



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE PRACTICE NQF LEVEL 2

(3061012)

**8 March 2018 (X-Paper)
09:00–11:30**

This question paper consists of 14 pages and 4 addenda.

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. Write your EXAMINATION NUMBER on ALL the ADDENDA and ensure that you hand them in together with the ANSWER BOOK.
 5. Write neatly and legibly.
-

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 Clear ... guide(s) customers through the premises of the company and warns them of any safety hazards.

- A tickets
- B signage
- C labels
- D permits

1.1.2 When answering the telephone the receptionist should ...

- A speak loudly.
- B answer slowly.
- C ask for the caller's identity.
- D state his/her name only.

1.1.3 All equipment in an office that makes use of ... , is potentially dangerous and should be handled carefully in order to minimise risk of injury to yourself and others.

- A paper
- B electricity
- C ink
- D file dividers

1.1.4 Enquiries about job vacancies or applications must be referred to the ... manager.

- A financial
- B production
- C human resources
- D marketing

1.1.5 When poor cellphone reception prevents you from communicating effectively, it is ... interference.

- A physiological
- B semantic
- C psychological
- D physical

1.1.6 In order to identify when an organisation received a letter, all incoming mail must be ...

- A date-stamped.
- B certified.
- C licensed.
- D post-marked.

1.1.7 When leaving a message, you should NOT ...

- A speak slowly and clearly.
- B repeat your own name and number.
- C use slang or jargon.
- D spell out words that are difficult to pronounce.

1.1.8 Arrange office consumables in such a way that ... stock is placed in front and issued first.

- A older
- B bigger
- C newer
- D smaller

1.1.9 A mail room clerk can improve his/her work performance by ...

- A getting to work earlier in the morning.
- B requesting further training.
- C complaining to his/her supervisor.
- D requesting a longer lunch break.

1.1.10 When dealing with an inquisitive visitor you should ...

- A gossip about your colleagues.
- B share company secrets.
- C ignore him/her.
- D be firm, yet polite.

(10 × 1) (10)

- 1.2 Choose an item/a word from COLUMN B that matches a description in COLUMN A. Write only the letter (A–J) next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B
1.2.1	Used to safeguard all electronic information in an organisation	A quotation
1.2.2	The way an organisation is presented to or recognised by the public	B antivirus software
1.2.3	Visitors are received here before they are taken to the person with whom they have an appointment	C routine enquiry
1.2.4	When competitive companies steal important information from one another to gain a business advantage	D corporate image
1.2.5	A customer requests information about your products or services	E rapport
1.2.6	The ability to understand someone else's feelings	F empathy
1.2.7	A document that is obtained from a supplier that indicates the price of a product or service	G reception desk
1.2.8	The activity of counting and checking all the goods that a business has available	H stocktaking
1.2.9	The reception security officer will confirm the purpose of the visit before allowing the customer onto the premises	I access control
1.2.10	Having a good understanding of people and the ability to communicate well with them	J industrial espionage

(10 × 1) (10)

1.3 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

- 1.3.1 Smoke coming from an electronic device can be classified as a nonroutine problem.
- 1.3.2 E-mail enquires must be treated with the same earnestness as those from a customer who visits the organisation in person.
- 1.3.3 It is acceptable to continue with your work while a visitor is talking to you if you have an urgent deadline to meet.
- 1.3.4 The visitor's register is a permanent record of the persons who visited the organisation.
- 1.3.5 To acknowledge a caller means to let the caller know that the receptionist is aware that he/she is still holding for assistance.
- 1.3.6 All staff should be allowed access to the company mail room.
- 1.3.7 The distribution of mail will not be delayed by a staff shortage in the mail room.
- 1.3.8 Before putting a caller on hold, always ask for permission and wait for the customer to answer you.
- 1.3.9 A visitor who brings a firearm into the workplace must keep it in his/her pocket or bag at all times.
- 1.3.10 Proper grooming and a professional appearance in the workplace are important to gain not just a positive impression but also respect.

(10 × 1)

(10)
[30]

TOTAL SECTION A: 30

SECTION B

QUESTION 2

2.1 Name the following telephone aids by writing only the answer next to the letter (A–C) in the ANSWER BOOK.



A

B

C

(3)

2.2 State a function of each of the above telephone aids by writing only the answer next to the letter (A–C) in the ANSWER BOOK.

(3)

2.3 State the information which must appear on a telephone message form.

(5)

2.4 One of the duties of a receptionist is to determine the reason for a call in order to transfer the caller to the correct person.

Give examples of questions that a receptionist should ask a caller in order to determine the reason for the call. (2 × 2)

(4)

2.5 You were requested to post an account to a client, Mrs Mildred Nako. She lives in Newlands, Cape Town at number 21 Willow Road. The postal code is 7700.

Address the envelope on ADDENDUM A (attached) legibly and correctly using this information.

(6)

2.6 Study the deed of sale below and answer the questions.

AGREEMENT FOR THE SALE OF A MOTOR VEHICLE

Made and entered into by and between:

Mr Siya Mancoba (hereafter called '**the Seller**')
(720308 0000 00 2)

and

Mr David Jafta (hereafter called '**the Purchaser**')
(760102 0000 00 1)

WHEREBY IT IS AGREED AS FOLLOWS:

1. The Seller sells and transfers to the Purchaser the following motor vehicle:
Make: **Volkswagen**
Model : **Jetta**
Year : **2010**
Registration number : **ABC123EC**
(Hereafter referred to as '**the Vehicle**')
2. The Seller warrants that the Seller has the full right and authority to sell and transfer the Vehicle and hereby indemnifies the Purchaser against repossession;
3. The Seller warrants that the Vehicle is sold free of liens and encumbrances;
4. The Vehicle is sold 'voetstoots';
5. The Seller shall sign such forms and deliver to the Purchaser such documents as may be necessary to enable the Purchaser to register the Vehicle in his name;
6. The price payable by the Purchaser to the Seller for the Vehicle is the amount of **R90 000,00 (ninety thousand rand)** payable as to a deposit of **R50 000,00 (fifty thousand rand)** upon the signing of this agreement and as to the balance of the purchase price by **4 (four)** monthly instalments of **R10 000,00 (ten thousand rand)** each payable on or before the first day of each and every month, commencing on **1 November 2018**.

- 2.6.1 State the full details of the item being sold. (2)
- 2.6.2 What is the purchase price that the buyer is going to pay? (1)
- 2.6.3 What is the credit arrangement between the seller and the buyer? (2)
- 2.6.4 What is meant by the term *voetstoots*. (2)
- 2.6.5 State TWO possible changes that could be renegotiated in this agreement. (2)

[30]

QUESTION 3

Read the following scenario and answer the questions.

You are the receptionist at The Royal Hotel. Your day-to-day duties include completing procedures when guests arrive and leave, preparing invoices and receiving payments, taking and passing on messages to guests, answering questions, dealing with complaints or problems and controlling office consumables.

3.1 A guest called to complain about the dirty room in which he stayed the previous week.

Describe the procedure that you would follow in handling this complaint. (4)

3.2 It is company procedure to order office consumables once a month. Before you can do this, you need to check the stock levels to see what needs to be ordered.

Determine how many of each item needs to be ordered by using the control sheet below. Write only the answer next to the question number (3.2.1–3.2.3) in the ANSWER BOOK.

OFFICE CONSUMABLE	MAXIMUM NUMBER OF ITEMS TO BE KEPT IN STOCK	STOCK REMAINING AT MONTH END	STOCK TO BE ORDERED
Letterheads	5 reams	2 reams	3.2.1
Printing paper	50 reams	12 reams	3.2.2
Staples	35 boxes	7 boxes	3.2.3

(3)

3.3 Rearrange these guests' files in strict alphabetical order:

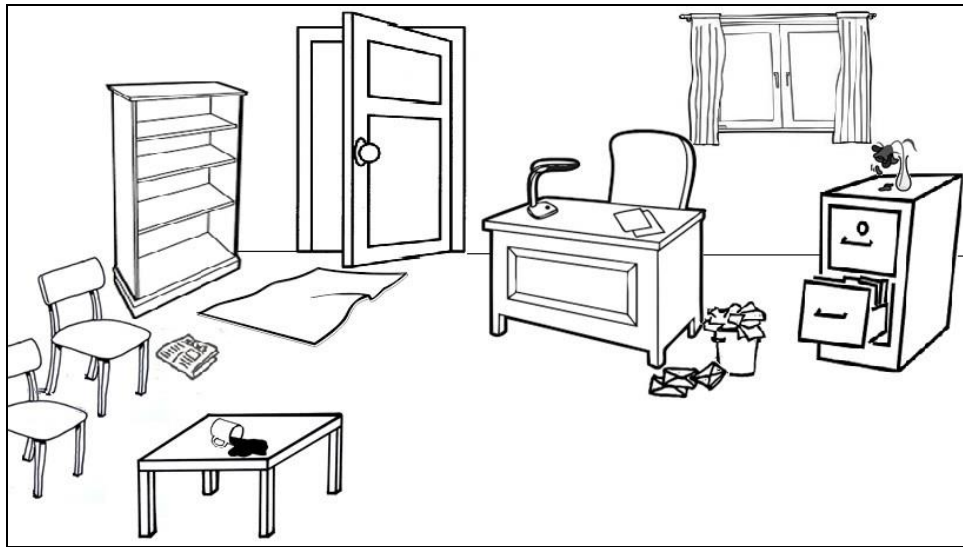
Williams, R
 Khune, I
 Hlanti, S
 Coetzee, R
 Phiri, L
 Zwane, T
 Keet, D
 Zungu, B
 Moon, R
 Vilakazi, S

(10 × 1) (10)

- 3.4 Name the electric office equipment that you would use to complete the following tasks:
- 3.4.1 To make a copy of a guest's identity document
 - 3.4.2 To send an out-of-town guest the current rates of the hotel
 - 3.4.3 To destroy an outdated confidential document
- (3 × 1) (3)
- 3.5 The Royal Hotel keeps a range of information on customers, staff and the business itself. It is important that this information is stored as securely as possible.
- Name FIVE details of a hotel guest that needs to be kept secure. (5)
- 3.6 Indicate whether the following situations or actions are SAFE or UNSAFE. Write only 'safe' or 'unsafe' next to the question number (3.6.1–3.6.5) in the ANSWER BOOK:
- 3.6.1 Use only a slightly damp or dry cloth with antistatic detergent or mild soap to clean office equipment.
 - 3.6.2 A printer is lifted or moved while it is still plugged in at the power supply.
 - 3.6.3 Extension cords are run under carpets or furniture.
 - 3.6.4 Damaged or worn electric cords are immediately repaired or replaced.
 - 3.6.5 Always disconnect the photocopier from the power supply before cleaning it.
- (5 × 1) (5)
- [30]**

QUESTION 4

4.1 Study the following diagram of a reception room and answer the question.



Copy and complete the table below in the ANSWER BOOK. State SIX weaknesses of the reception room and give a solution for each weakness.

WEAKNESSES	SOLUTIONS

(6 + 6) (12)

4.2 An efficient filing clerk will not allow a file to be taken away without first making a note. A file movement register is used in an organisation to record the movement of important documents.

Use the following information to complete the file-out card for the file movement register on ADDENDUM B (attached).

On 27/02/2018, Mr M. Poto of the Finance Department borrowed Personnel File A-B and returned it two days later.

(5)

4.3 Indicate whether the following items are used for processing INCOMING MAIL or OUTGOING MAIL in the mail room. Write only 'incoming mail' or 'outgoing mail' next to the question number (4.3.1 – 4.3.5) in the ANSWER BOOK.

- 4.3.1 Date stamp
- 4.3.2 Franking machine
- 4.3.3 Letter opener
- 4.3.4 Staple remover
- 4.3.5 South African Post Office postal code booklet

(5 × 1) (5)

4.4 On 5 November at 10:00 a courier company made the following delivery to your organisation:

EXPRESS DELIVERY

TO:
Mr Ntini
10 River Road
Johannesburg

FROM: Mr Dune

Tracking Number:

 39123439

Mr Ntini collected his parcel from you on 6 November. Record this delivery in the delivery register below. Write only the answer next to the question number (4.4.1–4.4.8) in the ANSWER BOOK.

Date received	Time received	Type of delivery	Sender	Receiver	Parcel tracking number	Date collected	Signature of person collecting
4.4.1	4.4.2	4.4.3	4.4.4	4.4.5	4.4.6	4.4.7	4.4.8

(8)
[30]

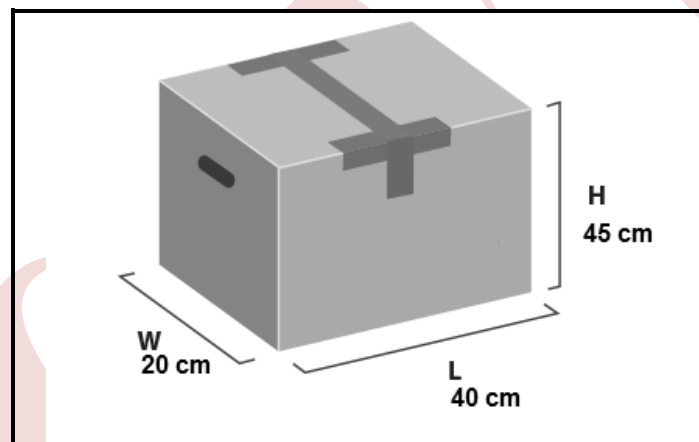
QUESTION 5

- 5.1 A receptionist's duties include the dispatching of outgoing parcels through a courier service. All the necessary documents must be ready when the courier service collects a parcel.

The manager of your organisation, Mr Khumalo, asked you to send a parcel to Mrs Jacobs at 22 Code Street, Wellington (Cellphone no. 081 123 4567). Mr Khumalo's details are 10 Adderley Street, Cape Town (Cellphone no. 087 654 3211).

Mr Khumalo requested the same-day delivery service.

The parcel weighs 20 kilograms and contains an electric appliance. The parcel's dimensions are given below:



Use the information provided to complete the courier waybill on ADDENDUM C (attached). Ensure that you sign and date the waybill using today's date.

(15)

5.2 Andrew is the receptionist at the computer store, Wi-Fi World. He had the following telephone conversation at 11:15 this morning:

Andrew:	Hi. Wi-Fi World.
Customer:	Hello. This is Mr Knowles speaking. I am very frustrated with your organisation. A month ago you promised that my laptop would be repaired. I am still waiting. No one has even bothered to keep me updated on the progress.
Andrew:	Mr Knowles I unfortunately don't work in the repairs department so I don't know anything about your problem. Can I put you through to the technical department?
Customer:	No! I spoke to someone in the technical department last week and he couldn't help me. I want to speak to your manager now.
Andrew:	Unfortunately the manager is out to lunch with a friend.
Customer:	Please get the manager to phone me. My number is 062 222 3333. Tell him it is urgent.
Andrew:	Ja alright. Goodbye.
Customer:	Goodbye.

5.2.1 Andrew did not handle this call in a professional manner.

Copy and complete the table below in the ANSWER BOOK. Name FOUR times when Andrew used poor telephone etiquette and suggest the correct response next to each mistake.

POOR TELEPHONE ETIQUETTE	SUGGESTED RESPONSE

(4 + 4) (8)

5.2.2 Record the above complaint in the customer complaint logbook on ADDENDUM D (attached).

(7)
[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

ADDENDUM A

EXAMINATION NUMBER:

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QUESTION 2.5



ADDENDUM B

EXAMINATION NUMBER:

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

QUESTION 4.2

FILE-OUT CARD


DATE REMOVED	FILE NAME	FILE ISSUED TO	DEPARTMENT	DATE RETURNED

ADDENDUM C

EXAMINATION NUMBER:

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QUESTION 5.1

		THE SPEEDY COURIER PO Box 1, Cape Town, 8000 Tel: 021 001 001 1					
		Waybill No: 77001					
FROM				TO			
ADDRESS				ADDRESS			
CITY				CITY			
CONTACT NO				CONTACT NO			
No of parcels	Description of contents			Dimensions		Weight	
NATIONAL AND INTERNATIONAL SERVICES <i>Please make a cross over your selection:</i>							
Same day	Overnight	After hours	Budget	Saturday	International	Road	Re-mail
I/We have read and understood the terms and conditions.				Received by courier		Goods received in good condition.	
Date:				Date:	Time:	Print name:	
Sign:				Sign:		Sign:	

ADDENDUM D

EXAMINATION NUMBER:

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

QUESTION 5.2.2

CUSTOMER COMPLAINT LOGBOOK	
Date:	Time:
Customer name:	
Customer contact number:	
Complaint details:	
Complaint handled by:	