higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE PRACTICE
NQF LEVEL 2

(3061012)

24 November 2023 (Y-paper)
13:00–15:30

This question paper consists of 10 pages and 1 addendum.

323Q1N2324

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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. Start each section on a new page.
5. Write your examination number on the ADDENDUM (attached) and submit it with the ANSWER BOOK.
6. Use only a black or blue pen.
7. 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 … mail comes from an external source via the post office or a courier service.

A Outgoing
B Incoming
C Internal
D Registered

1.1.2 An/A … is a written or printed request for office consumables.

A order
B receipt
C invoice
D requisition

1.1.3 … information may not be disclosed to everybody:

A Confidential
B Classified
C Marketing
D Production

1.1.4 A machine that is used to destroy documents by cutting them into very small pieces is called a …

A collator.
B photocopier.
C shredder.
D laminator.

1.1.5 An outgoing-mail register keeps record of all …

A confidential mail from an external source.
B personal mail to an external source.
C mail from an external source.
D mail to an external source.

1.1.6 A remittance register records items such as …

A missing enclosures.
B legal documents.
C postal orders.
D photographs.

1.1.7 A user-friendly reception area has …

A cluttered magazines on a table.
B closed windows and open blinds.
C indoor plants or fresh flowers.
D outdated company brochures.

1.1.8 Choose the INCORRECT one. Consumables include

A printing paper.
B pencils.
C toner cartridges
D photocopy machines.

1.1.9 Account enquiries should be referred to the … department.

A procurement
B human resources
C finance
D marketing

1.1.10 When using this system, filing is done according to the date.

A Alphabetic filing
B Numerical filing
C Chronologic filing
D Alphanumeric filing

(10 × 1) (10)

1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

1.2.1 A visitors' register is kept at reception or at the security entrance of an organisation.

1.2.2 Receiving customers who do not have an appointment is a tricky situation.

1.2.3 Semi-routine enquiries happen on a daily basis.

1.2.4 The value of office equipment always stays the same.

1.2.5 Communication that takes place between people who are not working in the same organisation is called internal communication.

1.2.6 An alphanumeric system is a combination of the alphabetical and numerical filing systems.

1.2.7 Companies do not need to keep records for more than one year.

1.2.8 Company brochures are not public documents.

1.2.9 Part of a receptionist or personal assistant's tasks at the reception desk is to handle incoming and outgoing documents or parcels.

1.2.10 Consumables do not have a long life span.

(10 × 1) (10)

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

COLUMN A		COLUMN B	
1.3.1	A person who does not have permission to be in a certain area	A	stock-control card
1.3.2	Records exactly which stock is issued and the new stock level	B	remittance register
1.3.3	Each office maintains its own filling system.	C	incoming-mail register
1.3.4	Serves as proof of money received	D	unauthorised person
1.3.5	Serves as a record of all mail received.	E	body language
1.3.6	Movements through which you communicate with people without using words	F	decentralised filing
1.3.7	Way of making a customer feel welcomed	G	feedback
1.3.8	Keeping a customer up to date on the progress of a complaint	H	genuine smile
1.3.9	Registered and certified letters and special courier deliveries	I	first-priority mail
1.3.10	Serves as a guide through the premises of a company and warns customers of any safety hazards	J	clear signage

(10 × 1) (10)

[30]

TOTAL SECTION A: 30

SECTION B

QUESTION 2

2.1 Read the following scenario and then complete the telephone message template. Make use of the ADDENDUM (attached). (10)

Thomo Cleaning Suppliers is based in the Moletjie area in Limpopo. It supplies cleaning materials such as pine gel, bleach, floor polish and tile cleaners to surrounding areas including municipalities, government departments and schools.

The manager of Thomo Cleaning Suppliers, Ms Koena Peters, phoned on 9 June 2023 at 10h15 and wanted to speak to Mr Nare Matete, the supply chain manager of CLEAN IT ALL She wanted to speak to him about the cleaning products they supply. Mr Nare was still attending a meeting with Ms Molatelo, the CEO of CLEAN IT ALL. Ms Koena Peters requested that Mr Nare Matete had to phone her back before 15h00 at 015 297 0800. The receptionist, Ms Modjadji Lengana, took the message.

2.2 List any FIVE types of information that must be included in the sales agreement of a deed of sale. (5)

2.3 Identify in each of the following cases the factor that hampers telephonic communication. (5)

2.3.1 You suffer from a migraine and cannot concentrate.

2.3.2 The caller is calling for the fifth time to raise the same matter.

2.3.3 There is too much noise in the office.

2.3.4 The caller uses a language that you do not understand.

2.3.5 You do not have a pen to take down the message.

2.4 State any FIVE guidelines on how to deal with visitors who do not have an appointment. (5)

2.5 List any FIVE items that should be on a reception counter or desk. (5)

[30]

QUESTION 3

3.1 Records are classified according to a confidentiality status.

Complete the following table by writing only the answer next to the question number (3.1.1-3.1.4) in the ANSWER BOOK.

Status of confidentiality	Intended for …	Can only be handled by …
3.1.1 (1)	Mr Mtya	Intended for a specific person.
Confidential	Mr Mtya	3.1.2 (2)
Highly confidential	Mr Mtya	3.1.3 (1) 3.1.4 (2)

(6)

3.2 List any FIVE types of information normally required from a visitor when completing a visitors' register. (5)

3.3 List TEN basic rules of telephone etiquette that will help to create positive experiences for customers dealt with by telephone. (10)

3.4 List SIX pieces of equipment needed in a mail room to handle outgoing mail. (6)

3.5 Name THREE types of mail. (3)

[30]

QUESTION 4

4.1 Identify each of the following signs normally found in an office:

4.1.1 

4.1.2 

4.1.3 

4.1.4 

4.1.5 

4.1.6 

4.1.7 

4.1.8 

4.1.9 

4.1.10 

(10 × 1) (10)

4.2 Rearrange the following files in alphabetical order:

- Semenya, Phuti
- Lengana, Bokamoso
- Baupi, Stella
- Lengana, Phenyo
- Maredi, Salome
- Makwela, Johannes
- Adams, Caroline
- Mooi, Lydia
- Zungu, Buhle
- Ngema, Solomon (10)

4.3 Read the following scenario and then answer the questions that follow.

Pretty Links has been appointed as the mailroom clerk for A & B Legal Firm. She deals with a high volume of mail received on a daily basis. She received post containing money and did not deal with this in the correct way. This resulted in a loss to the business.

4.3.1 In which register should she have recorded this mail? (1)

4.3.2 Briefly discuss how she should have dealt with the money received. (3 x 2) (6)

4.3.3 Pretty Links is guilty of negligence. List any TWO deeds of negligence as applicable to this specific scenario. (2)

4.3.4 What can be the consequence for Pretty Links in this case? (1)

[30]

QUESTION 5

5.1 Copy the table below in the ANSWER BOOK and then classify each of the following items accordingly.

rewritable DVD; memory stick (USB); toner cartridges; printer ink cartridges; paper; used CDs

Recyclable	Discarded	Reusable
1.	1.	1.
2.	2.	2.

(6)

5.2 List FIVE actions that must be taken in general in the event of any emergency. (5)

5.3 List the steps that need to be followed when making an outgoing call. (4)

5.4 Explain FIVE procedures to communicate customer complaints to senior staff. (5 × 2) (10)

5.5 List FIVE housekeeping duties that must be performed to keep the reception area clean. (5)

[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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ADDENDUM **EXAMINATION NUMBER:**

Detach this page from the question paper and place it inside the ANSWER BOOK.

QUESTION 2.1

TELEPHONE MESSAGE

TO: ……

FROM: ……

COMPANY: ……

DATE: ……

Phoned		**Returned your call**		**Please phone back**	
Visited		**Will call again**		**Urgent**	

MESSAGE: ……

……

……

……

TAKEN BY: ……

DATE: …… TIME: ……

(10)

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