higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE PRACTICE
NQF LEVEL 2

(3061012)

20 November 2024 (Y-paper)
13:00–15:30

Calculators may be used.

This question paper consists of 13 pages and 3 addenda.

329Q1N2420

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
OFFICE PRACTICE
NQF LEVEL 2
TIME: 2½ 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. Answer QUESTION 6.1 on ADDENDUM A.
   Answer QUESTION 7.2.1 on ADDENDUM B.
   Answer QUESTION 8.2.1 on ADDENDUM C.
   Please hand in all addenda with your ANSWER BOOK.
5. Start each section on a new page.
6. Use only a black or blue pen.
7. Write neatly and legibly.

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SECTION A

QUESTION 1

Various options are given as possible answers to the following questions. Choose the correct answer and write only the letter (A–D) next to the question number (1.1–1.10) in the ANSWER BOOK.

1.1 A suitable way of greeting a female customer whose marital status is unknown to you is 'Good morning … Jama'.

A Mrs
B Ms
C Miss
D Madam

1.2 The term … standard refers to the general care, cleanliness, orderliness and maintenance of the business premises.

A in house
B routine
C housekeeping
D non-routine

1.3 Building … with customers is all about creating a bond of trust and understanding.

A contact
B rapport
C relations
D support

1.4 An example of documents that must be retained for an organisation's income tax purposes are …

A contracts.
B reports.
C receipts.
D emails.

1.5 … are used to direct customers through the company premises and warn them of any safety hazards.

A Maps
B Permits
C Signs
D Notices

1.6 A … is a contract in which property is transferred from the seller to the buyer for a fixed price.

A sales agreement
B quotation
C loan agreement
D title deed

1.7 A letter that should only be opened and read by the addressee is classified as …

A highly confidential.
B censored.
C private and confidential.
D top secret.

1.8 If you receive a suspicious-looking letter or package, you should …

A open it and remove the contents.
B throw it into the waste bin.
C deliver it to the recipient.
D notify security immediately.

1.9 If a visitor arrives without an appointment, you should …

A tell them the manager is busy.
B suggest they come back some other time.
C find out how to assist them.
D make them wait until someone can help them.

1.10 To … a caller means to let them know that you are aware that they are still holding on for help.

A understand
B acknowledge
C accept
D answer

(10 × 1) **[10]**

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QUESTION 2

Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (2.1–2.5) in the ANSWER BOOK.

2.1 The waste bins in reception must be emptied throughout the day and without disruption to reception services.

2.2 It is not necessary to complete the file-movement register if the manager requests to borrow a file.

2.3 According to South African law, it is illegal to tamper with or steal mail.

2.4 Valuable company records will be secured if the back-up and original records are kept together.

2.5 The date stamp on incoming mail should indicate the date that mail was received, not the date on which it is opened or processed.

(5 × 1) **[5]**

QUESTION 3

Choose the correct word or words from those given in brackets. Write only the word or words next to the question number (3.1–3.5) in the ANSWER BOOK.

3.1 If a faulty machine is under (guarantee/contract), it is the manufacturer's responsibility to repair it.

3.2 Incoming mail is sorted into various (collections/categories) before it is distributed.

3.3 An armed-response security guard arriving to an emergency call at a business is an example of a/an (unpredictable/predictable) enquiry.

3.4 Avoiding eye contact is an example of (positive/negative) body language.

3.5 (Discretion/Indiscretion) is speaking in such a way as to avoid causing offence or revealing confidential information.

(5 × 1) **[5]**

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QUESTION 4

Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–J) next to the question number (4.1–4.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
4.1	The overall image of a business in the minds of customers, investors and employees	A	negligence
4.2	The illegal use of someone else's personal information in order to obtain money or credit	B	conventional data
4.3	Being careless and causing someone or something to be at risk of being harmed	C	delivery note
4.4	Documents stored in a filing cabinet	D	corporate identity
4.5	An acceptable way a person conducts themselves at work	E	extension
4.6	A document, issued by a supplier, which accompanies a delivery of goods	F	non-disclosable
4.7	Information that people outside the company should not have access to	G	identity theft
4.8	Used for collecting slips of paper with feedback from customers on products or services received	H	authorisation
4.9	Giving someone permission to do or have something	I	suggestion box
4.10	A telephone inside the organisation that is linked to the switchboard network	J	professionalism

(10 × 1) **[10]**

TOTAL SECTION A: 30

SECTION B

Read the scenario below. The scenario forms the basis of SECTION B.

Sunshine Bakery is a popular establishment that produces and sells flour-based baked products such as bread, cookies, cakes, pastries, and pies. Sunshine Bakery is based in Port Alfred and their products are delivered all over the Eastern Cape.

QUESTION 5

5.1 The new receptionist, Sheila, recorded the following telephone message. Using your knowledge of how to correctly record telephone messages, identify all the mistakes she made.

TELEPHONE MESSAGE SLIP

To: Mr November	
From: Elizabeth	
Details: Please call back.	**Date:** Tues. **Time:** 9ish **Tel no.:** 082 1626 011
	☐ Telephoned
	☐ Will phone back
	☐ Please phone
Taken by: SS	☐ Urgent

(6)

5.2 Give FIVE procedures that Sheila should bear in mind when answering telephone calls at Sunshine Bakery. (5)

5.3 List THREE ways how Sheila can look for telephone numbers before placing an outgoing call. (3)

5.4 When transferring calls to the appropriate employee, Sheila must always find out the reason for the call.

Give TWO examples of questions Sheila should ask to determine the reason for the call. (2)

5.5 There are times when the person Sheila is trying to reach by telephone is unavailable.

Give her THREE guidelines to follow when leaving a voicemail message for a customer. (3 × 2) (6)

5.6 Faults can occur in the operation of office equipment causing interruptions to everyday activities of a business.

Give ONE solution to each of the following faults:

5.6.1 The photocopier does not operate at all, and none of the lights or displays on the machine are working.

5.6.2 Paper keeps jamming in the photocopy machine.

5.6.3 Printouts from the office printer are very light and hardly legible.

5.6.4 The air conditioner does not switch on when using the remote control.

(4 × 2) (8)
[30]

QUESTION 6

6.1 Answer this question on ADDENDUM A (attached) and hand it in with the ANSWER BOOK.

When visitors arrive at the reception of Sunshine Bakery, they are issued with visitor's cards to indicate that they have permission to be on the premises. A visitor's register must also be completed.

Mr Brian Matsoso, an inspector from the Department of Health, arrives at Sunshine Bakery at 08:20 this morning. The purpose of his visit is to do an inspection of the factory. Mr Matsoso has requested to meet with the production manager, Mr Nduna. You issue him with visitor's card number 552. At 10:00 the inspection is completed, and Mr Matsoso signs out on the visitor's register.

Using the information given above, complete the visitor's card and register on ADDENDUM A. (12)

6.2 Communication interferences in the workplace can have a serious effect on the functioning of an organisation. Read the following statements and match them to the list given below. Write only the interference next to the question number (6.2.1–6.2.4) in the ANSWER BOOK.

semantic; physiological; psychological; physical

6.2.1 The cellphone reception is bad and the call keeps breaking up.

6.2.2 Amika's application for promotion was rejected. She has taken the rejection very personally and is angry with management.

6.2.3 Mr Green uses subject-specific language, which is difficult to understand, when giving instructions to staff.

6.2.4 Janine is partially deaf and does not hear customers if she doesn't wear her hearing aid.

(4 × 1) (4)

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6.3 The signs below are related to the operation of electrical equipment and their consumables.

Explain the meaning of each sign next to the question number (6.3.1–6.3.3) in the ANSWER BOOK.

6.3.1



6.3.2



6.3.3



(3 × 1) (3)

6.4 At the end of each month you are required to do a stock take of consumable items in the company's stationery store cupboard. Inside the store cupboard you see the following reams of A4 copy paper:



The A4 copy paper is now at minimum stock level and more paper will need to be ordered as soon as possible. Sunshine Bakery purchases and issues paper to staff in reams. The maximum stock level is indicated on the stock record card below:

Item	Maximum stock level	Number in stock	Number to re-order
A4 copy paper	200 reams	(6.4.1)	(6.4.2)

6.4.1 Count the number of A4 copy paper reams in stock. Write only the answer next to the question number (6.4.1) in the ANSWER BOOK. (2)

6.4.2 Calculate how many A4 copy paper reams you need to order so that the level reaches the maximum stock level. Write only the answer next to the question number (6.4.2) in the ANSWER BOOK.

HINT: Show calculation to obtain maximum marks. (3)

6.5 Explain the procedure for handling enclosures received in incoming mail.
(3 × 2) (6)
[30]

QUESTION 7

7.1 Study the picture below:



7.1.1 Identify and correctly name FOUR filing systems seen in this picture. (4)

7.1.2 Describe the purpose of the six trays (labelled with staff names, e.g. Peter) on the secretary's desk. (2)

7.1.3 Rearrange the staff members' names in alphabetical order:

Peter
Mervin
Sive
Rowan
Mischa
Anele (6)

7.1.4 Describe the processes that you could follow to secure valuable information and maintain security in this office. (4)

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7.2 You received the following email from a customer at 11:20 this morning:

FROM: jalba@webmail.com
TO: enquiries@sunshine.co.za
Good day. I am very impressed with your product range and am interested in selling it in my store. I am the owner of a spaza shop in Alice and feel there will be a market for your bread and cake range. Could someone from your sales department please contact me as soon as possible? Regards Juno Alba Tel: 0407012345

7.2.1 Record this enquiry in the customer enquiry logbook (ADDENDUM B) attached. (10)

7.2.2 What steps would you follow to ensure that this enquiry is attended to as soon as possible? (2 × 2) (4)

[30]

QUESTION 8

8.1 Read the article below and answer the question.

MASSIVE BACKLOG AT POST OFFICE

Thirty-eight million.

That's how many unsent items of post the South African Post Office (SAPO) reportedly should clear following the recent strike there.

SAPO has committed to clearing the massive backlog within the next three weeks. The six-week-long strike by post office workers over a salary dispute, coupled with the recall of some of the post office's vehicle fleet by a service provider, helped create the huge backlog which has left the public fuming.

[Source: *www.news24.com*]

8.1.1 Give FOUR possible consequences that businesses in South Africa would face following non-delivery of mail due to the SAPO worker's strike.

8.1.2 What measures could Sunshine Bakery take to ensure that their business is not too severely affected by the non-delivery of incoming and outgoing mail?

(2 × 4) (8)

8.2 You are required to courier a parcel to a supplier of Sunshine Bakery.

8.2.1 The supplier is Mrs D. Vellem of SA Milling Pty Ltd. Her details are as follows:

Address: 14 Old Road, Paarl, 7646.
Telephone number: 0798765432

Use the information provided to complete the courier envelope (ADDENDUM C) attached. (6)

8.2.2 The parcel will be delivered by E-Zee Track Courier Services. Their rates are as follows:

Service	Minimum charge for 2 kilograms	Rate per kg thereafter
Overnight delivery	R85,00	R33,00

The parcel has a weight of 4 kilograms.

Calculate the total cost of delivery by adding the minimum charge to the amount for the extra kilograms. Show your calculation. (2)

8.3 From time to time staff members will request to borrow files from the company's filing system. A file-out card and register are used to record the movement of a file when removed from storage.

Rearrange the steps of the file movement procedure as indicated in the table below. Write only the letters (A–G) in the correct order next to the question number (8.3) in the ANSWER BOOK. (7)

A	The file is replaced by a 'file-out card'.
B	The filing clerk locates and removes the requested file.
C	Details of who took the file, date of removal, etc. are recorded on a file movement register.
D	When the file is returned, it is updated with information received while it was out.
E	A staff member requests a file.
F	The 'file-out card' is removed and the original file is replaced in its proper location.
G	Any information received while the file is out, can be stored in a temporary file.

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8.4 The receptionist's duty is to receive deliveries and record the details of the delivery in a register.

At 11:30 this morning a courier company delivered the following parcel to the reception of Sunshine Bakery:

TO:
Debbie Magwa
Sunshine Bakery

FROM:
Ashwari Chetty
Chetty and Partners

Tracking no: ZA985678

Record the details of this delivery in the register below. Write only the answers next to the numbers (8.4.1–8.4.7) in the ANSWER BOOK.

Date	Time	Receiver	Sender	Sender's company	Type of delivery	Tracking No.
8.4.1	8.4.2	8.4.3	8.4.4	8.4.5	8.4.6	8.4.7

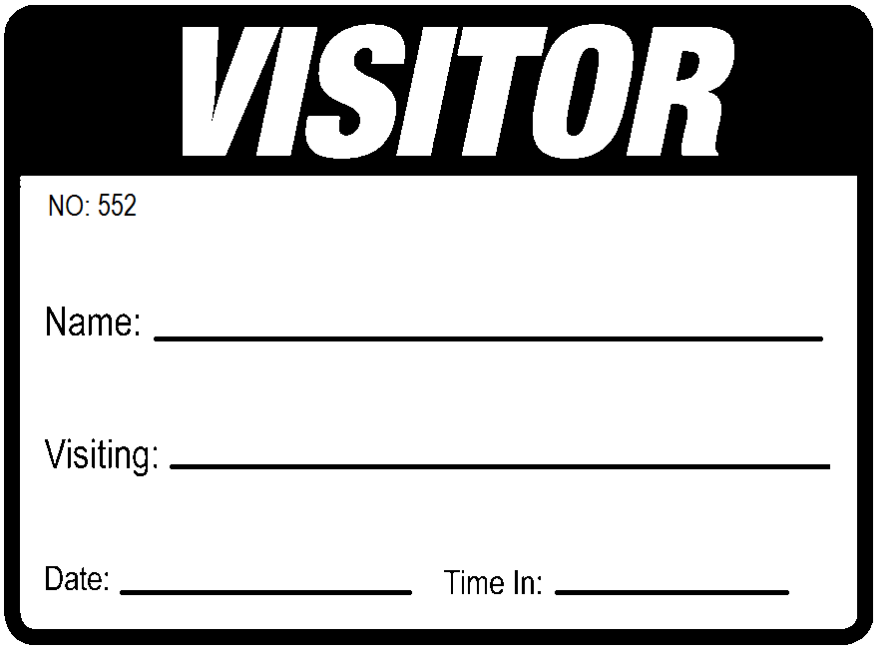
(7)
[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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ADDENDUM A **EXAMINATION NUMBER:** | | | | | | | | | | | | | |

QUESTION 6.1



VISITOR'S REGISTER	
Visitor's card number:	
Name of visitor:	
Organisation represented:	
Reason for visit:	
Person visited:	
Time In:	
Time Out:	
Signature of visitor:	

(12)

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ADDENDUM B **EXAMINATION NUMBER:** | | | | | | | | | | | | | |

QUESTION 7.2.1

CUSTOMER ENQUIRY LOGBOOK					
Date of enquiry:		How was enquiry received? *(mark with an x)*	Phone	Email	Walk-in
Time of enquiry:		Customer telephone number:			
Name of customer:		Customer email address:			
Details of enquiry:					
Department to handle enquiry:					
Enquiry received by:					

(10)

ADDENDUM C **EXAMINATION NUMBER:**

QUESTION 8.2.1

E-ZEE TRACK COURIER SERVICES 0 1 2 3 4 5 6 7 8 9	
COMPANY NAME:	
ATTENTION:	
ADDRESS:	
CITY:	
POSTAL CODE:	
CONTACT NUMBER:	

(6)

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