

**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

**BUSINESS PRACTICE
NQF LEVEL 2**

NOVEMBER 2010

(3061002)

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

This question paper consists of 11 pages and 3-page answer-sheet.

<p>TIME: 3 HOURS MARKS: 150</p>

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. QUESTION 1 and QUESTION 5.1 must be answered on ANSWER SHEET attached.
 5. Write neatly and legibly.
-

SECTION A**QUESTION 1**

1.1 Various options are provided as possible answers to the following questions. Choose the correct answer and write only the letter (A – D) next to the question number (1.1.1 – 1.1.10) on the attached ANSWER SHEET.

1.1.1 ... refers to how you view everything that you experience, whether it is in a positive or negative light.

- A Motivation
- B Attitude
- C Criticism
- D Destiny

1.1.2 Forms of sexual harassment in the workplace can include ...

- A physical contact.
- B references to the person's body.
- C insults.
- D all the above-mentioned.

1.1.3 The following is/are the type(s) of thing(s) that a person can do to make a good first impression ...

- A punctuality.
- B active listening skills.
- C neat appearance.
- D all the above-mentioned.

1.1.4 Upon returning to work after absence due to illness, Sello must submit ...

- A all company property
- B all overdue work
- C a doctor's note
- D all purchasing requisites

1.1.5 ... management is an effective and efficient way of managing your time if you are a manager.

- A General
- B Tasks
- C Journal
- D Diary

1.1.6 ... diseases are passed from one person to another especially through the air they breath

- A Alzheimer's
- B Stomach
- C Infectious
- D Parkinson's

1.1.7 The work done by the ... department goes a long way towards helping the business implement its tried and tested systems and procedures.

- A Administrative department.
- B Purchasing department.
- C Production department.
- D Marketing department.

1.1.8 A/The ... organisational structure is often used in smaller operations, where authority runs from the top down to the lowest level.

- A functional
- B line
- C vertical
- D horizontal

1.1.9 ... comes from within and is linked to your own desire to improve yourself.

- A Reliability
- B Accountability
- C Sensitivity
- D Self-Motivation

1.1.10 ... is an example of an infectious diseases.

- A Common cold
- B Influenza
- C Hepatitis
- D All the above-mentioned

(10 × 2) (20)

1.2 Indicate whether the following statements are TRUE or FALSE. Choose the answer and make a cross (X) in the block next to the question number (1.2.1 – 1.2.10) on the attached ANSWER SHEET.

- 1.2.1 High absenteeism is an indication of an unhappy workforce.
- 1.2.2 If you are punctual, you are neither late nor early, but exactly on time.
- 1.2.3 In the event of a bomb threat, just ignore the threat and try to look for the bomb.
- 1.2.4 Before you can prioritise work, you need to create a task list of all the activities you have to complete.
- 1.2.5 Good security guards can lead to theft, danger to staff, and extra burdens on managers.
- 1.2.6 A finance department ensures a balance between own and borrowed capital.
- 1.2.7 Staying friendly and helpful to the customers at all times is an example of a positive attitude.
- 1.2.8 The core business of Pick & Pay is not selling food and household items.
- 1.2.9 Protective clothing is often needed when working with dangerous machinery.
- 1.2.10 Spar is one of the main suppliers to Tastic. (10 × 1) (10)

- 1.3 Choose a/an item/word from COLUMN B that matches a description in COLUMN A. Write only the letter (A – J) next to the question number (1.3.1 – 1.3.10) on the attached ANSWER SHEET.

COLUMN A		COLUMN B	
1.3.1	Puts some basic rules about what employees should wear in writing.	A	Code of conduct
1.3.2	This is a list of activities arranged from the most to the least important.	B	Honesty, Reliability and Fairness
1.3.3	... is a tool to help people do well at what is expected of them in a particular role or function.	C	E TV
1.1.4	Important business values.	D	Staff Recruitment
1.3.5	No safety clothing or protective equipment.	E	Rooster
1.3.6	Is the process of moving away from a place of danger to a place of safety?	F	Injuries and delivery delays
1.3.7	Their core business is broadcasting.	G	Unsafe conditions in the Workplace
1.3.8	The main function of the human resource (HR) section.	H	Evacuation
1.3.9	Unforeseen events in the workplace.	I	Dress code policy
1.3.10	Drawing up a ... can help in ensuring that all tasks are completed timeously	J	'To do – list'

(10 × 2)

(20)

TOTAL SECTION A: 50

SECTION B (COMPULSORY)**QUESTION 2**

2.1 Refer to the case study below and answer the questions that follow:

ATTITUDE IN THE WORKACE

Frida is in the workplace and the telephone rings. She answers the telephone in a friendly manner. It is a very angry customer shouting at her on the other end. The order that he placed with them three months ago has not yet been delivered. He has phoned to remind them about the order being late twice already. Frida is also very irritated because this customer is very rude to her and Mrs Mavuso, her boss, does not place orders anymore as she owes the suppliers. Frida has also not received her salary for the previous month.

2.1.1 Explain any **THREE** ways that an employee can display a positive attitude in the work place irrespective of how he/she feels about the employer. (3 × 2) (6)

2.1.2 Supply any **TWO** reasons why listening is one of the skills that Frida must possess in order to deal properly with the customers. (2 × 2) (4)

2.1.3 Complete the following:-

2.1.3.1 First impressions ... (2)

2.2 A goal is something you will have to work towards using the SMART approach. It is helpful in setting and achieving goals. Smart is just an acronym.

Write each of the following letters in full and elaborate on its meaning.

2.2.1 S ...

2.2.2 M ...

2.2.3 A ...

2.2.4 R ...

2.2.5 T ... (5 × 2) (10)

2.3 Read through the following scenario and answer the questions that follow.

Frida's manager sends her to CNA to buy six calculators. CNA at the time has a 'buy one get one get one free' offer on the calculators, which therefore means that she has to buy only three calculators. Her manager is only too happy to get the calculators and does not ask for the receipt. Frida also decides to keep quiet about the 'buy one get one free' and pockets the remaining money.

2.3.1 Do you think Frida's behaviour is ETHICAL? Supply a reason for your answer. (3 × 1) (3)

2.3.2 What do you think Frida should have done? (3 × 1) (3)

2.4 Draw the following emergency signage.

2.4.1 Exit signs.

2.4.2 Manned First Aid.

2.4.3 Telephone Point. (3 × 1) (3)

2.5

CASE STUDY: DEALING WITH VISITORS / GUEST



As the management assistant, one of your most important functions is the reception of visitors. It does not matter whether they have an appointment or not, you should still be able to deal with them. Show interest in visitors by greeting them in a friendly and polite manner. When a visitor arrives, you should stop doing any other work and pay attention to the visitor.

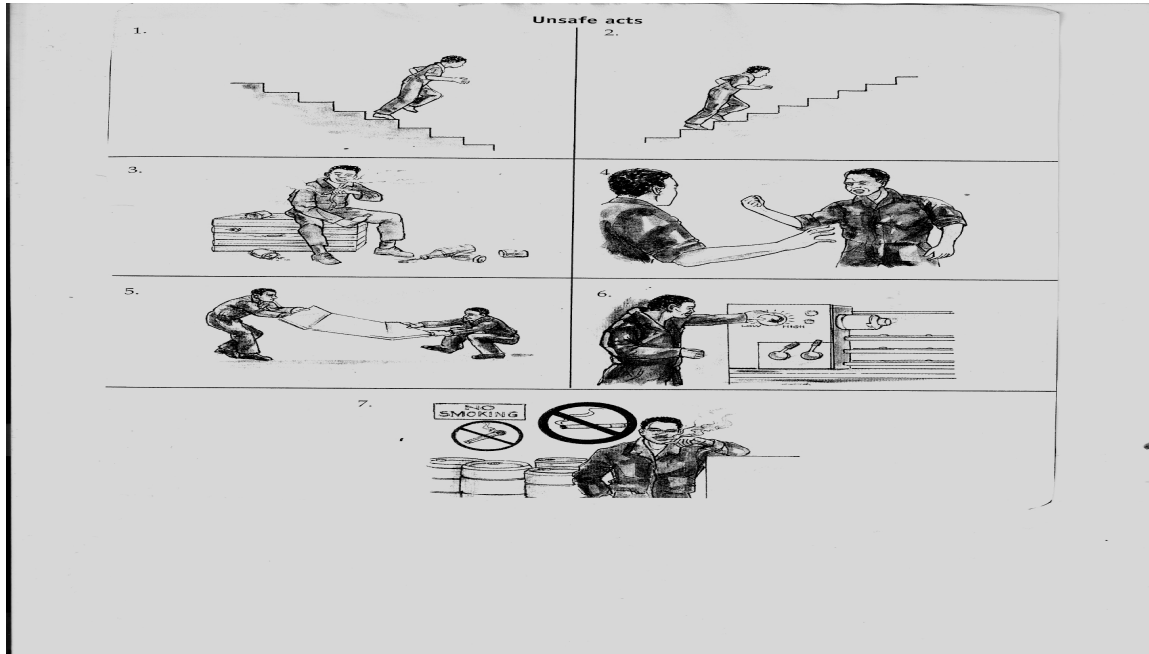
2.5.1 Looking at the above picture, state the method of greeting used. (1 × 2) (2)

2.5.3 Discuss FOUR guidelines for dealing with an unexpected guest or a guest without an appointment. (4 × 2) (8)

[40]

QUESTION 3

- 3.1 Identify and write down any **FOUR** unsafe acts in the workplace featured in the picture below.



(4 × 1) (4)

- 3.2 Use the headings given below to discuss any **THREE** activities that are the responsibility of employers and any **TWO** activities that are responsibility of employees in ensuring a healthy working environment.

3.2.1 The responsibility of employers. (3 × 2) (6)

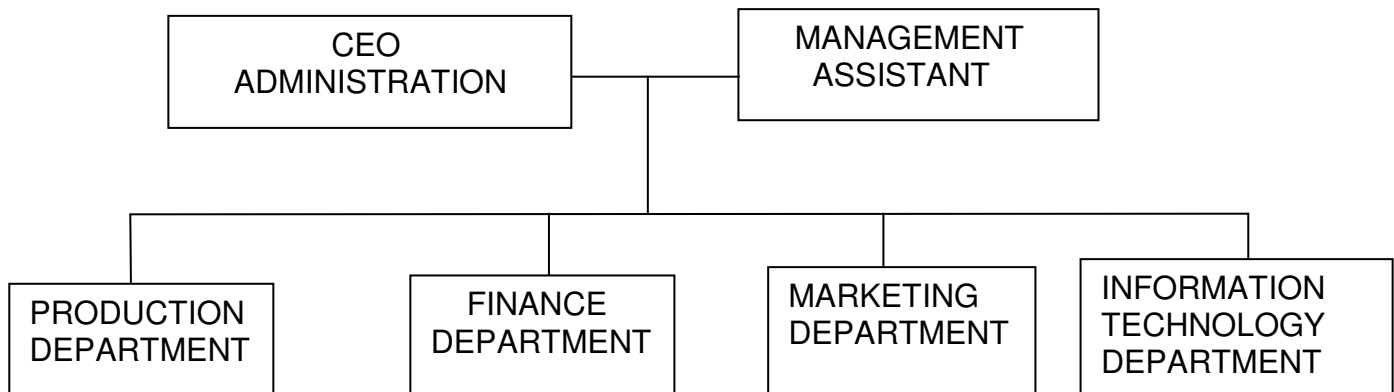
3.2.2 The responsibility of workers. (2 × 2) (4)

- 3.3 List **THREE** ways of securing the confidentiality of information electronically. (3 × 2) (6)

[60]

QUESTION 4

Study the organizational structure below and answer the questions that follow:



- 4.1 Describe ONE function of each of the above-mentioned departments. (4 × 2) (8)
- 4.2 The Human Resource Function department in any organisation plays an important part in the smooth running of the organization.
- 4.2.1 State any FIVE important roles played by this department. (5 × 2) (10)
- 4.3 Name the core business activities of the following organisation.
- 4.3.1 ABSA
- 4.3.2 Sasol (2 × 1) (2)
- [20]**

QUESTION 5

- 5.1 A diary is one of the most important tools that a manager can use in order to ensure that all gets done and on time. Use the answer sheet attached to accommodate all the work that needs to get done in a manageable way.
- 📖 Read all email and open post 07h30 every day.
 - 📖 E-mail minutes of Tuesday's meeting to Ms Drake, who prefers them the very next day before 9am.
 - 📖 A meeting with Mr Mkhize on 09 November at 14h00.
 - 📖 A doctor's appointment on 12 November at 09h00.
 - 📖 Staff meeting on 9 November at 15h30.

- 📖 Visit to technology exhibition on 11 November from 10h00.
 - 📖 Meeting with overseas visitors on 08 November at 11h30.
 - 📖 Book flight to Cape Town on 08 November at 15h00, for the December holiday.
 - 📖 The first draft of the project report must be completed by 12 November at 12h00.
 - 📖 Lunch appointment on 11 November at 13h30.
 - 📖 Meet with the bank manager 11 November at 14h00.
 - 📖 Read over financial report by 09 November at 09h30. (16 × 1) (16)
- 5.2 State any FOUR purposes of a diary at your workplace. (4 × 1) (4)

TOTAL SECTION B: 100
GRAND TOTAL: 150

ANSWER SHEET**EXAMINATION NUMBER:****SECTION A****QUESTION 1****1.1 MULTIPLE CHOICE**

1.1.1 _____

1.1.2 _____

1.1.3 _____

1.1.4 _____

1.1.5 _____

1.1.6 _____

1.1.7 _____

1.1.8 _____

1.1.9 _____

1.1.10 _____

(10 × 2) (20)

1.2 TRUE / FALSE

<i>No:</i>	<i>True</i>	<i>False</i>
1.2.1		
1.2.2		
1.2.3		
1.2.4		
1.2.5		
1.2.6		
1.2.7		
1.2.8		
1.2.9		
1.2.10		

(10 × 1) (10)

1.3 MATCHING

1.3.1 _____

1.3.2 _____

1.3.3 _____

1.3.4 _____

1.3.5 _____

1.3.6 _____

1.3.7 _____

1.3.8 _____

1.3.9 _____

1.3.10 _____

(10 × 2) (20)

ANNEXURE A**QUESTION 5****5.1 MANAGER'S DAIRY**

Time	Monday 08	Tuesday 09	Wednesday 10	Thursday 11	Friday 12
07h30					
08h30					
09h00					
09h30					
10h00					
10h30					
11h00					
11h30					
12h00					
12h30					
13h00					
13h30					
14h00					
14h30					
15h00					
15h30					
16h00					
16h30					
17h00					

(16 × 1) (16)