higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE PRACTICE
NQF LEVEL 2

(3061012)

20 November 2018 (X-Paper)
09:00–12:00

This question paper consists of 14 pages and 3 answer sheets.

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TIME: 3 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. Answer QUESTION 4.1 on ANSWER SHEET A.
   Answer QUESTION 5.1 on ANSWER SHEET B.
   Answer QUESTION 5.4 on ANSWER SHEET C.
5. Fill in your examination number on each ANSWER SHEET and hand them in with your ANSWER BOOK.
6. 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 When you receive a telephone call and the caller uses subject-specific terminology or jargon which you don't understand, it is called … interference.

A physiological
B physical
C semantic
D psychological

1.1.2 … mail comes via the post office, courier service or personal delivery service.

A Incoming
B Internal
C Interim
D Inter-office

1.1.3 A visitor's … is a document that gives you permission to be on the company's premises.

A register
B permit
C catalogue
D diary

1.1.4 Writing down the correct number and extension to be dialled is done when …

A screening a call.
B transferring a call.
C making a call.
D putting the caller on hold.

1.1.5 When greeting a customer on the telephone, you must say:

A 'Good day'.
B 'Hi'.
C 'Howzit'.
D 'Hey there'.

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1.1.6 When operating electrical equipment, do …

A repair the machine yourself if there is a fault.
B switch off the machine when leaving the office after work.
C use liquid detergent to clean the machine.
D use long extension leads to connect to electrical sockets.

1.1.7 If a mailroom clerk suspects that a package is a security risk, he/she should …

A shake or blow into the package.
B open the package.
C deliver it to the recipient.
D call security.

1.1.8 An experienced mailroom clerk that guides and helps a less experienced clerk would be referred to as a/an …

A mentor.
B counsellor.
C manager.
D apprentice.

1.1.9 … filing is when each department in an organisation maintains its own filing system.

A Centralised
B Alpha-numerical
C Decentralised
D Numerical

1.1.10 … service is when a courier company offers delivery of items from a post office branch to the receiver's post box at another post office branch.

A Counter-to-counter
B Door-to-counter
C Door-to-door
D Counter-to-door

(10 × 1) (10)

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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	To let fresh air into a room	A	routine enquiry
1.2.2	A document put inside an envelope with a letter	B	unprofessional
1.2.3	Answering the telephone promptly when it rings	C	ventilation
1.2.4	Only an authorised staff member may collect this document from the post office	D	the white pages
1.2.5	Using a password can keep your records safe from industrial espionage	E	remittance register
1.2.6	A written record of all incoming payments received in the mail	F	telephone etiquette
1.2.7	A collection of data that is organised for quick search and retrieval by a computer	G	enclosure
1.2.8	A customer requests a brochure on your products or services	H	security measure
1.2.9	Sharing a customer's confidential information with your colleagues	I	registered mail
1.2.10	A list of all telephone numbers in a specified geographical area	J	database

(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 An organisation should always give customers feedback on how their complaints are being solved.

1.3.2 When you answer a business call, you may have to ask probing questions to determine what the call is about.

1.3.3 It is not necessary to keep track of files borrowed by senior staff members.

1.3.4 It is advisable to always consult the photocopier's instruction manual when you are replacing consumables like ink or toner.

1.3.5 A client's cell phone number is not considered to be confidential information and can therefore be given to anybody who asks for it.

1.3.6 Cross-referencing is the process whereby inactive documents are removed from the active filing system to semi-permanent or long-term storage facilities.

1.3.7 Vacuuming the floor in the reception area of a business may be done during normal office/business hours.

1.3.8 In a business setting, when a telephone rings, it is standard practice to answer the call only after the phone has been ringing between four to five times.

1.3.9 A security breach occurs when confidential information is leaked to unauthorised sources, such as competitors or the media.

1.3.10 Only trained mailroom staff should have access to the mailroom area.

(10 × 1) (10)
[30]

TOTAL SECTION A: 30

SECTION B

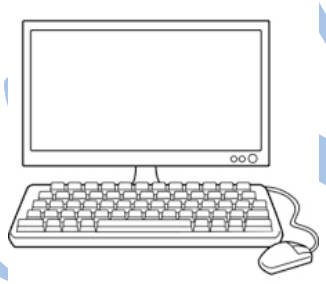
QUESTION 2

Read the scenario below and answer the questions.

You are the head office administrator for a busy medical practice. In order for the daily operations to run smoothly, a range of electronic equipment is needed. You are also responsible for answering the telephone and ensuring that all the patients' information are filed accurately on a daily basis.

2.1 Identify the following office equipment. Write the answer next to the letter (A-C) in the ANSWER BOOK.

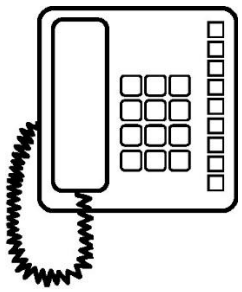
A



B



C



(3 × 1) (3)

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2.2 Give a function of each of the equipment shown in question 2.1 above. Write the answer next to the letters (A–C) in the ANSWER BOOK. (3)

2.3 Name TWO consumables that are needed when you use the equipment labelled B in question 2.1 above. (2)

2.4 It is your duty to know exactly how many consumables are needed on a daily basis. Average daily usage can be calculated with the following formula:

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

The medical practice used 65 new patient files in 180 working days. Calculate the average daily usage of patient files. (2)

2.5 Explain the effect, of not finding patients' documentation, on work productivity. (2 × 2) (4)

2.6 Sort and write the following patient files, with file numbers shown below, in ascending numerical order:

17100192
17100124
18100119
17100165
17100132
17100188

(6 × 1) (6)

2.7 Telephone etiquette is very important to help maintain a professional image. Below are telephonic responses, numbered 2.7.1-2.7.5, whom are all considered to be unprofessional.
Improve on the responses below by rephrasing and rewriting each so that each one is clear, professional and polite.

2.7.1 Hold the phone.

2.7.2 What is your name?

2.7.3 I cannot hear you.

2.7.4 The doctor is out for lunch.

2.7.5 What is your problem?

(5 × 2) (10)
[30]

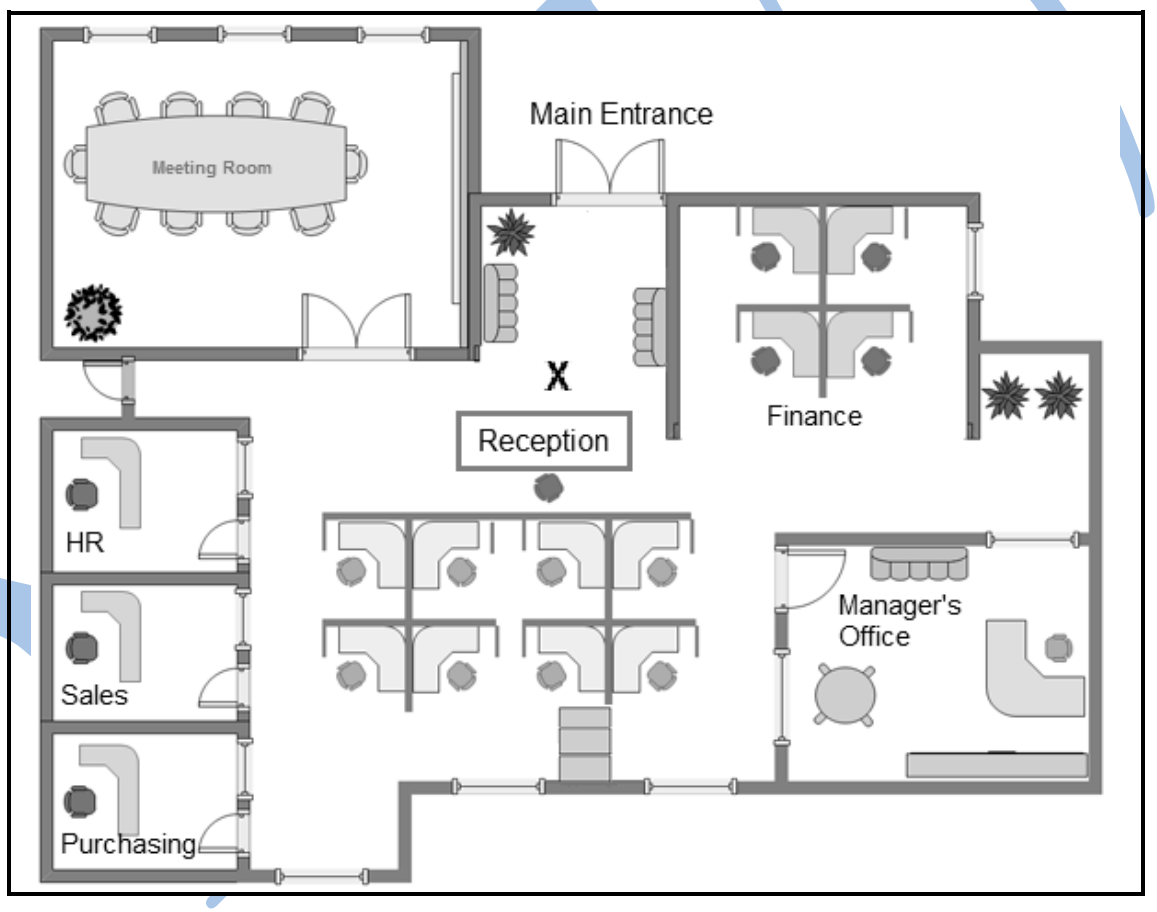
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QUESTION 3

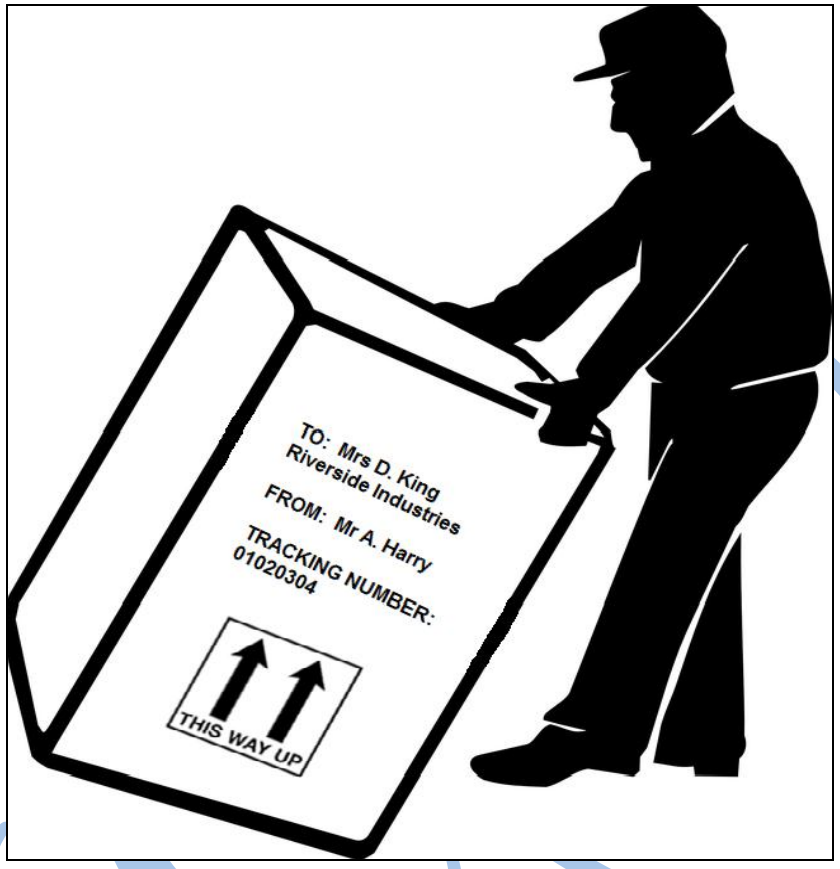
Read the scenario below and answer the questions.

You are the receptionist for Riverside Industries, a computer software designing company. The reception area can get rather busy, with many people entering and leaving during the day.

3.1 A visitor (indicated with an X on the floor plan below) arrives at the reception of Riverside Industries and wishes to see Mr Lucas in the purchasing department. Study the floor plan below to give the visitor clear directions by writing down how the visitor must get to the purchasing department from the reception area. (4 × 1) (4)
Hint: Use the shortest route (in your opinion) when writing out your directions.



3.2 All deliveries received at Riverside Industries must be recorded in the mail register. A courier company delivered the following parcel to reception at 10:15 today.



Record this delivery in the mail register below. Write only the answers next to the numbers (3.2.1–3.2.6) in the ANSWER BOOK.

Recipient's name	Tracking number	Date received	Time received	Sender's name	Type of mail
3.2.1	3.2.2	3.2.3	3.2.4	3.2.5	3.2.6

(6)

3.3 Riverside Industries has a strict no-firearms policy and complies with the conditions of the safe storage of firearms as set out in the Firearms Control Act 60 of 2000.

Describe the procedure you would follow in handling a visitor's firearm. (4)

3.4 Compile a set of guidelines by writing down FOUR ideas on how to maintain a clean and safe reception area. (4 × 1) (4)

3.5 Study the document below and answer the questions.

Zippy Carpet Cleaning Service *Quotation*

101 New Street, Johannesburg
☎ 0884455661

Date: 2018/01/15
Quotation No: 102

To:
Riverside Industries

This quotation is valid for 30 days

Description	Amount
Clean carpets in reception area	R 500.00
Clean two couches in reception area	R 250.00
TOTAL	R 750.00

THANK YOU FOR YOUR BUSINESS!

3.5.1 Identify the document above. (1)

3.5.2 Explain the purpose of this document. (2)

3.5.3 Explain why this document is only valid for 30 days. (2)

3.5.4 After receiving the document, Riverside Industries decides they would also like to have the carpets cleaned in the manager's office.

Explain the purpose of recording changes to this document. (2)

3.6 Choose the correct classification categories from the word(s) shown in the box below. Write only the word(s) next to the question number (3.6.1–3.6.5) in the ANSWER BOOK.

general business information; confidential; personal and confidential; highly confidential; top secret

3.6.1 A contract with a new supplier.

3.6.2 Details on new software being developed by Riverside Industries.

3.6.3 Information on disciplinary action taken against an employee.

3.6.4 Riverside Industries' physical address, telephone number and e-mail address.

3.6.5 A legal document delivered to the manager regarding his divorce.

(5 × 1) (5)

[30]

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QUESTION 4

4.1 Rashna is employed as the receptionist at Optimum Loans. The following call came in at 08:20 this morning.

Rashna:	Optimum Loans. Rashna speaking. How may I help you?
Caller:	Good morning. This is Mr Bandu from Let-us-travel Agency speaking. Could I please speak to Mrs Naina?
Rashna:	Unfortunately, Mrs Naina is unable to take any calls at the moment. Could I take a message?
Caller:	Yes, please. Tell Mrs Naina that I have booked her flight to Dubai for next week. I was also able to get accommodation at the hotel she requested. She must contact me on 0812233445 to confirm the travel details.
Rashna:	I will give her the message, Mr Bandu.
Caller:	Thank you, Rashna. Goodbye.

Record this message on the telephone message form in ANSWER SHEET A (attached). (10)

4.2 Rashna and Mike are employees at Optimum Loans. Mrs Naina, managing director of Optimum Loans, asked both staff members to dress more appropriately for the workplace. Mrs Naina feels that their choice of clothing (refer to the images in the box below) does not convey the professional image she would like to achieve for the company.



4.2.1 Do you agree or disagree with Mrs Naina?
Hint: Write I agree or I disagree (1)

4.2.2 Justify why you agree or disagree with Mrs Naina. (2)

4.2.3 Why do you think it is important that Optimum Loans maintains a professional image? (2)

4.2.4 Give FIVE guidelines employees can follow to display or reflect a more professional appearance or image. (5)

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4.3 Efficient handling of mail (correspondence) is essential for the success of any business organisation. Sometimes unexpected delays occur in the distribution of internal and external mail.

Give a possible consequence of delays in the distribution of mail caused by each of the following incidents:
Hint: What you think could be the result or possible outcome of each of these incidents.

4.3.1 Mike misplaced the key to the mailroom and had to wait three hours for a locksmith to come and open the door.

4.3.2 The franking machine is faulty and needs to be repaired. It is month-end and customer accounts need to be sent out urgently.

4.3.3 The marketing manager finds an envelope on her desk. It was incorrectly delivered to her and she doesn't know who should receive the document.

4.3.4 Somehow the finance manager didn't receive a copy of the agenda for today's staff meeting.

4.3.5 The courier company informs you that their truck was hi-jacked and your parcel (containing an important contract) was in the back of the truck.

(5 × 2) (10)
[30]

QUESTION 5

5.1 The managing director has asked you to distribute the agenda of a management meeting to all managers. For you to have evidence that all managers have received the agenda, you need to attach a routing slip.

The agenda is being distributed to the following managers today:

1. Mr A Kepe, Finance Manager, Room D101, Received today at 10:30.
2. Mrs C Naidoo, HR Manager, Room D102, Received today at 10:35.

Using the information provided above, complete the mail routing slip on ANSWER SHEET B (attached). (10)

5.2 You are the receptionist of a large organisation.

Explain how you would handle each of the following situations:

5.2.1 A customer asks how much money your organisation spends on water and electricity every month.

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5.2.2 A customer makes an enquiry about the products your organisation offers.

5.2.3 A customer wants to know the home address of the managing director of the organisation.

5.2.4 A customer claims that he has paid his account in full but received an invoice saying he still owes money to your organisation.

5.2.5 A customer sends you an e-mail stating that he feels he was treated badly by a staff member in the marketing department.

(5 × 2) (10)

5.3 Indicate whether the following problems with office equipment are of a ROUTINE - or NON-ROUTINE nature. Choose the correct answer and write only 'Routine' or 'Non-routine' next to the question number (5.3.1–5.3.5) in the ANSWER BOOK.

5.3.1 The photocopier has run out of paper.

5.3.2 The data projector gives off a burning smell when it operates.

5.3.3 A laptop has been exposed to rain.

5.3.4 The air conditioner's remote batteries are flat.

5.3.5 The printer displays a 'system error' message. (5)

5.4 Babalwa is the receptionist at Electric Avenue appliance store. Customers usually contact the business via e-mail or telephone. She received the following e-mail at 11:15 this morning:

TO	electricavenue@web.co.za
FROM	mbotha@mymail.co.za
RE:	Repair to DVD player
Good day I brought my DVD player in for repairs two weeks ago. It still is not fixed and I am getting impatient. How much longer is this going to take? Regards Mr M Botha Cell: 078 445 9888	

Record the above enquiry in the customer enquiry logbook on ANSWER SHEET C (attached). (5)
[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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ANSWER SHEET A EXAMINATION NUMBER:

QUESTION 4.1

TELEPHONE MESSAGE	
To:	
CALLER INFORMATION:	
From:	
Company:	
Phone number:	
Message: _____ _____ _____ _____ _____	
Date:	Time:
Message taken by:	

(10)

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ANSWER SHEET B EXAMINATION NUMBER:

QUESTION 5.1

MAIL ROUTING SLIP				
Document distributed:		…….		
Distribution date:		……		
Routing sequence	**Staff member**	**Room number**	**Time received**	**Initials**
1.	……	……..	……..	……
2.	……	……..	……..	……

(10)

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ANSWER SHEET C EXAMINATION NUMBER:

QUESTION 5.4

CUSTOMER ENQUIRY LOGBOOK

Date of enquiry:	Customer information: (Name/contact details)	Details of enquiry:	Enquiry recorded by:
……	……	…… ……	……

(5)

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