is one who accepts criticism and is not threatened by it.

(10 x 2) (20)

- 1.3 Choose a description from COLUMN B that matches a word/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 Policy	A norms developed over years and accepted by courts
1.3.2 Statute law	B written rules that spell out the rules and the consequences should employees not adhere to them
1.3.3 Common law	C a guideline to inform employees how they should behave
1.3.4 Code of conduct	D this spells out the values of a business
1.3.5 Code of ethics	E a standard that is the same for all
	F determine things like the maximum working hours

(5 x 2)

(10)  
**50****TOTAL SECTION A: 50**

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

Read the following case study and answer the questions that follow.

Melanie is the manager of a Pick n Pay Clothing Store. She is friendly, extremely helpful and always strives to satisfy the needs of all the stakeholders. Whenever she is approached by a stakeholder, whether it is a supplier, a customer or a trade union member, she turns to that person, smiles at them, looks them straight in the eye and offers her assistance. She does not greet any stakeholder with the hand as she feels it is unprofessional to do so.

- 2.1 Do you think that outsiders' first impression of this Pick n Pay Clothing Store is a positive one? (1)
- 2.2 Give THREE reasons for your answer to QUESTION 2.1.1. (3 x 1) (3)
- 2.3 Why do you think that creating a good first impression is important for a Pick n Pay Clothing Store? (3 x 1) (3)
- 2.4 Name ONE example of a negative body language displayed by Melanie. (1)
- 2.5 Name any THREE situations when Melanie should shake hands when dealing with stakeholders. (3 x 1) (3)
- 2.6 'Melanie should inform her employees clearly on what will be regarded as absenteeism.' List SIX deeds that will create absenteeism. (6 x 1) (6)
- 2.7 State any SIX forms of sexual harassment that Melanie should not allow in her store. (6 x 1) (6)
- 2.8 List any FOUR aspects that Pick n Pay should include in their business code of ethics. (4 x 1) (4)
- 2.9 Indicate in each of the following cases how Pick n Pay can deal with the following unforeseen circumstances.
- 2.9.1 Employees engaging in a strike
- 2.9.2 Delivery delays
- 2.9.3 Power interruptions (3 x 1) (3)

**[30]**

**QUESTION 3**

3.1 Supply a meaning for each of the following symbols/gestures next to the question number (3.1.1–3.1.10) in the ANSWER BOOK.

3.1.1



3.1.2



3.1.3



3.1.4



3.1.5



3.1.6



3.1.7



3.1.8



3.1.9



3.1.10





3.2 Read the following article and answer the questions.

**WHAT IS CONSTRUCTION SITE SAFETY?**

Construction site safety is a form of occupational safety that relates directly to job conditions and procedures put in place at a construction site. There are several areas of consideration that go into a comprehensive construction site safety programme; ranging from the use of protective gear to making use of equipment that meets industrial standards for safety in design.

Along with keeping untrained personnel off the site, construction site safety also calls for equipping workers with the resources necessary to avoid injury. In addition to clothing, equipment must also meet safety standards.

Employee training is another important component of construction site safety. While construction site standards may vary somewhat from one area to another, the ultimate goal is to protect individuals working at the site and those who may pass nearby the site, and to allow the project to be completed without injury to anyone.

[Adapted from: *What is construction site safety* [www.wisegeek.com](http://www.wisegeek.com)]

- 3.2.1 Which act regulates health and safety in the workplace? (1)
- 3.2.2 Name THREE types of protective clothing that should be worn on a construction (building) site. (3 x 1) (3)
- 3.2.3 State THREE potential hazards on a construction site. (3 x 1) (3)
- 3.2.4 State THREE reasons why work policies should be communicated to employees. (3 x 1) (3)
- [20]**

**QUESTION 4**

4.1 Read the following article and answer the questions.

**KHUMBANANI'S SPORTS SHOP**

Khumbanani's Sports Shop is situated in Cape Town, a city that hosts a lot of sports events. The shop specialises in the manufacturing and selling of sports clothing. Khumbanani has a Bachelor's degree in Business Management and has vast experience in the field of sportswear business.

Because of increased competition, he wants to diversify by manufacturing and selling souvenirs of South Africa to overseas sportsmen and tourists. The value of the Rand makes South Africa an attractive tourist destination. Although Khumbanani is making a profit, he struggles with low worker morale, high absenteeism and an increase in demands by trade unions. He has highly skilled workers, but struggles to keep them as other companies offer them higher salaries. Furthermore, his competitors import cheap products, although not the same quality, from overseas. He received a government incentive which enabled him to buy modern machinery. This resulted in an increase in the number of items that he manufactures.

He started his business with only ten employees, but currently has 300 employees working in the different functional departments of his enterprise. He currently does not have an administrative department.

Mandla has a vision of registering this business as a franchise operation, which can be sold to other potential entrepreneurs.

- 4.1 Illustrate TWO types of distribution channels that Khumbanani can use. (2 x 1) (2)
- 4.2 List FOUR possible functional departments that Khumbanani may have in his business to assist him to reach his goals. (4 x 1) (4)
- 4.3 'The administrative function in any business organisation includes the collection and storing of information; handling mail and reception. Each of these jobs is important in the overall operation of a business. These tasks are usually the responsibility of the personal assistant and the receptionist.'
- 4.3.1 Discuss any FOUR duties of a personal assistant. (4 x 2) (8)
- 4.3.2 Discuss any FIVE duties of a receptionist. (5 x 2) (10)

- 4.4 Complete a SWOT analyses for Khumbanani's shop. Present your answer as follows:

STRENGTHS  *  *	WEAKNESSES  *  *
OPPORTUNITIES  *  *	THREATS  *  *

(8 x 2) (16)

- 4.5 List any TWO factors that an employee needs to take into account when managing his or her time in the office environment on a daily basis. (2 x 1) (2)
- 4.6 Name any TWO advantages of keeping a diary. (2 x 1) (2)
- 4.7 'Khumbanani should try to improve the atmosphere in the workplace as all stakeholders will benefit from this. Advise Khumbanani on how can achieve this. (Any 3 x 2) (6)
- [50]**

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