higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

FREIGHT LOGISTICS
NQF LEVEL 2

(11020252)

27 February 2018 (X-Paper)
09:00–12:00

This question paper consists of 7 pages.

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TIME: 3 HOURS
MARKS: 100

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. Write neatly and legibly.

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SECTION A

QUESTION 1

Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.1–1.10) in the ANSWER BOOK.

1.1 Value added is when a company makes a difference to a product.

1.2 Rail transport is not affected by bad weather conditions.

1.3 Pipelines are environmentally safe.

1.4 Demand forecasting aims to bring customer's request in line with the capacity of the supplier.

1.5 A pick list is generated for packing goods.

1.6 External clients are people inside the company.

1.7 Freight distribution reduces transport costs.

1.8 Capital is money used to start a business.

1.9 Manpower costs refer to costs associated with maintenance of equipment.

1.10 Kilograms are used for goods that are weighted.

(10 × 1) **[10]**

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QUESTION 2

Choose a/an item or word from COLUMN B that matches a description in COLUMN A. Write only the letter (A–M) next to the question number (2.1–2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
2.1	Twenty-foot equivalent unit	A	pre-receiving
2.2	The wrapping or covering of goods.	B	packaging labelling
2.3	Income minus expenses	C	FIFO
2.4	Any written, electronic or graphic communication on the packaging.	D	pales
		E	material handling
2.5	The warehouse is prepared for receiving the goods that have been procured.	F	TEU
		G	freight costs
2.6	The physical handling of goods	H	packaging
2.7	All items in a store that belong to the company.	I	stock
2.8	First-In-First-Out	J	profit
2.9	An official distribution of documents that travels with a shipment.	K	receiving
		L	waybill
2.10	Costs incurred in moving goods.	M	inventory

(10 × 1) **[10]**

TOTAL SECTION A: 20

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SECTION B

QUESTION 3

Read the extract below and answer the questions.

IMPROVE ON LISTENING AND CREATE PLATFORMS TO RECEIVE FEEDBACK

Listening is key to the success of every relationship. It tells your customers that they truly matter. We all feel we matter every time we see that we are listened to by our parents, colleagues, bosses and employers or even life partners. As a business, you need to create mechanisms to hear or get feedback from your clients. These mechanisms include interactive websites, Facebook accounts, Twitter accounts and answering all your telephone calls and emails. Once you introduce these feedback mechanisms, your clients will feel listened to by your enterprise.

[source:*http://tembisan.co.za/59905/entrepreneurs-brew-customer-service-strategies-for-entrepreneurs*]

3.1 Briefly explain what a customer is? (2)

3.2 Name TWO types of customers in any organisation. (2 × 1) (2)

3.3 According to the above extract, what are the FOUR ways in which the business can receive feedback from customers? (3 × 1) (3)

3.4 Briefly explain THREE ways of dealing with an angry customer. (3 × 2) (6)

3.5 Give THREE reasons why companies decide to outsource some of their activities. (3 × 2) (6)

[19]

QUESTION 4

4.1 Explain the following concepts:

4.1.1 Demand

4.1.2 Supply chain

4.1.3 Freight logistics

4.1.4 Salvage

(4 × 2) (8)

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4.2 Write out the following acronyms:

4.2.1 WMS

4.2.2 UoM

4.2.3 CEO

4.2.4 GDP

(4 ×1) (4)

4.3 Name THREE legislations that govern freight logistics and road transport.

(3 × 2) (6)

4.4 Name TWO documents that may be used during distribution. (2 × 1) (2)

[20]

QUESTION 5

5.1 Explain THREE strengths of rail transport. (3 × 2) (6)

5.2 Warehousing is a key in today's economy.

Give any THREE reasons why warehousing is important in today's economy.

(3 × 2) (6)

5.3 Name any THREE functions of warehousing. (3 × 1) (3)

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QUESTION 6

6.1 Use the information below to draw up the INCOME STATEMENT of Dube Transport Services for the year ended 28 February 2016.

	(R)
Sales	1 300 000
Cost of sales	500 000
Fuel	140 000
Wages	160 000
Rent	90 000
Telephone	60 000
Insurance	30 000
Maintenance	100 000

(12)

6.2 Describe the term *break-even point*. (2)

6.3 Give TWO examples of manpower costs. (2)

6.4 Briefly describe THREE personal traits required to succeed in the Freight Logistics industry. (3 × 2) (6)

6.5 Describe ONE role and responsibility for each of the following departments:

6.5.1 Procurement

6.5.2 Marketing (2 × 2) (4)

[26]

TOTAL SECTION B: 80
GRAND TOTAL: 100

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