



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

NOVEMBER EXAMINATION 2012

**OFFICE PRACTICE
NQF LEVEL 2**

14 NOVEMBER 2012

This marking guideline consists of 6 pages.

SECTION A**QUESTION 1**

1.1	1.1.1	D		
	1.1.2	C		
	1.1.3	A		
	1.1.4	D		
	1.1.5	D		
	1.1.6	D		
	1.1.7	D		
	1.1.8	C		
	1.1.9	D		
	1.1.10	B	(10 × 1)	(10)
1.2	1.2.1	G		
	1.2.2	H		
	1.2.3	I		
	1.2.4	J		
	1.2.5	C		
	1.2.6	D		
	1.2.7	B		
	1.2.8	F		
	1.2.9	E		
	1.2.10	A	(10 × 1)	(10)

1.3	1.3.1	False: Noisy cleaning e.g. vacuuming the reception area while serving clients will interfere with the flow of work.		
	1.3.2	False: To display a professional image you must always dress in clothes that complement your figure and you may not wear torn jeans to work.		
	1.3.3	False: You can only address customers by their first names if they give you permission to do so, and if their culture allows it.		
	1.3.4	False: Organisations keep all copies of business documents e.g. receipts, invoices, credit notes, payment arrangements, cheques etc.		
	1.3.5	False: For organisations to be able to prove that certain business transactions took place businesses must keep accurate and proper records.	(5 × 2)	(10)
TOTAL SECTION A:				30

SECTION B**QUESTION 2**

2.1	The visitor must be accompanied to reception in order to receive a permit, complete a visitor's register and be directed to an office to get assistance.		(2 × 1)	(2)
2.2	It is best to clean the reception hours before opening times and after hours so as not to disrupt the flow of work.		(2 × 1)	(2)
2.3	Make an appointment with a senior staff member for the client. Refer the customer to the correct person / branch / department Assure the customer that the request will be handled by the relevant person Inform the customer that he/she should phone back / visit again in a few hours Thank and greet the customer before he / she leaves the reception area		(5 × 2)	(10)
2.4	2.4.1	Redirect the visitor to another suitable staff member in the Financial Department for example the deputy financial manager.		
	2.4.2	Make an appointment for a more convenient time.		
	2.4.3	Make an appointment for the client with a suitable person.		
	2.4.4	Reschedule the appointment to a more convenient time.		
	2.4.5	Ask for the sales representative's name and the purpose of the visit.		

	2.4.6	Explain politely to the visitor that it is company policy not to give out personal details of staff members.	(6 × 2)	(12)
2.5	2.5.1	To have written proof of why certain transactions took place in case a client comes back with a query/complaint.		
	2.5.2	To have proof of why certain actions/decisions were made over others and for historical evidence for comparison purposes. (2 × 2)		(4)
				[30]

QUESTION 3

3.1	To prevent shortages and stoppage of work due to unavailability of consumables.	(1)
3.2	First In First Out.	(1)
3.3	Print labels with addresses and glue on envelopes. Ensure the addresses are clearly written/write legibly. Address the letters to the correct addresses. Window envelopes can be used to display addresses printed on letters.	(4 × 2) (8)
3.4	Date sent Date received Name of sender Description of contents Follow-up letter sent Details of missing enclosures	(6 × 1) (6)
3.5	Do you want to call back later? Do you want to leave a message? Do you want to keep on holding?	(3 × 1) (3)
3.6	Help organisation to identify and eliminate problems and problem areas. Helps organisation to find solutions to problems. Assures customers that they are taken seriously and the organisation values their contribution.	(3 × 2) (6)
3.7	Spilling water/liquid on a machine. A damaged plug/cable.	(2 × 2) (4)
3.8	So that the machines do not pose a health hazard to employees / create an unprofessional image to clients and visitors and slows down work.	(1)

[30]

QUESTION 4

- 4.1 Place the letter in a basket/outgoing mail tray for reposting.
Write 'Return to sender' on the mail.
Repost mail to the addressee. (Any TWO) (2 × 1) (2)
- 4.2 Attach enclosures securely to a letter using a stapler/paper clip.
Report missing enclosures to the senior clerk and sender and record this in the outgoing mail register. (2 × 2) (4)
- 4.3 **If a mailroom clerk does not do the following:**
Receive, sort and dispatch mail according to procedures.
Complete the records correctly and accurately.
Maintain security policies, deadlines and confidentiality.
Follow policies and procedures.
Neglects to follow mailroom procedures. (5 × 2) (10)
- 4.4 Lack of daily filing plan.
Not keeping a document with its attachments together.
Unnecessary errands – not handling a document once.
Cluttered and disorganised workplace.
Disorganised electronic files.
Not having a consistent method, classification or filing system.
Refiling because of negligence and carelessness. (7 × 1) (7)
- 4.5 Enhances the professional image of the organisation.
Safer and healthier to work in.
Creates a pleasant work atmosphere that can lead to increased productivity levels. (3 × 2) (6)
- 4.6 To record stock issued and a new stock level. (1)
- [30]**

QUESTION 5

- 5.1 Incoming mail:
Remittance register (5.1.1)
Incoming mail register (5.1.2)
Date stamp and ink pad (5.1.5)
- Outgoing mail:
Franking machine (5.1.3)
Envelope addressing machine (5.1.6)
Letter scale (5.1.4) (6 × 1) (6)

5.2	5.2.1	Davids Shafeera Davids Sufyaan Hadebe Bongani Heinemann Daniel Heydemann George Lester Kim Nampa Konaye Sizani Pumeza Stata Paella Stata Patella	(10 × 1)	(10)
5.3		Code each document with key words and reference number. Put each document on microfilm. Index the retrieval information onto the disk memory. Query the computer where the document is located in the microfilm. Obtain and insert the microfilm magazine into a micro-image terminal.	(5 × 2)	(10)
5.4		If the information requested is confidential or sensitive. If the requested information falls outside the receptionist's area of responsibility.	(2 × 2)	(4)
				[30]
				TOTAL SECTION B: 120
				GRAND TOTAL: 150