higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE PRACTICE
NQF LEVEL 3

(3061013)

21 November 2022 (X-paper)
09:00–12:00

This question paper consists of 11 pages and 3 addenda.

539Q1N2221

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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 section on a new page.
5. Use only a blue or black 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 One benefit of controlling office supply is that it:

A Helps to stop wastage
B Does not eliminate overstocking
C All stock movements are recorded
D A and C

1.1.2 How can you benefit from organising the stock room?

A Stock stored can be easily controlled.
B It is easy to find stock that are labelled.
C Avoid unauthorised access to stock.
D All of the above

1.1.3 What should a secretary do when she answers an incoming telephone call?

A Place the call on hold
B Take a message
C Do not assist the caller when rude
D Assist the rude caller

1.1.4 What should the secretary do when making a call?

A Dial the number carefully
B Do not give a reason why you called.
C Make notes when something is discussed
D Ask to speak to the correct person

1.1.5 What do you do with parcels received and handled daily?

A Take it as a gift.
B Use Sellotape and glue if the parcel is damaged.
C Open, then send to the addressee.
D Determine who the parcel is for and if the addressee is an employee of the company.

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1.1.6 What should one NOT do when cancelling an appointment?

A For important meetings, have someone else stand in for the manager.
B Protect the manager from a possible fall-out.
C Do not apologise on behalf of the manager for the cancellation.
D If there is death or illness in the family, cancel all the manager's appointments.

1.1.7 Petty cash is a … amount of money kept in a money box and used to pay small daily expenses.

A maximum
B large
C minimum
D small

1.1.8 A/An … is a document that is issued when goods or services are paid for in cash.

A debit order
B cash receipt
C cheque
D invoice

1.1.9 A/An … is an internationally recognised travel document verifying the identity of a person who travels outside the borders of South Africa.

A Identity document
B Passport
C Driver's license
D Visa

1.1.10 Which ONE of the following will you find in a diary?

A Year planner
B Quarter planner
C Hour planner
D Time planner

(10 × 1) (10)

1.2 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.2.1–1.2.10) in the ANSWER BOOK. Give ONE REASON for each answer.

1.2.1 Travel agents offer their services to an organisation at a high fee.

1.2.2 To experience a new country is the main purpose of a business trip.

1.2.3 All secretaries do not need to keep a visitors' register.

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1.2.4 Do not activate the fire alarm during a bomb threat.

1.2.5 The most important aspect in filing is accessibility.

1.2.6 A company should destroy confidential information by using a shredder.

1.2.7 A municipality accounts file is an example of documents filed according to their geographical classification.

1.2.8 An agenda must be given to members on the day of the meeting.

1.2.9 A discussion group layout is suitable for large conferences.

1.2.10 When a meeting is adjourned, it is over.

(10 × 2) (20)

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

COLUMN A		COLUMN B	
1.3.1	It is a tool that manages tasks, notes	A	minutes
1.3.2	Record of all who were at a meeting	B	month planner
1.3.3	Key role player in a meeting	C	horizontal filing
1.3.4	Written record of what was discussed at a meeting	D	diary
		E	yellow page
1.3.5	When a business gives a price for a product that it wants	F	non-disclosable information
1.3.6	Indicating all important dates for the month ahead	G	chairperson
1.3.7	Files are stacked on top of each other	H	quotation
1.3.8	Information of businesses contacts	I	to maintain stock level
1.3.9	Personal records of employees	J	attendance register
1.3.10	Indication of a meeting to be held on a specific date and at a specific venue	K	notice

(10 × 2) (20)
[50]

TOTAL SECTION A: 50

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SECTION B

QUESTION 2

2.1 All staff and visitors have the right to report any problem as far as their personal safety is concerned.

Look at the picture and then answer the questions that follow.



[Source: *www.google/images.co.za*]

2.1.1 Identify any FIVE possible safety hazards in a reception area. (5)

2.1.2 State any suggestions for ensuring safety in a reception area. (10)

2.2 One of your tasks, as the secretary, is to plan your manager's diary daily.

You are instructed to book the following appointments and tasks in the week's diary for the month of March.

Complete the diary attached as ADDENDUM A.

2.2.1 Reading emails at 08:00 on Monday

2.2.2 Do filing at 09:00 on Friday

2.2.3 Attend a workshop on1 March at 10:00

2.2.4 Lunch appointment with Mr Zwane of UPP Bank on 5 March

2.2.5 Meeting with Mr Ngozo on Thursday at 10:00

2.2.6 Director's meeting on 4 March at 14:00

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2.2.7 Staff meeting at 14:00 on Tuesday

2.2.8 A specialist appointment on 2 March at 12:00

2.2.9 Interview with new receptionist on Monday at 11:00

2.2.10 Receive overseas visitors on Wednesday at 09:00

2.2.11 Join virtual management meeting at 15:00 on Tuesday

2.2.12 Orientation of new employees on Monday 09:00

2.2.13 Appointment with Mrs Brooks at 09:00

2.2.14 Place orders for office consumables at 09:00 on Friday

2.2.15 Book flight to Dubai for the CEO on Wednesday at 10:00

(15 × 1) (15)
[30]

QUESTION 3

3.1 When you deal with petty cash, you need to be aware of certain documents.

Name the source documents that you will use when you deal with petty cash.
(4 × 2) (8)

3.2 Name FIVE reasons for transferring files to the archives. (5 × 2) (10)

3.3 List FIVE types of diaries. (5 × 1) (5)

3.4 Mention FIVE mistakes to avoid when visitors are received. (5 × 1) (5)

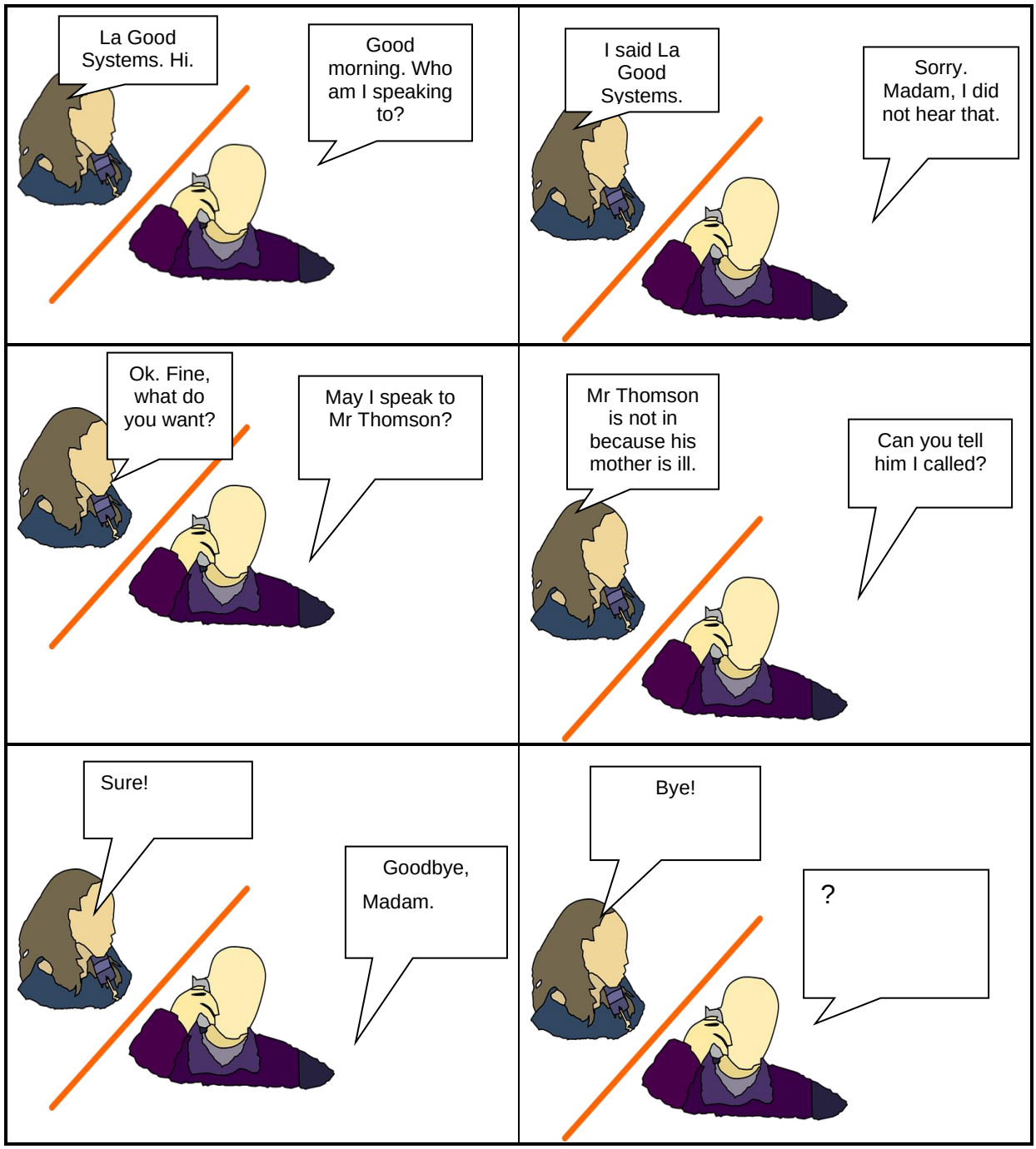
3.5 Define the term *petty cash float*. (2 × 1) (2)
[30]

QUESTION 4

A telephone is one of a company's image creators. When you answer a business call, the rules of courtesy and efficiency that apply to face-to-face interaction, are also applicable.

Sandy is the switchboard operator at La Good Systems.

Study the cartoon below and then answer the questions that follow:



4.1 Write down FOUR mistakes that Sandy makes during the telephone call. (4)

4.2 How can she improve her skill to answer phone calls correctly? (6)

4.3 Your manager requests you to order stationery for the company.

Complete the order form (ADDENDUM B attached) based on the information below.

4.3.1 A4 printing paper × 2 @ R60,00 each

4.3.2 Box of blue pens × 4 @ R20,00 each

4.3.3 Calculator × 7 @ R50,00 each

4.3.4 Scissors × 5 @ R5,00 each

(15)

4.4 A secretary must use a diary, to-do list, calendar and other planning aids each day at work.

Below are a secretary's tasks for the day. Arrange these tasks according to HIGHEST, MEDIUM and LOWEST priority. Write only 'highest', 'medium' or 'Lowest' next to the question number. (4.4.1-4.4.5)

4.4.1 Book a flight for your manager for next week's business meeting.

4.4.2 Type a notice and agenda for next month's meeting.

4.4.3 Read e-mails every day.

4.4.4 Attend an urgent meeting with the manager.

4.4.5 Attend a virtual training session about Covid-19 on Monday.

(5 × 1) (5)

[30]

QUESTION 5

According to the books of Bakwena Builders, the following petty cash transactions took place in February 2022. The last petty cash voucher issued in January was number 006.

5.1 Complete the petty cash journal for February 2022 (ADDENDUM C attached) and total all the columns. (25)

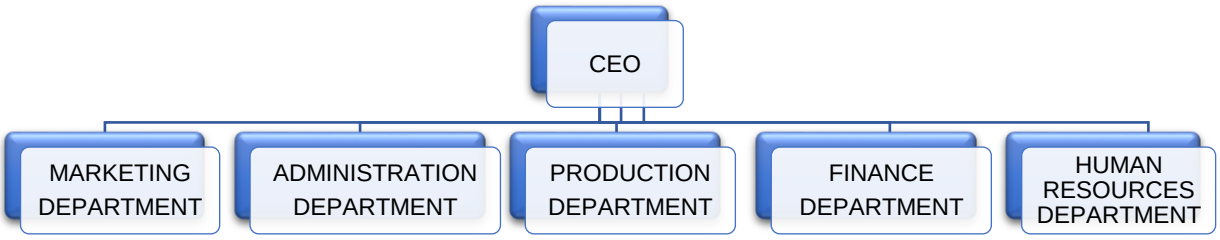
DAY	TRANSACTIONS
7	Bought Sanitiser from Zaza Supermarket for R200,00
9	The owner withdrew R200,00 for personal use
11	Paid R400,00 for wages
20	Bought envelopes for R50,00 from IIB Stationers
22	Paid R400,00 for fumigating the offices
25	Paid R30,00 for fuel
26	The company donated R350,00 to Mabana Orphanage

5.2 Name FIVE filing methods for simplifying not only the storage but also the retrieval of documents. (5 × 1) (5)

[30]

QUESTION 6

Look at the following organisational structure and read the scenarios below. Write down whether the telephonist should be able to handle the call or should transfer it to another staff member. If the call should be transferred, state the most appropriate department to handle the query.



6.1 6.1.1 A caller complains about a product he bought from your company.

6.1.2 A supplier enquires about money your company owes him.

6.1.3 A caller needs the physical address of your company.

6.1.4 A caller enquires about a position advertised in a newspaper.

6.1.5 A caller enquires about an advertisement she saw in a newspaper.

(5 × 1) (5)

6.2 How can an organisation identify areas of non-compliance regarding the reception of its visitors? (6)

6.3 Define the following terms:

6.3.1 *Requisition form*

6.3.2 *Petty cash voucher*

(2 × 2) (4)

6.4 What do we call the amount of petty cash money before any payments are made? (1)

6.5 Name FOUR factors that influence the choice of a venue. (4)

6.6 What is the procedure for cancelling an appointment? (10)
[30]

TOTAL: 200

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

ADDDENDUM A

DIARY

NO	TIME	1 MARCH MONDAY	2 MARCH TUESDAY	3 MARCH WEDNESDAY	4 MARCH THURSDAY	5 MARCH FRIDAY
1	8:00–9:00					
2	9:00–10:00					
3	10:00–11:00					
4	11:00–12:00					
5	12:00–13:00					
6	13:00–14:00					
7	14:00–15:00					
8	15:00–16:00					
9	16:00–17:00					

(15)

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

ADDENDUM B

ORDER FORM

GTI PTY LTD

PRIVATE BAG X5636
BETHLEHEM
9700

TEL: 058 303 8888
EMAIL: gti.tt.co.za

ORDER FORM

ORDER NO: VVX 226

QUANTITY	DESCRIPTION	UNIT PRICE	AMOUNT
		TOTAL	

DELIVERY ADDRESS:

PRIVATE BAG: X2020
BETHLEHEM
9700
TEL 058 3030 9999
BUYER: DATE: 5 March 2022
AUTHORISED BY: Mr Cooks

(15)

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

ADDENDUM C

PETTY CASH JOURNAL OF BAKWENA BUILDERS FOR FEBRUARY 2022

DOC NO	DAY	DETAILS	FOL	PETTY CASH	TEA EXPENSES	WAGES	SUNDRY ACOUNTS	
							AMOUNT	DETAILS

[25]

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