higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE PRACTICE
NQF LEVEL 2

(3061012)

15 November 2022 (Y-paper)
13:00–15:30

Calculators may be used.

This question paper consists of 13 pages and 4 addenda.

337Q1N2215

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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 5.1 on ADDENDUM A.
   Answer QUESTION 6.1 on ADDENDUM B.
   Answer QUESTION 7.1 on ADDENDUM C.
   Answer QUESTION 7.2 on ADDENDUM D.
   Please hand in all addenda with your ANSWER BOOK.

5. Start each section on a new page.

6. Use only a blue or black 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 visitor handing in a job application at reception, is an example of a/an … enquiry.

A routine
B ordinary
C semi routine
D unpredictable

1.2 … means having a good understanding of someone and the ability to communicate well with them.

A Kindness
B Rapport
C Discretion
D Attraction

1.3 … incoming mail, helps identify when the organisation received the mail.

A Certifying
B Postmarking
C Franking
D Date-stamping

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

A Invoices and receipts
B Employee contracts
C Letters of appointment
D Reports

1.5 … is a very informal language that is used by particular groups of people, and sometimes includes words that are not polite.

A Jargon
B Dialect
C Gossip
D Slang

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1.6 Directing a customer to a staff member who can assist them:

A Referral
B Assignment
C Allocation
D Relocation

1.7 A … register is used to keep record of all payments received via mail.

A settlement
B dispatch
C remittance
D allowance

1.8 The distribution of mail can be delayed by …

A staff arriving at work on time.
B the training of a new staff member.
C a staff shortage in the mailroom.
D staff taking a lunch break.

1.9 … means to file papers, documents or records incorrectly.

A Misfile
B Index
C Catalogue
D Archive

1.10 A list that provides answers to common questions asked by visitors to an organisation's website:

A SARS
B FAQ
C PAYE
D UIF

(10 × 1) **[10]**

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 If you are busy when a visitor arrives, take no notice of them until you are ready to help them.

2.2 Instead of simply saying 'hello' when answering the company telephone, also state the name of the business.

2.3 The company mailroom should be easily accessible to all staff.

2.4 It is only necessary to read the instruction manual of office equipment if there is a problem.

2.5 Incoming mail comes from external sources, for example from the South African Post Office.

(5 × 1) **[5]**

QUESTION 3

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

3.1 A copy of a file or other item of data made in case the original is lost or damaged, is called a (backup/replica).

3.2 Corporate (image/profile) is the manner in which an organisation presents itself to the public.

3.3 Keep a record of customer enquiries and/or complaints by using a (journal/logbook).

3.4 The (circuit board/switchboard) operator assists callers by answering the line and connecting the caller to the correct person or department.

3.5 The abbreviation 'RTS' on an envelope means (return to sender/request to send).

(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	A person or company that takes messages, letters, or parcels from one person or place to another	A	signage
4.2	The customer is kept up to date on the progress of their complaint	B	cross-reference
4.3	Guides customers through the premises of an organisation and warns them of any safety hazards	C	routine enquiry
4.4	Keeps a record of all staff who signed that they have read an important memo	D	training
4.5	Helps to improve mailroom employees' work performance	E	courier
4.6	If there is more than one place in which to file a document	F	franking machine
4.7	Mail that advertises products and services and is sent to people although they have not asked to receive it	G	routine mail
4.8	Receiving staff from different branches for the monthly management meeting	H	routing slip
4.9	Mostly used by larger organisations that handle large volumes of outgoing mail	I	feedback
4.10	Includes regular statements, accounts, business letters, newspapers, and magazines	J	junk mail

(10 × 1) **[10]**

TOTAL SECTION A: 30

SECTION B

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

Global Logistics is South Africa's leading provider in supply chain and transport logistics. This involves the movement of goods (by truck, train, ship, or plane) as well as preparation, packaging and storage of goods in distribution centres.

QUESTION 5

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

The receptionist receives the following call at 11:30 this morning:

Receptionist:	Global Logistics, good morning.
Caller:	Good morning. This is Mr Dimba from SA Finance speaking. May I please speak to Mrs Madliki?
Receptionist:	Unfortunately, Mrs Madliki is in a meeting. Would you like to leave her a message, or can I perhaps help you?
Caller:	Can I please leave her a message?
Receptionist:	Certainly.
Caller:	The customs import tax on invoice number X324 has been calculated and she must please ask the customer to make payment as soon as possible. She can contact me on 071 585 2033 if she has any further questions.
Receptionist:	I will make sure that she gets the message. Have a good day, Mr Dimba.
Caller:	Thank you, you too. Goodbye.

Use the information given above to complete the telephone message form on ADDENDUM A. Use today's date to indicate when the message was taken. (10)

5.2 Study the customer enquiry form below and answer the questions:

GLOBAL LOGISTICS CUSTOMER ENQUIRY FORM			
Date:	5 November	Enquiry recorded by:	Joe Moloi
Name of customer:	Stella Mbatha	Contact details:	064 778 8990
Enquiry received by:	~~Phone~~	Walk-in	Email
Nature of enquiry: Mrs Mbatha has not received an invoice for the storage of her goods for the past two months. She has made enquiries to the accounts department by email, but no one is replying to her messages.			
Assigned to:	Steve Eric Accounts Department		

5.2.1 What is the purpose of recording this enquiry on a form? (2)

5.2.2 How would you go about solving this customer's problem? (2 × 2) (4)

5.2.3 Customer enquiries are made in different forms, for example, the enquiry above was made telephonically.

State TWO other ways in which customers can make an enquiry. (2)

5.3 Read the scenarios below and explain how you would assist each visitor in a professional manner. Write the answer next to the question number (5.3.1–5.3.6) in the ANSWER BOOK.

5.3.1 The manager was called to an urgent meeting and asked you to cancel all his afternoon appointments. A customer arrives and insists on being helped today. She requests to see someone else instead.

5.3.2 The manager's brother wants to see him without an appointment.

5.3.3 A sales representative asks to see the marketing manager. The marketing manager does not know the sales representative.

5.3.4 A visitor, who does not have an appointment, wants to see the financial manager to enquire about an error on his account.

5.3.5 A courier arrives with a parcel for the manager.

5.3.6 A visitor waiting in the reception area, starts asking questions about staff members' personal details.

(6 × 2) (12)

[30]

QUESTION 6

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

The receptionist must monitor the use of consumables at Global Logistics. The balance of each consumable item must be calculated every time that new stock is received or issued.

Use the information below to complete the consumables control card (ADDENDUM B).

(a) On 1 November, there are five bottles of sanitiser (750 mℓ) in the store cupboard.
(b) An order of 20 bottles was received on 4 November.
(c) Six bottles were issued to the finance department on 9 November.
(d) Eight bottles were issued to the human resources department on 15 November. (10)

6.2 The advantage of a good filing system means that office staff can find documents quickly.

6.2.1 Arrange the files below in ascending chronological order.

03/10/2021
02/09/2021
19/10/2021
15/09/2021
31/08/2021

6.2.2 Arrange the order numbers below in numerical order.

018254
005875
017154
007125
005789

(2 × 5) (10)

6.3 A visitor arrives at the reception of Global Logistics and complains that he must waste time completing a visitor's register and that he must wear an unsightly access card on his designer jacket. He becomes even angrier when you tell him that he has to part with his firearm, which he says, always goes with him wherever he goes.

What can you say to the gentleman to calm him down and put him at ease?

(2 × 2) (4)

6.4 An office worker is injured while operating a defective printer that catches fire, causing second-degree burns on his arms.

What actions will you take if something like this happens in the workplace?

(3 × 2) (6)

[30]

QUESTION 7

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

A quotation is used to inform a potential customer of the cost of goods or services before they decide to purchase them. A customer, Mrs Bruce, requested a quotation to pack and move her household items from Cape Town to Johannesburg.

Use the information below to compile a quotation for Mrs Bruce on ADDENDUM C:

Address: 3 Dean Place, Athlone, Cape Town
New address: 15 Daisy Road, Sandton, Johannesburg
Email address: gbruce@mail.co.za
Date of quotation: Use today's date
House size: Three-bedroomed home
Packing and wrapping of household items: R12 000
Transport household items to new address: R15 000 (10)

7.2 The manager of Global Logistics asked you to send an important document by registered mail to a supplier.

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

The supplier, Mrs G Varma, works for DM Packaging. Her postal address is 213 Evans Road, Glenwood, Durban, 4001.

Use the information provided to complete the small DL envelope on ADDENDUM D. (6)

7.2.2 The manager would like to insure the registered letter up to the value of R250,00. The South African Post Office charges the following rates for registered letters with an insurance option:

RATES OF DOMESTIC REGISTERED LETTERS	
Size	**Postage and service fee included**
Small (DL)	R37,45
Medium (B5)	R42,85
Large (B4)	R45,10
Insurance option	**Fee**
Insurance up to R100,00	Free
Insurance up to R250,00	R26,20
Up to R500,00	R53,65
Up to R1 000,00	R107,85
Up to R1 500,00	R160,45
Up to R2 000,00	R214,10

Source: *https://www.postoffice.co.za/Questions/Postalrates.pdf*

Calculate the total cost of the registered letter by adding the correct postage fee and insurance fee together. Show your calculation. (4)

7.3 A customer calls and asks to speak to a senior manager, who is currently busy on another call.

If the caller does not want to be put on hold, what would you do? (2)

7.4 For security reasons, staff in the mailroom should always be on the lookout for suspicious looking packages.

State FOUR actions that a mail clerk should take if they suspect that a sealed or opened envelope or package is a security risk. (4)

7.5 Read the statements below and indicate in each situation whether the factor that will hamper communication is SEMANTIC, PSYCHOLOGICAL, PHYSICAL or PHYSIOLOGICAL.

7.5.1 Poor cellular reception prevents you from hearing what the manager is saying.

7.5.2 The receptionist has injured her back and finds it difficult to sit for long periods of time.

7.5.3 The computer technician tries to explain how to fix the problem by using jargon that you don't understand.

7.5.4 Staff in the mailroom fears the manager as he is easily angered.

(4 × 1) (4)

[30]

QUESTION 8

8.1 Housekeeping and cleanliness not only make an organisation a safer place to work in, but also provide a boost to the image of an organisation.

Below are common housekeeping tasks:

- Vacuum busy areas
- Remove all dirty cups
- Remove old, torn, and faded magazines or corporate displays
- Rearrange furniture that has been moved around
- Inspect furniture and carpets for damage
- Water pot plants
- Wipe down and sanitise all horizontal surfaces
- Empty dustbins
- Clean and sanitise toilets and urinals
- Wash windows

Draw the table below in the ANSWER BOOK. Classify the tasks above as either daily or weekly/monthly tasks.

DAILY TASKS	WEEKLY/MONTHLY TASKS

(10)

8.2 Why do you think it is important to screen mailroom staff before hiring them, for example, by doing a criminal record check? (2)

8.3 Time is important in business, therefore always be prepared for each telephone call that you make.

State FOUR items or information that you should have ready before making a telephone call. (4)

8.4 A customer that you are trying to reach by telephone is unavailable. Knowing how to leave a professional voicemail message will reflect positively on you and your organisation.

Give THREE guidelines on how to leave a professional voicemail message.

(3 × 2) (6)

8.5 Global Logistics keeps all important documents in a safe place and only authorised staff is allowed access to these documents.

8.5.1 Explain why confidential information is only given to people who have been authorised to have access to it. (2)

8.5.2 Give FOUR examples of information that is considered confidential. (4)

8.5.3 State TWO implications of not being able to locate a lost file. (2)

[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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

QUESTION 5

5.1

TELEPHONE MESSAGE				
DATE:		TIME:		
TO:				
FROM:		COMPANY:		
CONTACT NUMBER:				
Called ☐	Please call back ☐	Returned your call ☐	Will call again ☐	Urgent ☐
Message taken by:				

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

QUESTION 6

6.1

CONSUMABLES CONTROL CARD

ITEM	Sanitiser 750 mℓ spray bottle	REFERENCE	San750 mℓ

DATE	CONSUMABLE RECEIVED	CONSUMABLE ISSUED	DEPARTMENT	BALANCE

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ADDENDUM C **EXAMINATION NUMBER:** | | | | | | | | | | | | | |

QUESTION 7

7.1

GLOBAL LOGISTICS QUOTATION				
DATE:				
CUSTOMER'S NAME:				
EMAIL ADDRESS:				
CUSTOMER'S ADDRESS:				
DESTINATION:				
DESCRIPTION OF SERVICE REQUIRED	HOUSE SIZE	COST OF PACKING	TRANSPORT COST	TOTAL COST
This quotation is valid for 30 days. Prices include VAT.				

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ADDENDUM D **EXAMINATION NUMBER:**

QUESTION 7

7.2.1

Registered Letter						
	Company name					
	Attention					
	Address					
	Suburb					
	Town	Code				

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