



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

**BUSINESS PRACTICE LEVEL 2
NQF LEVEL 2**

NOVEMBER EXAMINATION

(3061002)

**13 November 2014 (X-Paper)
09:00–12:00**

This question paper consists of 8 pages.

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. 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 The first step in the management process is ... because it helps you to decide what you want to achieve and how to do it.

- A planning
- B monitoring
- C mentoring
- D delegating

1.1.2 When entering the job market, your employer requires that certain skills should be in place to perform your daily duties as laid out in your ...

- A code of conduct.
- B job market.
- C job description.
- D policy.

1.1.3 One of the following is an example of unforeseen situation in the workplace:

- A Lack of resources
- B Change in company policy
- C A burst water/pipe
- D Making a profit

1.1.4 Regular activities are those actions that keep the department moving and ensure that all projects remain on track:

- A Work schedule
- B Roster
- C Job description
- D Code of conduct

1.1.5 You have been asked to attend an evening company function where there will be customers and suppliers present. You are not sure what you should wear so you ...

- A ask your friends what they think you should wear.
- B ask your supervisor for some advice on what to wear.
- C decide to be safe and wear your usual work clothes.
- D decide not to attend because you're not sure what to wear.

1.1.6 In determining the ... of a product, the marketing department will interact with the finance and production departments to determine a price to be in line with the market conditions.

- A market research
- B marketing communication
- C distribution
- D pricing

1.1.7 ... should be acknowledged in South Africa, since we are a multi-cultural and therefore behave in different ways.

- A Personal attitudes
- B Ethical values
- C Ethics
- D Ethical diversity

1.1.8 Good personal hygiene in the workplace may be complemented by ...

- A personal health.
- B good personal wealth.
- C good personal grooming.
- D good personality.

1.1.9 One of the main activities of a personal assistant is to ...

- A serve tea.
- B display information about the organisation.
- C maintain a paper and electronic filing system.
- D delegate tasks.

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

- A protected sexual intercourse.
- B postnatal infection.
- C contaminated needles.
- D verbal communication.

(10 x 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 Once tasks are identified and placed into the various time schedules, a roster is drawn up to indicate what must be done, when it must be done and by whom.
- 1.2.2 The organisational diary needs to contain accurate information to ensure the smooth running of the organisational departments.
- 1.2.3 Most companies expect customers to reflect the corporate image of the company and make a good impression on people passing through the office during working hours.
- 1.2.4 All organisations do not have procedures to be followed for leave of absence.
- 1.2.5 Some departments in a company are directly linked to the company's core business activities such as production department at Nike which is responsible for selling the product.
- 1.2.6 The actual function of the human resource department is to support staff.
- 1.2.7 When jobs and tasks have been planned in detail, they can be arranged in the incorrect sequence.
- 1.2.8 According to the Black Economic Empowerment Act, every employee shall at work take reasonable care for the health and safety of himself/herself and other persons who may be affected by his acts or omissions.
- 1.2.9 Fires cannot be extinguished by removing the fuel: this is usually very difficult to do.
- 1.2.10 If an organisation chooses to implement a geographical structure, it will be disadvantaged if it uses local expertise and people who understand the condition in a particular region. (10 x 2)

(20)

- 1.3 Choose a description from Column B that matches with 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.

COLOMN A	COLOMN B
1.3.1 Etiquette	A to be vulnerable to external conditions
1.3.2 The routine task	B you know in advance what has to be done, how, when and where
1.3.3 Self-discipline	C controlling yourself, developing your skills and talents, achieving your goals
1.1.4 Marketing communication	D this ensures that information about the products or services reaches the customers
1.3.5 Exposure	E rules that indicate what type of social behaviour is correct
	F unexpected activities or events

(5 x 2)

(10)

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

- 2.1 Read the following passage below and answer the questions.

The core part of the corporate business is production and not to nurse individual's feelings and attitudes in the business sector. Hence it is not an overnight thing. Both the management and the employees must ensure the success of the business. The actual task is to render acceptable service to the customers that support the company.

- 2.1.1 List THREE tasks that are considered to be 'time wasters' in the business environment and give an example of each. (3 x 2) (6)
- 2.1.2 Tabulate the difference between the positive and negative dynamics of teamwork. (2 x 2) (4)
- 2.1.3 What is the difference between 'ethics' and 'values' in the work place? (2 x 2) (4)

- 2.1.4 Name any THREE situations when the employee should use 'handshake' with the client in the business environment. (3 x 1) (3)
- 2.1.5 Name THREE examples of negative body language in the workplace. (3 x 1) (3)
- 2.2 The Labour Relations Act, No. 66 of 1995 (as amended in 2002), requires the workplace to have a code of conduct for their employees. All employees must understand and obey this code. Should an employee break the code, the act allows for a disciplinary procedure, which may result in dismissal.
- 2.2.1 Name FIVE categories of a company's code of conduct. (5 x 1) (5)
- 2.2.2 Name FIVE qualities that indicate positive attitude in the workplace. (5 x 1) (5)
- [30]**

QUESTION 3

Read the following case study and answer the questions.

OCCUPATIONAL HEALTH

The WHO defines this term as the promotion and maintenance of the highest degree of physical, mental and social well being of workers in all occupations. It also includes the protection of workers in the workplace from risks and hazards resulting in anything that will affect their health.

- 3.1 What does the abbreviation *WHO* stand for? (1 x 1) (2)
- 3.2 Explain the term *hazard* in the workplace. (2 x 2) (4)
- 3.3 How can the employer identify hazards in the workplace? (4 x 1) (4)
- 3.4 Explain why it is the responsibility of every employee to maintain health and safety in the workplace. (5 x 2) (10)
- [20]**

QUESTION 4

- 4.1 Explain what the term *core business* refers to. (1 x 2) (2)
- 4.2 Name the core activity of the following business undertakings:
- 4.2.1 Microsoft
- 4.2.2 Coca Cola
- 4.2.3 Nando's
- 4.2.4 Nike (4 x 2) (8)
- 4.3 The marketing department must interact closely with all other core functions of the company. Without the input of the marketing department, the company will have no customers, no products or service to sell and no way to get the product or the service to the customer.
- 4.3.1 Name and explain FOUR values added by the marketing department in the company. (4 x 2) (8)
- 4.3.2 State the functions or the core business activity of the purchasing department. (10)
- 4.3.3 How can the IT department add value to the organisation? (3 x 2) (6)
- 4.4 Name the SIX basic areas where personal cleanliness and hygiene affects others, especially in the workplace. (6 x 1) (6)
- [40]**

QUESTION 5

- 5.1 'A task list is a list of all the activities that you have to complete within a specific time'.
- State FIVE reasons why it is important to use a task list at work. (5 x 1) (5)
- 5.2 The personal diary is a document that allows you to organise and manage yourself in the work environment. It helps you plan what you are going to do and by when. Essentially, it is kept to help you manage your activities and track them everyday.
- List FIVE types of personal diaries that can be used in the business environment either 'paper based' or 'electronic based'. (5 x 1) (5)

[10]

TOTAL SECTION B: 100
GRAND TOTAL: 150