



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

**OFFICE PRACTICE
NQF LEVEL 2**

(3061012)

**9 March 2020 (Y-paper)
09:00–11:30**

This question paper consists of 13 pages and 4 addenda.

339Q1S2009

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. Start each section on a new page.
 5. 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 The receptionist should have knowledge of the ...
- A employee salary scales.
 - B features of products and services sold.
 - C marketing strategies used by the marketing department.
 - D reason why an employee is on leave.
- 1.1.2 A person entering private property without permission:
- A Visitor
 - B Tourist
 - C Trespasser
 - D Sightseer
- 1.1.3 A ...interference happens when a bad headache prevents you from communicating effectively.
- A physiological
 - B physical
 - C semantic
 - D psychological
- 1.1.4 The main reason for the implementation of a dress code in the workplace is to ...
- A please the employees of the organisation.
 - B project the good image of the organisation.
 - C identify employees.
 - D distinguish between management and staff.
- 1.1.5 ... filing means documents are placed in a folder one behind the other and stored in a cabinet.
- A Lateral
 - B Horizontal
 - C Tubular
 - D Vertical

- 1.1.6 Technical knowledge and trade secrets of an organisation:
- A Highly confidential
 - B Personal
 - C Private
 - D Censored 
- 1.1.7 Data consisting of older information important to the organisation and which may be needed for future reference or auditing and tax purposes:
- A Record
 - B Archive
 - C Document
 - D Register
- 1.1.8 Incorrectly recording client details could result in a/an ... for the organisation. 
- A increase in customers
 - B increase in income
 - C loss of income
 - D loss of employees
- 1.1.9 Industrial ... happens when competitive companies steal important information from each other to gain a business advantage.
- A surveillance
 - B action
 - C research
 - D espionage
- 1.1.10 A list of goods supplied and how much money you owe for the goods:
- A Invoice
 - B Receipt
 - C Slip 
 - D Voucher
- (10 × 1) (10)

- 1.2 Choose a term 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	Damaged, worn, cracked or corroded electrical wires 	A	professional appearance
1.2.2	Allows access to company premises	B	telephone aids
1.2.3	Neat hairstyle looking well-cared for and clean	C	tact
1.2.4	Ability to avoid upsetting or offending people by not saying or doing things to hurt their feelings	D	virus
1.2.5	Pen, note pad and directory of client contact details	E	safety hazard
1.2.6	Waiting to be connected while making a telephone call	F	on hold
1.2.7	Software program spreading from one computer system to another and causing interferences with computer operations	G	visitor's card
1.2.8	Keeping record of who borrowed a file and when it was issued	H	database 
1.2.9	Personal details, contact information and buying habits of customers	I	password
1.2.10	Used to secure electronic information 	J	out-card

(10 × 1)

(10)

1.3 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

- 1.3.1 When the data projector in the conference room keeps overheating and stops working for long periods of time it is a routine fault.
- 1.3.2 Contact the customer only when you have found a solution to the problem.
- 1.3.3 Any outdated or damaged brochures and pamphlets in the corporate display must be thrown out.
- 1.3.4 A friendly smile, positive attitude and personal attention all contribute to creating a good rapport with customers.
- 1.3.5 Ensuring that staff members receive telephone messages is just as important as taking down the message correctly.
- 1.3.6 Allow the phone to ring at least eight to ten times before answering.
- 1.3.7 A code of conduct refers to the way an organisation expects employees to perform their duties and carry out their responsibilities.
- 1.3.8 Decentralised filing means the records of organisations are all stored in one location and maintained by one filing clerk.
- 1.3.9 When cross referencing file the document under the name by which it is most likely to be requested.
- 1.3.10 Manual filing is a method of organising files and documents on a computer.

(10 × 1)

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

SECTION B

Read the scenario below as background.

You are one of the receptionists at the head office of Safe-Sure, a large insurance company in South Africa. Safe-Sure offers life and disability cover, funeral plans, short-term insurance, financial advice and loans. Your main role is to communicate telephonically with clients or in person and solve any queries a client or visitor may have. Safe-Sure has the following departments:


- Human resources management
- Claims processing
- Marketing
- Finance
- New business processing



QUESTION 2

2.1 Mr Anand, a client, arrived for an appointment at 9:25 this morning. You noticed he was carrying a firearm. It is company policy that all firearms must be handed in at reception for safe keeping. Mr Anand provided you with his ID card which contained all the relevant details. His gun is a 380 Smith & Wesson pistol with 5 rounds of ammunition.

REPUBLIC OF SOUTH AFRICA
National Identity Card
Surname: *Anand*
Name: *Edward*
Gender: *Male*
ID Number: *7407010011001*
Date of birth: *1 July 1974*
Nationality: *RSA Citizen*




Complete the firearm register below by writing only the answers next to the question numbers (2.1.1–2.1.7) in the ANSWER BOOK.

DATE	TIME	NAME OF VISITOR	IDENTITY NUMBER	MAKE OF FIREARM	NUMBER OF ROUNDS	SIGNATURE
2.1.1	2.1.2	2.1.3	2.1.4	2.1.5	2.1.6	2.1.7

(7)

2.2 List FIVE housekeeping standards that should be carried out regularly in the reception area of Safe-Sure.

(5)

2.3 Explain the difference between a *contract* and a *quotation*.



(4)

2.4 How can staff maintain confidentiality in the mail room of Safe-Sure?

(2)

2.5 The following mail was received at Safe-Sure this morning:

A
Form from Mr Andrews for an insurance claim on his motor vehicle

B
Job application for legal secretary position

C
Job application for new sales agent position

D
Mr Beja's application form for a R50 000 loan

E
Letter from a welfare organisation requesting a sponsorship for a charity golf day

F
Invoice for recent purchase of FIVE new laptops for the managers

G
Mrs Botha's application form for a funeral plan

H
Ms Matthew's claim on a policy for her mother's funeral

Copy the following table in the ANSWER BOOK and complete it by allocating the department to which each item should be delivered. Sort the mail by writing only the letters (A–H) under the correct department heading.



Human resource management	Claims processing	Marketing	Finance	New business processing

(8)

2.6 You are frustrated with your co-worker Janine. She doesn't check her work before she hands it in and neglects to take adequate care in handling her responsibilities. You've overheard her, more than once, discussing private information with the wrong people. She always has to be reminded to lock the safe or office door and shut down her computer when she leaves the office at the end of her shift.

2.6.1 How can Janine's actions affect Safe-Sure negatively?  (2)

2.6.2 What can be done to resolve the problem of Janine's negligence? (2)

[30]

QUESTION 3

3.1 Identify whether the following are PREDICTABLE or UNPREDICTABLE customer enquiries by writing only 'Predictable' or 'Unpredictable' next to the question number (3.1.1–3.1.5) in the ANSWER BOOK.

3.1.1 A visitor requests a loan application form.



3.1.2 A visitor claiming to be a police officer requests to speak to one of the company employees.

3.1.3 A client arrives for a follow-up appointment with a sales agent.

3.1.4 A visitor makes an enquiry about the different funeral plans you offer and how much they will cost.

3.1.5 A client is not satisfied with the service he received and demands to see the manager.

(5 × 1) (5)



3.2 The monitoring and controlling of office stationery levels are done by completing the stock record card each time an item is issued to staff. One particular item in stock is toner cartridges for the office printers.

3.2.1 Cartridges were issued to the following departments recently:



9 October – HR department received 3
17 November – Marketing department received 2

Use the attached ADDENDUM A and record these transactions on the stock record card.

(8)

3.2.2 How would you safely dispose of used cartridges?

(2)

3.2.3 Apply the FIFO principle and arrange the following stationery items in the order that you will use them. Write only the dates in chronological order next to the question number (3.2.3) in the ANSWER BOOK.

Received:
2018/06

Received:
2018/01

Received
2017/09

Received:
2017/12

Received:
2018/05




(5)

3.3 What actions can cause a mailroom clerk appear incompetent and untrustworthy, leading to a disciplinary hearing?

(3 × 2) (6)

3.4 Explain how you would deal with each of the following situations:

3.4.1 A client is demanding to see the manager. He is arrogant and is using foul language. 

3.4.2 A client waiting for an appointment is very talkative. She is asking too many questions about the organisation and the people who work there.


(2 × 2)

(4)

[30]

QUESTION 4

4.1 Byron is a new receptionist at Safe-Sure. He received the following call at 10:30 this morning:

Byron:	Hello.
Caller:	Hi. Is this Safe-Sure?
Byron:	Ja.
Caller:	May I please speak to Siphokazi Mlandu?
Byron:	Um... I'm not sure we have someone with that name working here.
Caller:	Yes, you do! She is one of your financial advisors! How can you not know that?
Byron:	Yoh I am sorry. I am new here.
Caller:	Please put me through to her.
Byron:	Sure. I just need to check the staff list. <i>2 minutes later...</i> Sorry, her number is engaged.
Caller:	I don't have all day to wait. Let me just leave her a message.
Byron:	Sure. 
Caller:	Please tell her to phone me, Shenay Amos, in connection with my loan application. My number is 0713344550.
Byron:	No problem.
Caller:	Goodbye.

- 4.1.1 Do you think Byron displays GOOD or POOR telephone etiquette? Write only 'Good' or 'Poor' next to the question number (4.1.1) in the ANSWER BOOK. (1)
- 4.1.2 Justify the answer in QUESTION 4.1.1. (4)
- 4.1.3 Compile a professional greeting that Byron can use when answering the telephone at Safe-Sure. (4)
- 4.1.4 Record the telephone message on the attached ADDENDUM B by using the information in QUESTION 4.1. (8)
- 4.1.5 Give examples of questions that Byron should ask to determine the reason for the call so that he can transfer the caller to the appropriate staff member. (2)
- 4.1.6 State THREE ways in which Byron can look for telephone numbers of different companies and people he has to call. (3)


4.2 The following telephonic enquiry was received and recorded by you:

SAFE-SURE CUSTOMER ENQUIRY FORM			
Date:	5 November 2018	Time:	13:20
Name of client:	Amanda Hempe	Contact details:	0698877661
Nature of enquiry: Ms Hempe is enquiring about her Super Saver Fund pay-out. She was promised that she would receive her money by the end of October. As yet she has not received anything.			
Referred to:	John Meyer Claims processing department		

- 4.2.1 What is the purpose of recording this enquiry on a form? (2)
 - 4.2.2 How would you go about solving this customer's problem? (2 × 2) (4)
 - 4.2.3 Customer enquiries come in different forms like the enquiry above which was made telephonically. (2)
- [30]**

QUESTION 5


5.1 Explain the purpose of stamping incoming mail received by the organisation. (2)

5.2 A sales agent has asked you to send an important document to a client using a same-day courier service. 

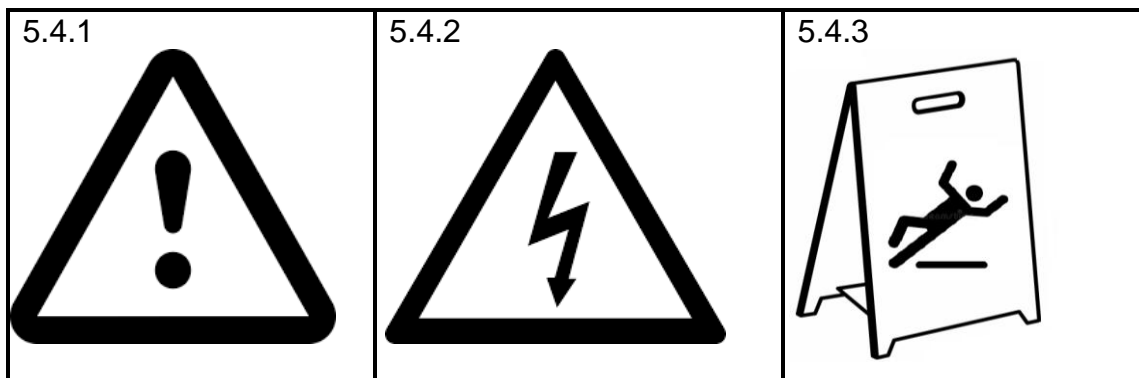
The client's name is Miss Nosisa Ntobela of 11 North Street, Kwathema (tel: 011 6655442). The parcel's dimensions are 50 cm x 40 cm x 2 cm and the weight is 120 grams.

Complete the courier waybill on the attached ADDENDUM C. Ensure that you sign and date the waybill using today's date. (10)


5.3 A client delivers a document to reception but it is not in an envelope and contains confidential information. You place the document in an envelope and prepare it for delivery to Mr Jali in the claims processing department, room 211 on the 2nd floor.

Address the envelope on the attached ADDENDUM D legibly and correctly for internal delivery to Mr Jali.  (6)

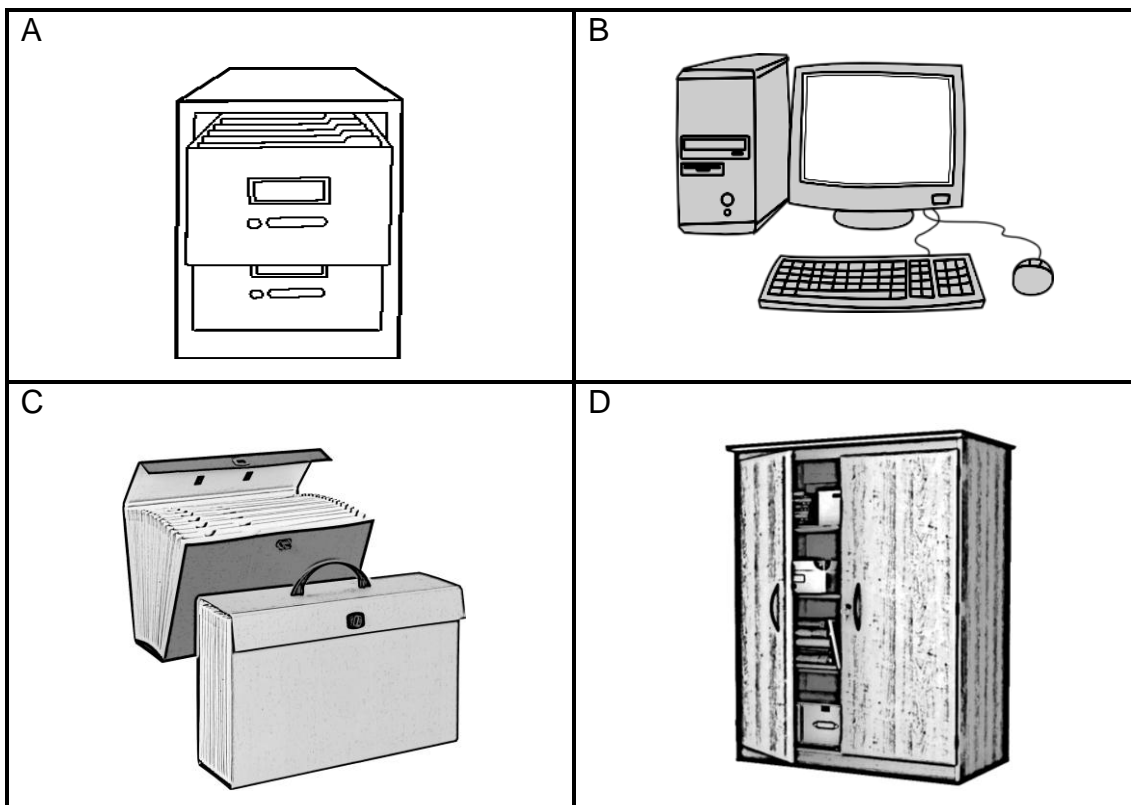
5.4 Identify each of the signs below and briefly explain the meaning of each.



(3 x 2) (6)

5.5 Give TWO classification methods that can be used in the filing system of an organisation.  (2)

5.6 The storage systems below are available at Safe-Sure.



Identify the storage system which would be suitable for each of the following scenarios. Write only the answer (A–D) next to the question number (5.6.1–5.6.4) in the ANSWER BOOK.

- 5.6.1 The receptionist needs safe storage for all the stationery items she keeps in stock.
- 5.6.2 A sales agent needs a storage system to keep his paperwork safe while he travels between clients.
- 5.6.3 Client application forms and all supporting documents are kept in a folder and stored in alphabetical order.
- 5.6.4 Clients can submit their claims electronically as well as track the progress of their claim.

(4 × 1) (4)
[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

ADDENDUM A

EXAMINATION NUMBER:

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QUESTION 3.2.1

STOCK RECORD CARD				
Item	Toner cartridge, black		Ref No	011
Date	Department	In	Out	Balance
1 October				12

Detach the ADDENDUM and hand it in with the ANSWER BOOK after completion.

ADDENDUM B EXAMINATION NUMBER:

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QUESTION 4.1.4

TELEPHONE MESSAGE FORM					
To:			From:		
Date:		Time:	Phone number:		
Telephoned		Please call back		Returned your call	
Called to see you		Will call again		Urgent	
Message:					
Message taken by:					

Detach the ADDENDUM and hand it in with the ANSWER BOOK after completion.

ADDENDUM C

EXAMINATION NUMBER:

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QUESTION 5.2

ZIPPY DELIVERY SERVICES			
			Waybill: 0099
TO		FROM	Safe-Sure
ADDRESS		ADDRESS	205 Empire Street
CITY		CITY	Johannesburg
CONTACT NO		CONTACT NO	(011) 8011111
Description of contents		Dimensions	Weight
SERVICES			
<i>Please make a cross over your selection:</i>			
Same day	Overnight	After hours	Saturday/Sunday
<i>I/We have read and understood the terms and conditions.</i>		<i>Received by courier</i>	<i>Goods received in good order and condition</i>
Date:		Date:	Time:
Sign:		Sign:	Sign:

Detach the ADDENDUM and hand it in with the ANSWER BOOK after completion.

ADDENDUM D

EXAMINATION NUMBER:

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QUESTION 5.3

Detach the ADDENDUM and hand it in with the ANSWER BOOK after completion.