Office Practice 2
Module 1 - Class Test

Name: ………………………………………   Total Marks: 20

                                                      Time: 20 minutes

1. List 5 details of visitor registration that need to be recorded. (5)

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   _____

2. What would you do if someone arrived at reception with a firearm (5)

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3. Name five things you need to do to keep the reception area tidy (5)

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   _____
   _____
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4. How would you make the display area look good? (5)

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Office Practice 2
Module 2 - Class Test

Name: ....

Total Marks: 20

Time: 20 minutes

1. Name five guidelines for greeting visitors (5)

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2. Give three examples of routine enquiries (3)

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3. Discuss how you would deal with a visitor with an appointment versus how you would deal with a visitor without one. (5)

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4. What details would you include in a customer logbook (7)

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Office Practice 2
Module 3 - Class Test

Name: ....

Total Marks: 20

Time: 20 minutes

1. Describe what rapport is. How would you go about establishing rapport. (7)

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2. How would you respond to a request for information (8)

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3. Assume that a client has to wait for a meeting. Describe how you would deal with the client. (5)

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Office Practice 2
Module 4 - Class Test

Name: ....

Total Marks: 20

Time: 20 minutes

1. Distinguish between external barrier to communication and psychological differences and two examples of each (8)

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2. How would you prepare to make an outgoing call? (7)

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3. Assume that you are talking on line 1 at reception, when line two lights up with an incoming call. How would you go about dealing with the call (5)

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Office Practice 2
Module 5 - Class Test

Name: ....

Total Marks: 20

Time: 20 minutes

1. Describe the elements of a personal computer (8)

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2. How would you keep a PC safe from power surges (2)

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    _____

3. List five functions of a photocopier (5)

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    _____
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    _____

4. How would you fix a paper jam (5)

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    _____
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Office Practice 2
Module 6 - Class Test

Name: ....   Total Marks: 20

Time: 20 minutes

1. How would you keep the mailroom secure (5)

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   _____

2. What safety procedures do you need to take when handling mail (5)

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   _____
   _____
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3. What are the signs of suspect mail?

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4. How would you go about handling suspect mail (5)

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Office Practice 2
Module 7 - Class Test

Name: ....　　　　　　　Total Marks: 20

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1. What five types of information are contained in databases (5)

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2. Explain the categories of confidentiality (12)

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3. Name 3 ways of securing electronic information (3)

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Office Practice 2
Module 8 - Class Test

Name: ....

Total Marks: 20

Time: 20 minutes

1. List five requirements for a good file system (5)

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2. Name five types of filing equipment (10)

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3. How would you maintain the security of electronic records? (5)

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Office Practice 2
Module 1 - Class Test

Name: Solutions

Total Marks: 20

Time: 20 minutes

1. List 5 details of visitor registration that need to be recorded. (5)
   - *Date*
   - *The number of the visitors' card*
   - *Name of the visitor*
   - *The person or department they have an appointment with*
   - *Company address*
   - *Time the visitor arrives*
   - *Time visitor leaves*
   - *Signature of the visitor*
   - *Car registration number*

2. What would you do if someone arrived at reception with a firearm (5)
   - *The firearm must be handed in at security*
   - *Visitors will be asked whether they are carrying firearms*
   - *Firearms must be kept in a safe*
   - *Rounds of ammunition must be removed and counted*
   - *Details must be recorded*
   - *A receipt will be issued for the firearm*

3. Name five things you need to do to deep the reception area tidy (5)
   - *Dust and vacuum the area regularly*
   - *Remove all dirty cups and clean ashtrays*
   - *Remove old, torn and faded magazines*
   - *Clean furniture regularly*
   - *Rearrange furniture that has been moved around*
   - *Damaged or broken furniture must be removed and repaired*
   - *Keep carpets neat*
   - *Plants must be regularly watered and well cared for.*

4. How would you make the display area look good? (5)
   - Housekeeping duties
   - Flowers must always look fresh
   - Remove and used cups / glasses / ashtrays
   - Tables must be neatly line up.
   - Brochures must be kept neat
   - Models can be kept on display
   - There must be sufficient comfortable chairs

Office Practice 2
Module 2 - Class Test

Name: Solutions

Total Marks: 20

Time: 20 minutes

1. Name five guidelines for greeting visitors (5)
   - *When visitors have identified themselves write down their name so you will remember it*
   - *Only greet them by their first names*
   - *Greet and speak to visitors in their home language*
   - *Always acknowledge a visitor when they enter the reception area*
   - *Overcome your shyness*

2. Give three examples of routine enquiries (3)
   - *Requests to see company personnel*
   - *Regular visitors that always see the same personnel*
   - *Customers requesting product / service information*
   - *Collecting items left at reception*
   - *Delivering items*
   - *Receiving payments*
   - *Making appointments*

3. Discuss how you would deal with a visitor with an appointment versus how you would deal with a visitor without one. (5)
   - *When the visitor has been greeted and you know with whom the appointment is, call that person to announce the visitor.*
   - *If they can be received immediately, they can be directed, escorted or fetched to the correct office. Company policy will determine how a visitor is to reach their destination.*
   - *Should the visitor have to wait, they must be informed immediately and the length of the delay must be indicated. Offer the visitor some refreshments while they are waiting. Also offer some current reading material.*
   - *Make a note of his details – his name, his firm, the reason for the visit and who he specifically wants to see.*
   - *Listen carefully and make sure you know exactly what he needs.*
   - *With these details you should be able to refer him to the correct person in the company.*
   - *Explain to whom you are referring him, ask him to take a seat, make the call and arrange the meeting.*

- *If a meeting is possible immediately, he can be directed, escorted or fetched to the correct office. Company policy will determine how he reaches his destination.*
- *If an immediate meeting is not possible, discuss the different options with the visitor*

4. What details would you include in a customer logbook (7)
   - *Date*
   - *Customer details*
   - *Company name*
   - *A query reference number*
   - *Details of the request or query*
   - *How the request was lodged*
   - *Where the query is referred to*

Office Practice 2
Module 3 - Class Test

Name: Solutions   Total Marks: 20

                                             Time: 20 minutes

1. Describe what rapport is. How would you go about establishing rapport. (7)
   - *Establishing a rapport with a visitor is the process of building a relationship with that person.*
   - *Smile sincerely*
   - *Be relaxed and open*
   - *Lean towards the visitor a little but not too much*
   - *Make and maintain eye contact*
   - *Gently extend your hand towards the person*
   - *Use the visitor's name while speaking with them*
   - *Try to copy the person's body language*

2. How would you respond to a request for information (8)
   - *Acknowledge and greet the person with a smile and listen attentively to their request.*
   - *Clarify anything you do not understand, then react appropriately.*
   - *Immediately tell the person if you are unable to answer the enquiry. If so, tell them where they can get an answer.*
   - *Answer promptly and clearly when you are sure of your facts.*
   - *People usually only need a short answer and are mostly in a hurry. Give them the short, correct answer.*
   - *You will know from the initial question and from the reaction to the answer whether more detail is required.*
   - *If you are not sure whether the visitor is satisfied, ask: "Does that answer your question satisfactorily?" If they are not satisfied and need more assistance, refer them to someone who will be able to help.*
   - *Maintain eye contact with the person until they turn away.*

3. Assume that a client has to wait for a meeting. Describe how you would deal with the client. (5)
   - *Apologise for the delay, acknowledging that you understand how valuable their time is.*
   - *Give reasons for the delay. Tell them how long they will be expected to wait.*

- *Do not be too optimistic in your estimations: rather overestimate the waiting period.*
- *The client should always be given the option of rescheduling the appointment or returning to complete the business at a more suitable time.*
- *If the client chooses to wait, encourage them to take a seat in the waiting area and offer refreshments and something to read.*
- *If it is an extended waiting period, acknowledge them every now and then and, if circumstances allow, update them now and then on how long they will still have to wait.*

Office Practice 2
Module 4 - Class Test

Name: Solutions   Total Marks: 20

Time: 20 minutes

1. Distinguish between external barrier to communication and psychological differences and two examples of each (8)
   - *External barriers*
       - *Are the hardware that we work with*
       - *Telephone exchanges*
       - *Switchboard*
       - *Telephone*
       - *Cellphones*
       - *Background noise*
   - *Psychological barriers*
       - *Age*
       - *Gender*
       - *Race*
       - *Values*

2. How would you prepare to make an outgoing call? (7)
   - *Summarise the points that you wish to address*
   - *Write down the questions you wish to ask*
   - *Have the necessary information and documents in front of you*
   - *Write down the name of the contact along with the correct telephone number*
   - *Where possible write down a second name*
   - *Have a pen and paper ready*
   - *If you are putting a call through, make sure the person is ready to receive the call*

3. Assume that you are talking on line 1 at reception, when line two lights up with an incoming call. How would you go about dealing with the call (5)
   - *If you are talking to a customer and another line starts ringing, tell the customer on line 1 that you have to answer the second line and then put line 1 on hold.*
   - *If the caller on line 2 can be quickly redirected, do so and return to line 1.*

- *If the caller on line 2 needs your assistance, you can explain that you are busy with another customer.*
- *Make a note of the name and telephone number of the caller on line 2 and promise to return the call when you have finished with line 1.*
- *If line 2 is prepared to wait until you have finished with line 1, you can put them on hold.*

Office Practice 2
Module 5 - Class Test

Name: Solutions   Total Marks: 20

                                                   Time: 20 minutes

1. Describe the elements of a personal computer (8)
   - *Tower*
   - *Monitor*
   - *Keyboard*
   - *Mouse*

2. How would you keep a PC safe from power surges (2)
   - *Use a UPS / Surge protector*

3. List five functions of a photocopier (5)
   - *very clear, high quality copies*
   - *high speed copying*
   - *automatic sheet feeding, up to 30 pages*
   - *use of standard plain paper – A5, A4 to as small as A8 (business card size)*
   - *copying onto overhead projector transparencies and offset plates for lithographic printing*
   - *printing on both sides of the paper*
   - *collating separate pages in the correct order*
   - *reduction or enlargement of the original*
   - *tone of black and white can be set for darker or lighter copies.*

4. How would you fix a paper jam (5)
   - *Check the manual and the front display panel of the machine for indications of where in the machine the jam has occurred.*
   - *Turn the printer off.*
   - *Open the machine and follow the steps in the manual to clear the paper jam.*
   - *If you find a piece of jammed paper, remove it by holding it with both hands and pulling firmly. Try to keep the paper from tearing.*
   - *If several pieces are jammed together, try pulling out the middle piece first to loosen the jam.*
   - *Do not force any components.*

- *When the paper has been removed, close the machine and replace all components according to the steps illustrated in the user manual.*
- *Turn the machine on again.*
- *If it is still not working, re-inspect the paper path.*
- *Call a technician if the problem **persists**.*

Office Practice 2
Module 6 - Class Test

Name: Solutions   Total Marks: 20

                                                   Time: 20 minutes

1. How would you keep the mailroom secure (5)
   - *Mailroom must be in a secure location – i.e. not near an easily accessible area such as reception.*
   - *Only authorised personnel should be permitted entry to the mailroom.*
   - *It is advisable that the mailroom door remains locked at all times.*
   - *The mailroom should not be used for parties or coffee breaks.*
   - *No personal mail should be addressed to the office.*
   - *To avoid misuse of the company's mail facilities, previous employment and criminal records of candidates applying for work in the mailroom must be carefully screened before they are appointed.*

2. What safety procedures do you need to take when handling mail (5)
   - *Be alert to suspicious letters or packages.*
   - *Open packages/envelopes with a minimum amount of movement.*
   - *Do not blow into envelopes.*
   - *Do not shake or pour out contents.*
   - *Keep hands away from nose and mouth while opening mail.*
   - *It is very important to wash hands with soap and water after handling mail.*

3. What are the signs of suspect mail?
   - *discoloration, crystallisation, strange odours or oily stains*
   - *envelope with powder or powder-like residue*
   - *protruding wires or aluminium foil*
   - *excessive tape or string*
   - *unusual size or weight*
   - *lopsided or oddly shaped*
   - *postmark that does not match return address*
   - *items from unexpected or unknown senders*
   - *restrictive endorsements such as 'Personal' or 'Confidential'*
   - *excessive postage*
   - *handwritten, block-printed or poorly typed addresses*
   - *incorrect titles*

- *title but no name*
- *misspellings of common words*
- *no return address.*

4. How would you go about handling suspect mail (5)
   - *Stay calm and place the item down gently.*
   - *Alert other employees in the immediate area.*
   - *Do not handle letter/package any further.*
   - *Avoid creating air currents or touching/stepping in spilled substance.*
   - *Evacuate the area.*
   - *Lock the door.*
   - *Call security or the security company that protects your company.*

Name: Solutions   Total Marks: 20

Time: 20 minutes

1. What five types of information are contained in databases (5)
    - *Client details*
    - *Supplier details*
    - *Stock details*
    - *Debtors*
    - *Payroll*

2. Explain the categories of confidentiality (12)
    - *General information*
    - *Personal information*
    - *Confidential information*
    - *Highly confidential*
    - *Secret / strictly confidential*

3. Name 3 ways of securing electronic information (3)
    - *Prevent unauthorised access to your PC*
    - *Choose good passwords*
    - *Reset your password regularly*
    - *Don't use the passwords of others*
    - *If you get access to information that you are not authorised to see, exit from the data and report the problem to the controller*
    - *Store and carry portable data storage devices securely*
    - *Sign off from your workstation when you are not there*

Office Practice 2
Module 8 - Class Test

Name: Solutions   Total Marks: 20

                                                   Time: 20 minutes

1. List five requirements for a good file system (5)
   - *The filing system must be uncomplicated and easy to understand so that records are easy to retrieve. It must be easy to explain how to use the filing system.*
   - *Whichever system is used, it must contribute to making the business more efficient. In other words, it should increase the speed with which tasks are performed.*
   - *The filing system must be appropriate to the type of business. A small business would require a relatively small and simple filing system in a single filing cabinet, whereas a big business may require an entire room where records are kept.*
   - *It must be cost-effective. A small business generating a small quantity of documents does not need an expensive, computer-based filing and indexing system.*
   - *The system a company uses must remain useful over time. The same system must be able to expand and grow with the company.*
   - *The system must be current. Old, inactive documents must be removed and only active documents kept in the day-to-day files.*
   - *The filing system must be secure. There must be some form of access control, even for general office information, and records must kept in an area where water, insects or dirt will not damage the documents. Confidential files require strict access controls.*
   - *The filing system must be kept neat and tidy so that it will be easy to retrieve documents at any time.*

2. Name five types of filing equipment (10)
   - **Filing equipment -** Once it has been decided where the files will be stored, a decision has to be made about how the files must be stored. A few examples of popular methods for storing paper-based files follow.
   - **Horizontal filing -** In a horizontal filing system, documents are simply placed one on top of the other.
   - **Vertical filing -** Documents are placed in folders that are arranged vertically in a filing cabinet or drawer.

- **Lateral filing -** With lateral filing, the folders are suspended from a rack. The folders remain on the rack permanently and files are inserted into the opening at the front of the suspended folders.
- **Tubular filing -** Documents that are too large and do not fit into folders can be filed in cylindrical holders. The document is rolled up and placed into the cylinder and sealed with a lid. The lid is labelled for easy identification. Cylinders are stored vertically or horizontally in racks long enough to accommodate their length. architects use tubular filing to store architectural drawings.
- **Filing cabinets -** Documents are filed vertically in suspended folders in the drawers of a filing cabinet. Confidential files can be stored in a filing cabinet because it can be
- locked.
- **Concertina files -** A concertina file is a closed cardboard folder, with the inside divided into a number of compartments each labelled numerically, alphabetically or by month. It is a temporary storage for documents before transferring to a more formal filing system.
- **Folders -** A folder is a cardboard cover that holds a number of files. Metal strips can be attached to the folder to suspend it in a filing drawer. Tabs are attached to the metal strips for labelling. Folders can be suspended or stacked vertically or horizontally and are used to file documents permanently or temporarily.
- **Letter sorter -** A letter sorter is used to arrange documents in alphabetical order before transferring them to a formal filing system.

3. How would you maintain the security of electronic records? (5)
- Access control
- Passwords
- Log out when you have finished your work or leave your desk.
- **Encrypting** data
- Install and keep anti-virus software up to date. (Windows)
- Do not expose your computer to computer viruses by using unknown, copied CDs, DVDs or memory sticks. These may be infected with viruses which could infect and wipe out files on your PC. (Windows)
- Regularly **back-up** computers. The saved information must be stored at a different location.