



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

**OFFICE PRACTICE
NQF LEVEL 2**

(3061012)

**10 December 2020 (X-paper)
09:00–11:30**

Calculators may be used.

This question paper consists of 11 pages and 6 addenda.

507Q1N2010




TIME: 2½ HOURS
MARKS: 150

INSTRUCTIONS AND INFORMATION


1. Answer all the questions.
 2. Answer QUESTION 5.1 on ADDENDUM A.
Answer QUESTION 5.3 on ADDENDUM B.
Answer QUESTION 6.1 on ADDENDUM C.
Answer QUESTION 7.2 on ADDENDUM D.
Answer QUESTION 7.3 on ADDENDUM E.
Answer QUESTION 8.3 on ADDENDUM F.
 3. Write your examination number on each addendum and hand it in with the answer book.
 4. Read all the questions carefully.
 5. Number the answers according to the numbering system used in this question paper.
 6. Use only a black or blue pen.
 7. Write neatly and legibly.
-

SECTION A**QUESTION 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 (1.1–1.10) in the ANSWER BOOK.

- 1.1 Which ONE of the following is not allowed in the reception office?
- A A plant or flowers to give a pleasant atmosphere
 - B Recent magazines and newspapers 
 - C Corporate photos on the wall
 - D Photos of family members who achieved success
- 1.2 When the secretary is busy with a phone call and the caller is accidentally cut off ...
- A it is the caller's duty to call back again.
 - B it is the secretary's duty to call back.
 - C the secretary can accept that the call was completed.
 - D the secretary can call back later in the day.
- 1.3 When an office produces a high volume of outgoing mail, it is necessary to use a ... 
- A franking machine.
 - B fax machine.
 - C scanner.
 - D flash drive.
- 1.4 The following matter is not addressed by the Occupational Health and Safety Act 85 of 1993:
- A The workplace should be safe for all staff and customers
 - B A list of employees who can administer first aid
 - C Leave records of the safety officer
 - D The process for reporting suspicious behaviour or items
- 1.5 The abbreviation COD stands for ...
- A cash on delivery.
 - B consignment on delivery.
 - C cash on demand. 
 - D carry on delivering.


1.6 Keep a record of postal orders, cheques, cash and donations received in the mail in a ... register.

- A receipts
- B renewal 
- C remittance
- D reimbursement

1.7 A mail room staff member can improve on his/her work performance by ...

- A requesting additional training.
- B meeting with the supervisor.
- C requesting a longer lunch break.
- D avoiding difficult tasks.


1.8 The distribution of mail can be delayed by ...

- A staff arriving at work on time.
- B strike action of postal workers. 
- C training new staff members.
- D staff members taking a lunch break.

1.9 The term ... refers to a method of tricking someone into giving personal information over the internet or by e-mail.

- A put-on
- B phishing
- C phony
- D pretext


1.10 Mail received regularly at an organisation such as statements, business letters, magazines and newspapers are known as ... mail.

- A routine
- B irregular
- C priority 
- D private

(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 A caller knows that the person on the other end of the line is smiling by listening to his/her tone of voice.
- 2.2 Files can only be arranged alphabetically. 
- 2.3 The appearance of the receptionist will influence a client's impression of the company.
- 2.4 A clean and tidy work environment can lead to an increase in staff productivity.
- 2.5 When opening mail always tear the envelope open on the long side to save time.

(5 × 1)

[5]**QUESTION 3**

Choose the correct option 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 (logbook/visitors' book) is used to keep a record of visitors' requests. 
- 3.2 A paper jam in the photocopier machine is a (non-routine/predictable) problem.
- 3.3 In order to protect your electronic information, ensure you have the latest (application/antivirus) software installed on all your computers.
- 3.4 A (break/breach) in confidentiality is when you share information, given in confidence to you by a client, with someone else without your client's permission. 
- 3.5 The acronym RTS on an envelope means (return to sender/request to send).

(5 × 1)

[5]

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 device that can make many copies at a high speed	A	visitor's card 
4.2	Gives valuable information about all visitors entering and leaving the premises of an organisation	B	unpredictable enquiry
4.3	Proof of when a document was received in the mail	C	interpersonal skills
4.4	Receiving colleagues from different branches for the monthly management meeting 	D	photocopier machine
4.5	Indicates that the visitor has permission to be on the business' premises	E	tact
4.6	A customer only wants to speak to a senior staff member	F	visitors' register
4.7	Qualities a person needs to interact positively with others	G	date stamp
4.8	Being careful to say or do something in such a way that it will not upset someone	H	fast mail
4.9	Information that can be found in a sales agreement 	I	routine enquiries
4.10	A service offered by the South African Post Office	J	credit arrangement

(10 × 1)

[10]**TOTAL SECTION A:****30**

SECTION B

Keep the following scenario in mind when answering SECTION B.

Wonder Motors is a leading service and repair centre for all makes and models of vehicles in South Africa. They specialise in auto electrical and mechanical repairs as well as the sale of preowned vehicles. There are five branches of Wonder Motors around South Africa. The head office is based in Durban.

QUESTION 5

- 5.1 The secretary of Wonder Motors received the following call at 9:15 this morning:



Secretary:	Wonder Motors, how may I be of assistance?
Caller:	Good morning. This is Mrs Abrahams. May I speak to your sales manager please?
Secretary:	I am sorry, Mr Javu is busy with a client now. Shall I ask him to call you back or perhaps I can help you?
Caller:	Mr Javu said he would e-mail me a quotation for the repair of my vehicle. I have not received it. Could you please ask him to phone me urgently? My number is 031 741 4141.
Secretary:	I will ask him to return the call as soon as possible.
Caller:	Thank you. Goodbye.

Fill in the telephone message form on ADDENDUM A (attached), using today's date. Write your EXAMINATION NUMBER on the addendum and hand it in with the ANSWER BOOK.

(10)

- 5.2 Name FIVE items that may be found on a secretary's desk.



(5)

- 5.3 The secretary should monitor the usage of consumables at Wonder Motors. The balance of each item must be calculated every time new stock is received or issued.

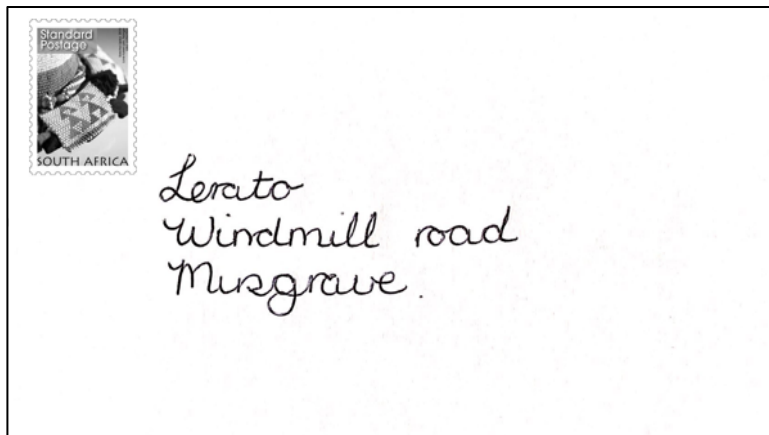
Use the information below to complete the consumables control card on ADDENDUM B (attached). Write your EXAMINATION NUMBER on the addendum and hand it in with the ANSWER BOOK.

INFORMATION

- (a) On 1 October there are 15 boxes of A4 printing paper in the store room.
- (b) 3 boxes issued to the Marketing department on 2 October.
- (c) 4 boxes issued to the Human Resources department on 5 October.
- (d) Received an order of 14 boxes on 15 October.

(10)

- 5.4 Study the envelope below and give FIVE reasons why this letter may never reach its destination.



(5)
[30]

QUESTION 6

- 6.1 A quotation of the cost of goods or services is given to potential customers before they decide to purchase it.

A customer, Mr Hing, requested a quotation for 4 new tyres for his vehicle.

Use the following information to compile a quotation for Mr Hing by filling in the quotation form on ADDENDUM C (attached). Write your EXAMINATION NUMBER on the addendum and hand it in with the ANSWER BOOK.

INFORMATION



Mr Hing's address: 21 Hill Street, Durban

Date of quotation: Use today's date

Vehicle make: C Class GLE 2.5

Product requested: 4 × Super Max tyres @ R745 each

(10)

- 6.2 Differentiate between *incoming*, *outgoing* and *internal* mail. (3)

- 6.3 Name FOUR ways in which confidentiality and security can be maintained in the mail room of Wonder Motors. (4)


- 6.4 To make a good impression on visitors, the reception area must always be neat and clean.

- 6.4.1 State FIVE housekeeping requirements of a reception area. (5)

- 6.4.2 At which times during the day should the reception area of Wonder Motors be cleaned? (2)



- 6.5 When answering a business telephone call, it is acceptable to ask the caller for his/her full name and reason for the call before putting them through to the required person.

Compile THREE questions you could ask a caller to get the appropriate information from him/her before transferring the call.  (3 × 2)

(6)
[30]


QUESTION 7

- 7.1 Before making a call on behalf of your manager, you need to prepare properly.

Explain the procedure you will follow when preparing to make this call. (5 × 2) (10)

- 7.2 At various times, people in your office may need to temporarily consult a file or document. Wonder Motors uses a file movement register to track the movement of files.

Earlier today, David Jela of the Human Resources department requested to borrow the personnel file M-N (Ref no. 19MN). You issued the file to David (on today's date) who then returned it three days later.

Use the above information to complete the file movement register on ADDENDUM D (attached). Write your EXAMINATION NUMBER on the addendum and hand it in with the ANSWER BOOK.  (6)

- 7.3 At 9:45 this morning the sales manager, Angelina Green, requests you to deliver a report to Ntefu Bam in the Finance department.

Use this information to complete the internal mail envelope on ADDENDUM E (attached). Write your EXAMINATION NUMBER on the addendum and hand it in with the ANSWER BOOK. (6)

- 7.4 A visitor's first impression of Wonder Motors is determined by the way in which he/she is received at reception.

State the correct way of greeting the following visitors:

7.4.1 Mr Amal, a regular customer of Wonder Motors

7.4.2 A first-time visitor to Wonder Motors who is unknown to you 

7.4.3 A customer who is early for his/her appointment with the manager (3 × 2) (6)

- 7.5 Productivity can be affected by running out of basics like pens, toner cartridges, paper and envelopes. The staff member in charge must know how many consumables are needed daily.

Average daily usage can be calculated with the following formula:

$$\text{Daily usage} = \frac{\text{Number of items used}}{\text{Number of working days}} \quad \text{📖}$$

Wonder Motors used 150 DL envelopes in 30 working days.

Calculate the average daily usage of envelopes.

(2)
[30]

QUESTION 8

- 8.1 It is policy at Wonder Motors to keep a full written record of all interaction with customers. This written record serves as proof of what was done to assist the customer.

State all the important information that should be recorded on a customer complaint form. 📖


(6)

- 8.2 Read the following passage and answer the questions:

A visitor, Mrs Davids, arrives at a senior staff member's office looking very angry. 'Good morning madam. Can I help you?' asks the senior staff member. 'I certainly hope so!' replies Mrs Davids. 'I have been up and down these stairs looking for your Marketing department. Your receptionist gave me incorrect directions and now I've wasted half an hour trying to find my way around this building!' 'I'm very sorry madam.' said the senior staff member. 'I'll take you there immediately.'

- 8.2.1 Why do you think Mrs Davids is so angry? (2)
- 8.2.2 What measures could Wonder Motors put in place to ensure that a situation like this does not occur again? (4 × 2) (8)
- 8.3 Use the job card numbers, e.g. WM1970 to sort the job cards on ADDENDUM F (attached) in ascending numerical order. Each job card must be numbered. Write the numbers (1–10) in the space provided on each job card. 📖

Write your EXAMINATION NUMBER on the addendum and hand it in with the ANSWER BOOK. (10)


8.4 In the case study below there are different communication barriers. 

Give ONE example of each of the communication barriers mentioned below from the case study.

It is 07:30 on a Monday morning. You are feeling tired and stressed as you didn't sleep well the night before due to personal problems at home. You have also been suffering from bad migraine headaches.

You answer an incoming call. It is Mr Nelani, the regional manager. He is requesting that you e-mail him the VIN file immediately. You do not understand what he means by 'VIN' file. The cleaning lady is busy vacuuming the carpet. The vacuum machine is making such a noise that you can hardly hear Mr Nelani.

8.4.1 Physical barrier

8.4.2 Semantic barrier 

8.4.3 Psychological barrier

8.4.4 Physiological barrier

(4 × 1) (4)
[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

ADDENDUM A EXAMINATION NUMBER:

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QUESTION 5.1

TELEPHONE MESSAGE			
TO:			
DATE:		TIME:	
FROM:			
TEL/CELL NO:			
Please call <input type="checkbox"/>	Returned your call <input type="checkbox"/>	Will phone again <input type="checkbox"/>	URGENT <input type="checkbox"/>
Message taken by:			

(10)

ADDENDUM B

EXAMINATION NUMBER:

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QUESTION 5.3

CONSUMABLES CONTROL CARD				
ITEM	A4 PRINTING PAPER		REFERENCE	A4-321
Date	Stationery received	Stationery issued	Department	Balance

(10)

ADDENDUM C

EXAMINATION NUMBER:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

QUESTION 6.1

WONDER MOTORS QUOTATION			
DATE			
CUSTOMER NAME			
CUSTOMER ADDRESS			
VEHICLE MAKE			
DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL COST
TOTAL AMOUNT PAYABLE:			
<i>This quotation is valid for 30 days. Prices include VAT.</i>			

(10)

ADDENDUM D

EXAMINATION NUMBER:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

QUESTION 7.2

FILE MOVEMENT REGISTER	
DATE BORROWED	
FILE REFERENCE	
FILE NAME	
FILE REQUESTED BY	
DATE RETURNED	
RETURNED BY	

(6)

ADDENDUM E

EXAMINATION NUMBER:

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QUESTION 7.3

INTERNAL MAIL ENVELOPE	
Date:	
Time:	
Receiver: Surname, name	
Department:	
Sender: Surname, name	
Department:	

(6)

ADDENDUM F

EXAMINATION NUMBER:

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QUESTION 8.3

Job Card WM1970	Job:
Wonder Motors	
Client: J. Clark Instructions: Replace front brake pads Vehicle: GLE 1.4	

Job Card WM1952	Job:
Wonder Motors	
Client: P. Jonas Instructions: Repair windscreen Vehicle: Spirit X10	

Job Card WM1957	Job:
Wonder Motors	
Client: S. McIntyre Instructions: Oil change Vehicle: LXC 1.3	

Job Card WM1955	Job:
Wonder Motors	
Client: C. Myles Instructions: Replace rear brake pads Vehicle: Accent 1.6	

Job Card WM1963	Job:
Wonder Motors	
Client: R. Dyosiba Instructions: Repair air conditioner unit Vehicle: GLE 1.8	

Job Card WM1961	Job:
Wonder Motors	
Client: A. Njani Instructions: Replace air and fuel filters Vehicle: Discover X1.6	

Job Card WM1956	Job:
Wonder Motors	
Client: K. Pillay Instructions: Wheel alignment Vehicle: Mag 1.6	

Job Card WM1950	Job:
Wonder Motors	
Client: J. Thutani Instructions: Oil change Vehicle: Spirit 1.8	

Job Card WM1968	Job:
Wonder Motors	
Client: W. Malcolm Instructions: Windscreen repair Vehicle: E Class 2.0	

Job Card WM1965	Job:
Wonder Motors	
Client: E. Viktor Instructions: Repair faulty ignition Vehicle: XE 1.6	