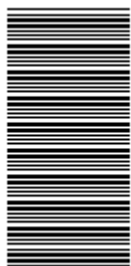


00000000



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

**BUSINESS PRACTICE
NQF LEVEL 2**

NOVEMBER EXAMINATION

(3061002)

**11 November 2013 (X-Paper)
09:00–12:00**

This question paper consists of 8 pages and 1 answer sheet.

TIME: 3 HOURS
MARKS: 150

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 5 must be answered on the attached ANSWER SHEET.
 5. 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 A method of keeping colleagues informed at the workplace:

- A Newspaper
- B Diary
- C Newsletter
- D Fax

1.1.2 ONE of the fundamental qualities of a receptionist is to be ...

- A selfish.
- B pleasant.
- C laughing frequently.
- D arrogant.

1.1.3 A/An ... is a document which allows you to organise and manage yourself in the work environment.

- A personal diary
- B filofax
- C organiser
- D calender

1.1.4 Good ... may be complemented by good personal grooming.

- A personal care
- B personality
- C personal qualities
- D personal hygiene

1.1.5 A definite plan to deal with major emergencies is an important element of ...

- A a short-term plan.
- B a long-term plan.
- C the Workplace Emergency Act.
- D the Occupational Health and Safety Act.

1.1.6 HIV can be transmitted from one person to another through ...

- A sexual contact.
- B kissing.
- C touching the infected donor.
- D transmissible disease.

- 1.1.7 Personal protective equipment in the workplace should ...
- A be inspected regularly before each use to make sure it is in a good condition.
 - B be inspected once a year.
 - C not be inspected before use.
 - D None of the above-mentioned
- 1.1.8 The first step in the management process of drawing up a roster is ...
- A planning.
 - B organising.
 - C control.
 - D managing.
- 1.1.9 Which ONE of the following ethical principles governs employees in the workplace?
- A Trustworthiness
 - B Personal benefit
 - C Reproach
 - D Retribution
- 1.1.10 Employees maintain security by ...
- A logging off their computers when not in use.
 - B keeping their computers on continuously.
 - C disclosing their password to their colleagues.
 - D None of the above-mentioned

(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 Your manager must be aware of your time management so that he/she can delegate activities accordingly.
- 1.2.2 It is useful to use a diary to work out a schedule for a specific task.
- 1.2.3 Good work practice can be equated to taking responsibility for your action which enhances your career opportunities.
- 1.2.4 According to the Occupational Health and Safety Act, it is not your employer's responsibility to safeguard the working environment.
- 1.2.5 A value-added activity refers to a function or service rendered by a specific department which contributes to the success of the organisation.

- 1.2.6 For the fire extinguisher to be effective it must be located where it can be easily reached.
- 1.2.7 Shape cannot be considered as a criterion when selecting a fire extinguisher.
- 1.2.8 No matter how careful you plan your day at your workplace, unexpected things do happen which cause your well laid-out plans to go wrong.
- 1.2.9 Appropriate skills could be developed by assessing your work performance.
- 1.2.10 A SWOT analysis cannot be used to effectively plan a training programme.

(10 × 2) (20)

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

COLUMN A		COLUMN B	
1.3.1	Protocol	A	damage that is deliberately done
1.3.2	Sabotage	B	to give one's approval
1.3.3	Endorse	C	the conditions under which you work
1.3.4	Ethical	D	when something is fair and right
1.3.5	Business environment	E	is an accepted or recognised way of doing something

(5 × 2) (10)
[50]**TOTAL SECTION A: 50**

SECTION B

QUESTION 2

2.1 Refer to the case study below and answer the questions.

Your facial expressions have a tremendous impact on other people in the workplace. Use positive expressions to motivate a person. But be sincere – people can see when you are being 'false'.

Encourage open communication by maintaining an open, relaxed posture and a straight-forward attitude. Look at the other person and maintain eye contact – but don't stare! Show that you are listening by leaning forward and nodding your head in agreement.

Negative body language is indicated by a frown, crossing your arms (as if to reject what the person is saying) and turning your body away from the speaker.

- 2.1.1 Why do people use body language to express their positive or negative feelings? (2 × 1) (2)
- 2.1.2 Why is it important to interpret body language correctly particularly in the workplace? Give TWO reasons. (2 × 2) (4)
- 2.1.3 Give THREE reasons for the importance of displaying a good posture and eye contact in the workplace. (3 × 1) (3)
- 2.1.4 What impact does 'projecting a positive body language' have in the workplace? (3 × 2) (6)
- 2.1.5 State FIVE ways of improving listening skills. (5 × 1) (5)

2.2 The Department of Health passed a law which appeared in the Government Gazette in September 2000 which aims to restrict smoking in the workplace.

Briefly state any FIVE regulations, regarding smoking, that businesses must adhere to. (5 × 2) (10)

[30]

QUESTION 3

3.1 State FOUR safety measures to be considered when maintaining fire equipment at your workplace. (4 × 1) (4)

3.2 Fire extinguishers are not all the same. Match the correct type of fire extinguisher with the type of fire given below. Write only the letter (A–C) next to the question number (3.2.1–3.2.3) in the ANSWER BOOK.

TYPE OF FIRE		TYPE OF EXTINGUISHER	
3.2.1	Petrol and diesel	A	Water
3.2.2	Electronic equipment	B	CO ₂
3.2.3	Wood and paper	C	Powder

(3 × 2) (6)

3.3 State FIVE universal precautions which you should take when assisting an injured person. (5 × 1) (5)

3.4 A hazard refers to anything that could be harmful.

Name FIVE hazards which could cause injury at the workplace. (5 × 1) (5)
[20]

QUESTION 4

4.1 To measure your performance on the job, performance standards specific to job are set.

Name SIX items which should be discussed with a supervisor during a performance review meeting. (6 × 2) (12)

4.2 Explain the role played by each of the following internal stakeholders in a business organisation:

4.2.1 Financial manager

4.2.2 Administrative manager

4.2.3 Human resources manager

(3 × 4) (12)

4.3 Discuss THREE functions of the marketing department. (3 × 2) (6)

4.4 Name the core activity of the following business undertakings:

4.4.1 Shell

4.4.2 Nedbank

4.4.3 Pick n Pay

4.4.4 Gautrain

4.4.5 Woolworths

(5 × 2) (10)
[40]

QUESTION 5

Assuming you are the PA for the marketing department of Makro Ltd. The marketing manager requires you to diarise the following appointments and activities for 31 August 2013 on the attached ANSWER SHEET.

- 📖 Reading the e-mail updates @ 08:00
- 📖 Meeting with senior brand manager to discuss marketing policies @ 16:00
- 📖 Lunch – finance manager, Mr Dingaan, to discuss budgets @ 12:00
- 📖 Ad agency meeting @ 14:00
- 📖 Leave promptly to get to ad agency meeting on time @ 13:30
- 📖 Executive management meeting @ 9:00
- 📖 Meeting with Rihanna @ 10:30
- 📖 Other activities:
 - # Quotes from printers
 - # Staff assessment
 - # Checking of products

(10 × 1) [10]

TOTAL SECTION B: 100
GRAND TOTAL: 150

ANSWER SHEET EXAMINATION NUMBER:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

SECTION B**QUESTION 5**

	Diary	
	31 August 2013	To-do list
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		
16:30		

(10 × 1) **[10]**