higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE PRACTICE
NQF LEVEL 3

(3061013)

26 November 2024 (X-paper)
09:00–12:00

This question paper consists of 12 pages and 4 addenda.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
OFFICE PRACTICE
NQF LEVEL 3
TIME: 3 HOURS
MARKS: 200

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. Start each question on a new page.
5. Use only a black or blue pen.
6. Write neatly and legibly.

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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 … is not part of a filing system.

A Horizontal filing
B Strategic filing
C Lateral filing
D Document filing

1.1.2 … takes place when a file is given the name of the client.

A Subject classification
B Geographical classification
C Alphabetical classification
D Personal classification

1.1.3 A document that remains in the chequebook once a cheque has been written and torn out.

A Order cheque
B Stale cheque
C Cheque counterfoil
D Bank cheque

1.1.4 The document issued by the petty cashier, when issuing funds, is called a …

A cash receipt.
B requisition.
C petty cash float.
D petty cash voucher.

1.1.5 If the imprest amount is R500,00 and total expenses is R375,30, then the amount left in the box will be …

A R230.60.
B R124,70.
C R360.20.
D R124,60.

1.1.6 … is NOT one of classification of filing.

A Subject classification
B Colour classification
C Numerical classification
D Alphanumeric classification

1.1.7 The … is responsible for managing petty cash.

A petty cashier
B accountant
C financial manager
D accounts clerk

1.1.8 Which one of the following is NOT part of the agenda?

A Minutes of the previous meeting
B Apologies
C Opening and welcome
D Meeting strategy

1.1.9 The telephone directory you can use to find contact details of all the businesses in your area.

A Telephone directory
B Yellow pages
C Telkom directory
D Company`s internal directory

1.1.10 Large documents that are stored in microfilm.

A Micrographics
B Graphic data
C Microscope
D Database

(10 × 1) (10)

1.2 Complete the following sentences by writing down the missing word or words next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

1.2.1 … is when a file can be found in more than one place.

1.2.2 … is a source to find telephone numbers.

1.2.3 The diary of the manager and personal assistant, is called … .

1.2.4 The … is the document which records the people present in a meeting.

1.2.5 Diary information can only be communicated through … .

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1.2.6 The … is the level at which new stock must be ordered.

1.2.7 An …, is a machine used when the user is unable to answer a call.

1.2.8 … is the number of stock items to be ordered.

1.2.9 A … is a document used to record callers' messages, directed to the manager.

1.2.10 Device the user can carry around, to make or receive calls.

(10 × 1) (10)

1.3 Choose an item from COLUMN B that matches a description in COLUMN A. Write only the letter (A–M) next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Poor ventilation	A	unsafe act
1.3.2	Files stored in one place	B	file disposal
1.3.3	Small amount of money for small expenses	C	computer filing
1.3.4	Electronic storage	D	delivery note
1.3.5	Optimal stock	E	cash float
1.3.6	Handling a heavy object	F	central filing
1.3.7	Files that are no longer needed	G	unsafe condition
1.3.8	Issued by a supplier when supplying goods	H	not too high or too low
1.3.9	Record of what was discussed in a meeting	I	minutes
1.3.10	Untidy reception area	J	non-conformance
		K	remedial action
		L	hazard
		M	emergency

(10 × 2) (20)

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1.4 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

1.4.1 When answering the telephone, the receptionist should only identify herself.

1.4.2 Confirmed appointments are written in pen.

1.4.3 When answering a call, callers cannot detect if the receptionist is smiling or not.

1.4.4 The personal assistant can make plans on a diary without the permission of the manager.

1.4.5 Appointments can be scheduled after 16H00.

1.4.6 When making a call, it is important to give reasons for your call.

1.4.7 The reception area is found at the centre of the company buildings.

1.4.8 A personnel telephone list is a list of telephone numbers of employees of the organisation.

1.4.9 There should be a cleaning schedule, to ensure cleaning takes place at the right time.

1.4.10 Well-known personalities should not be asked to complete the visitors register.

(10 × 1) (10)

TOTAL SECTION A: 50

SECTION B

Answer ALL the questions in SECTION B.

QUESTION 2

2.1 You are working for Maeza Municipality. One of your duties is to control stock.

Your manager has asked you to complete the following stock record card for the office consumables used at the municipal offices.

2.1.1 On 01/03/2024, there were 300 reams on the shelf.

2.1.2 On 25/04/2024, you received 200 reams.

2.1.3 On 28/04/2024, you issued Mrs Mbhele, of the Finance Department, with 50 reams.

2.1.4 On 30/04/2024, you issued 80 reams to Mr Vuvuzela of the Marketing Department.

2.1.5 On 02/05/24, you received 150 reams.

Complete ADDENDUM A (attached). (15)

2.2 List FIVE methods of filing. (5)

2.3 On 23/05/2024, your supervisor gave you the following files to sort and then to file them.

Mzizi PP
Velenzky RS
Van der Merwe TT
Baleni OS
Mzuzu BA (5)

2.4 Mr Mzuzu of the Marketing Department is going on a business trip to Dubai.

Which FIVE documents are you supposed to prepare for Mr Mzuzu for the trip? (5)

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[30]

QUESTION 3

3.1 Winners Motor Spares had the following petty cash transactions for the month of March 2024. Their monthly imprest amount is R2000,00. The last voucher number was 00010.

Use the following information to complete the petty cash journal for March 2024. Complete ADDENDUM B (attached).

1	On 7 March - bought cleaning materials from Bizza Wholesalers, for R300,00
2	On 10 March - ordered platters and drinks for managers' meeting, for R400,00, from Lilly's Catering.
3	15 March - paid Tom Electronics for computer repairs, for R600,00
4	On 17 March - bought petrol for the generator, for R300,00.
5	On 20 March - bought tea and coffee from Jonny's Supermarket, for R100,00.

(20)

3.2 One of the duties of a receptionist is to manage the telephone.

Give FIVE guidelines on how to make a telephone call. (10)

[30]

QUESTION 4

Read the scenario below and answer questions that follow.

BUSINESS TRAVEL TO DURBAN

Mr Hamaad, Sales Manager at A-Z PTY LTD, based in Johannesburg, is going on a business trip to Durban. The trip is from 11-14 June 2024.His preference is air transport. Accommodation will be at the Rosses Hotel. The local transport he will be using is a shuttle service. He will be attending a meeting with investors and also meet with a major client, Mr Kloppers.

Use the following information to complete the business travel plan (itinerary) for Mr Hamaad.

4.1 On 11 June 2024, Mr Hamaad will be going on a business trip, from Johannesburg OR Tambo international Airport to King Shaka International Airport. Mr Hamaad will be flying on SAA, flight ATTY 80598.

Mr Ngobese, of the shuttle service company, will pick Mr Hamaad up at the airport, to drive him to the Rosses Hotel. Shuttle Ubber registration no, OX 569 KZN.

Mr Hamaad will be staying at the Rosses Hotel, from 11-13 June 2024, Room 222.

On 12 June, Mr Hamaad will be attending the investors meeting at the Moon Lodge.

On 13 June, Mr Hamaad has an appointment with the major client, Mr Kloppers, from 9H00 – 14H00, at Mr Kloppers' business premises, Kloppers & Son.

On 14 June, Mr Hamaad will travel from Durban to Johannesburg, departing at 11H00 from King Shaka International Airport to OR Tambo International Airport.

Complete ADDENDUM C (attached). (10)

4.2 Define a *diary*, in your own words. (2)

4.3 Differentiate between the following words:

4.3.1 *Postponing* an appointment and *cancelling* an appointment

4.3.2 *Year planner* and *daily planner*

4.3.3 *Manager's diary* and *personal assistant diary*

(3 × 2) (6)

4.4 List FOUR types of diaries. (4)

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4.5 Mention THREE things you can write in the diary. (3)

4.6 The safety of customers, as well as of employees, is very important to the company. Companies use visitor's cards to minimise the risks for the company.

Design a visitor's card for Marine Ltd. (5)
[30]

QUESTION 5

5.1 In order to manage time successfully, secretaries should do a proper planning of their tasks. In order to do this, they should list the tasks in order of priority.

The following are tasks Linda is supposed to do for the week of 5-9 March 2024.

5.1.1 Type the agenda for the meeting on Friday, 9 March.

5.1.2 Phone Mr Mabe and remind him of the Friday meeting.

5.1.3 Type a PowerPoint presentation for the meeting on Friday.

5.1.4 E-mail the agenda of the meeting to all attendees.

5.1.5 Call IT technician for regular maintenance of the computers.

5.1.6 Do filing.

5.1.7 Send parcels to BBC couriers.

Indicate the priority level, by drawing a circle on it.
A = Top priority, B= Medium priority, C= Lower priority

Use ADDENDUM D (attached). (15)

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5.2 Look at picture below and answer the questions that follow.



Ref: cartoons stock

The receptionist is the face of the company. Their good or bad behaviour can destroy the image of the company or it can attract customers.

5.2.1 Looking at the picture above, is there any non-compliance with regard to receiving customers? Motivate your answer by giving TWO reasons. (5)

5.2.2 Explain FIVE guidelines of receiving the customers. (10)
[30]

QUESTION 6

6.1 What are the FIVE remedial actions to ensure receptionists perform their job efficiently. (5)

6.2 Receptionists should ensure that all visitors sign the register. This serves as a reference, and records who comes in and out of the reception area.

Design a visitor's register for Rainbow Hospital. (10)

6.3 Discrepancies may occur with the recording/keeping of petty cash.

Tabulate THREE discrepancies with regard to the recording of petty cash and the correct action on each.

Draw the following table on your answer book.

DISCREPANCY	CORRECTIVE ACTION

(10)

6.4 Write the following abbreviations in full:

6.4.1 PCJ

6.4.2 VAT

(2 × 2) (4)

6.5 What is the emergency number the receptionist should call in case of a robbery in the workplace? (1)

[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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EXAMINATION NUMBER: | | | | | | | | | | | | | | |

QUESTION 2.1

ADDENDUM A

REF: MOJJY256

MAEZA MUNICIPALITY

MAX: 600
MIN: 100

STOCK CONTROL CARD

RE-ORDER: 200

DATE	QUANTITY RECEIVED	QUANTITY ISSUED	ISSUED TO DEPARTMENT/NAME	BALANCE

(15)

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QUESTION 3

ADDENDUM B

PETTY CASH JOURNAL OF WINNERS MOTOR SPARES FOR ……

DATE	VOUC NO	DETAILS	PAYMENTS	REFRESHMENTS	REPAIRS	SUNDRY ACCOUNTS	
						AMOUNT	DETAILS

(20)

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QUESTION 4

ADDENDUM C

TRAVEL ITINERARY

PURPOSE:……. TRIP START: ……

DESTINATION:…….. TRIP END: ……..

DEPARTING FLIGHT ……. RETURNING FLIGHT …….

NAME OF TRAVELLER: ……..

DATE	AIRLINE	FROM AIRPORT	TO AIRPORT

CAR RENTAL

DATE	TIME	COMPANY	LOCATION

HOTEL

DATE	NAME	ROOM NO	

ACTIVITIES

DATE	VENUE	TIME	ACTIVITY

(10)

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QUESTION 5

ADDENDUM D

TASK	PRIORITY			DUE DATE
	A	B	C	

(15)

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