higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE PRACTICE
NQF LEVEL 3

(3061013)

13 March 2018 (X-Paper)
09:00–12:00

This question paper consists of 12 pages and 4 addenda.

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TIME: 3 HOURS
MARKS: 200

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

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 What is the most acceptable method of cancelling an appointment in a diary?

A Using tippex to delete details
B Drawing a line through the appointment details
C Pasting a clean page over the appointment details
D Tearing out the relevant page

1.1.2 Which document should be sent to attendees in advance of a meeting?

A Minutes of meeting
B Agenda
C Menu
D Brochure

1.1.3 Which ONE of the following security methods is best applied to electronic records?

A Keeping files in lockable cabinets.
B Keeping duplicates of paper records.
C Log off from your computer when you leave the office.
D Keep the keys to your filing cabinet in a secure location.

1.1.4 Which days should be avoided when planning an event or meeting?

A Tuesdays
B Public holidays
C Birthdays
D School days

1.1.5 Which document is NOT used for the control of supplies?

A Stock control card
B Delivery note
C Petty cash voucher
D Requisition form

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1.1.6 Which of the actions described below does NOT conform to safety guidelines to be followed during an emergency?

A Know how to use fire extinguishers.
B Taking your personal belongings and exiting via the lift.
C How to contact emergency services.
D What to do when a bomb threat is received.

1.1.7 If you do not make eye contact with a customer who enters reception, the customer will feel …

A ignored.
B anxious.
C relaxed.
D valued.

1.1.8 When answering telephones in a business, which of the skills listed below is considered the most important one?

A People skills
B Listening skills
C Computer skills
D Communication skills

1.1.9 Diaries are indispensable in a business environment because they ...

A serve as reminders about birthdays.
B help you plan your personal life.
C provide contact details.
D act as reminders of appointments.

1.1.10 When travelling overseas, which of the items listed below will NOT be needed?

A Passport
B Visa
C Identity document
D International driver's licence

(10 × 1) (10)

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1.2 Use the clues below to complete the CROSSWORD PUZZLE in ADDENDUM A (attached).

Down

1. Petty cash will be recorded in this column when there is no analysis column that matches the expenditure.
2. The system that will be applied when the organisation uses stock rotation.
3. An appointment will be recorded in … before it is confirmed.
4. This facility in a diary provides dates for the whole year.
5. Staff will receive training about health and safety issues during this process.

Across

6. This document serves as proof of purchases made from petty cash.
7. An abusive caller should be handled in this manner.
8. Diary entries should always be accurate to … misunderstandings.
9. Petty cash vouchers must be filed in this order.
10. One consideration a company will look at when deciding the imprest amount.

(10 × 2) (20)

1.3 Give ONE word or a term for each of the following descriptions by choosing a word or a term from the list below. Write only the word or a term next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

monitoring tools; remedial action; communication methods; filing methods; housekeeping duties; stock level indicators; venue criteria/requirements; source documents; communication barriers; filling classifications

1.3.1 Requisition form; cheque counterfoil; receipt; petty cash voucher

1.3.2 Maximum; minimum; re-order quantity; re-order level

1.3.3 Psychological; physical; physiological; semantic

1.3.4 Geographical; alphabetical; numerical; colour-coding

1.3.5 Observation; questionnaire; checklist; logbook

1.3.6 Telephone; fax; email; SMS

1.3.7 Tubular; lateral; vertical; horizontal

1.3.8 Sweeping; mopping; vacuuming; dusting

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1.3.9 Mentor; in-service training; meeting; training

1.3.10 Availability; finances; size; equipment

(10 × 2) (20)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 To increase efficiency in an organisation they will often decide to centralise or decentralise certain functions. This can apply to the storage of filing but also to the storage of office supplies.

2.1.1 With reference to the statement above, which method of supply storage would you implement in an organisation? (1)

2.1.2 Discuss TWO advantages for the method you have chosen in QUESTION 2.1.1. (2 × 2) (4)

2.2 You have just received the following stationery items from your supplier:

- 100 boxes of A4 printing paper (active item)
- 25 lever arch files (inactive item)
- 10 boxes of staples (active item)
- 50 DL envelopes (inactive item)

2.2.1 The table in ADDENDUM B represents the rack in your supplies storeroom, with A being the top shelf only reachable by ladder and D being on the floor.

Indicate where you would place each item of stationery received above and motivate ONE reason for each placement.

Complete your answers on ADDENDUM B. (4 × 2) (8)

2.2.2 What activity must you perform on a regular basis to ensure that the physical items in the storeroom matches the quantities recorded? (1)

2.2.3 Name the document that the supplier would have issued to you on delivery of the supplies. (1)

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2.3 Your manager has just informed you that he will be travelling to England to attend a conference on environmental sustainability for businesses. He needs you to make all his travel and accommodation arrangements for his trip.

2.3.1 Which travel document must you take to the British embassy to apply for his visa? (2)

2.3.2 What important information would he need to supply you with to allow you to make the bookings for his flights as well as accommodation? (3 × 2) (6)

2.3.3 Your manager informs you that he is a vegetarian. What does this mean? (2)

2.3.4 What arrangement will you make for your manager's meal? (2)

2.3.5 You decided that it would be easier to use Hillside travel agent to make all the arrangements. Before she can issue final confirmations she requests that payment be made into their bank account.

Name at least THREE things you would need to be able to pay the deposit at the bank. (3 × 1) (3)

[30]

QUESTION 3

3.1 An important part of diary management is making sure that the relevant stakeholders have been informed of any and all changes that will affect them. This will avoid misunderstandings and maintain the image of your organisation.

3.1.1 Name any THREE methods that can be used to communicate alterations in a diary. (3 × 1) (3)

3.1.2 State ONE advantage and ONE disadvantage of each of the methods named in QUESTION 3.1.1. (3 × 2) (6)

3.1.3 When should alterations in a diary be communicated to all stakeholders? (1)

3.1.4 If the appointment was recorded in pen and you are unable to erase details.

How else will you demonstrate that the changes were made in the diary? (2 × 2) (4)

3.1.5 What technological alternative could you use instead of a bound diary? (1)

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3.2 Taking the time to organise your filing system is crucial. While everyone would love to have a paperless office, the reality is that many businesses still have the need to store paper records.

Identify the most commonly used filling methods by their key descriptors below.

3.2.1 Used for documents that are larger than A4.

3.2.2 Files are placed upright next to each other.

3.2.3 To store files using this method they should be converted to soft copies.

3.2.4 Files are placed flat on top of one another.

3.2.5 Files are stored in folders that are hanging from a rack.

(5 × 1) (5)

3.3 Because of space considerations businesses are not required to keep records for an indefinite period.

How should a business dispose of its confidential records? (2)

3.4 What do you call the temporary storage system files are kept in before they are disposed of? (2)

3.5 Describe at least THREE filing procedures for computerised records. (3 × 2) (6)

[30]

QUESTION 4

4.1 Study the image below and answer the questions.



[Source: https://*www.cartoonmotivators.com*]

4.1.1 Would you describe the body language displayed by the gentleman in the image above as positive or negative? (1)

4.1.2 Discuss the reasons why it is important to maintain the 'right' body language when communicating over the telephone. (3 × 2) (6)

4.1.3 Judging by his posture, what can you tell about the nature of the call that he is taking? (2)

4.1.4 How does his posture reflect on the image of the organisation? (1)

4.2 Whenever one communicates with anyone outside your organisation it is imperative that one does not disclose confidential information.

Give FIVE types of organisational information that can be considered NOT DISCLOSABLE. (5 × 1) (5)

4.3 With reference to the image above, identify at least FOUR incidences of non-conformance in terms of the maintenance of safety standards. (4 × 1) (4)

4.4 What guidelines can you offer to improve on the non-conformances identified above? (4 × 2) (8)

4.5 When is the best time to implement housekeeping activities? (2)

4.6 How can an organisation identify areas that do not meet its standards for maintaining a clean and safe area? (1)

[30]

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QUESTION 5

The following petty cash transactions were recorded in the books of Phindi's Plant Paradise for September 2017.

Use ADDENDUM C and complete the petty cash journal for the month of September and total all the columns.

DAY	TRANSACTION
01	Bought pens for the cashiers at R14,95 voucher No. 06 was issued.
06	Paid for milk R63,95.
11	Bought whiteboard marker for display board R22,95.
12	Sent payment via registered mail to the Municipality R54,95.
19	Paid R47,50 for stamps at the Post Office.
21	Put petrol in delivery vehicle R80,00.
24	Casual wages R50,00.
28	Bought masking tape to seal plant boxes R38,45.

[30]

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QUESTION 6

Read the case study below and answer the questions.

Nosiphe is the new receptionist at Krisper Kleen cleaning company. Some of her duties include receiving visitors and deliveries at reception, answering telephones and making appointments in her manager's diary.

Nosiphe has had no formal office administrative training and you are tasked with providing her with in-service training. Nosiphe is very enthusiastic but doesn't write down any instructions that you provide. She thinks that this is an easy job and doesn't believe that you can teach her anything new.

After her first week the following problems arise.

(i) Nosiphe has signed for a delivery that was not addressed to your company.
(ii) She was rude to a visitor who interrupted her while she was on a tea break at the reception desk.
(iii) Because she is a little afraid of the manager she never bothered to check his diary appointments with him and made several mistakes in his diary.

Management called a meeting with Nosiphe and she was warned to learn from her mistakes or lose her job. She has now approached you for your assistance once more, but this time she realises that knowledge is power and promises to follow all your instructions.

6.1 6.1.1 Describe the procedure Nosiphe must follow when receiving documents and deliveries at reception. (4 × 2) (8)

6.1.2 Where else can she find information about receiving deliveries if no one is available to answer her questions? (1)

6.1.3 Why is it important to receive customers in the correct way? (2)

6.1.4 Besides the in-service training Nosiphe has received from you, what other remedial actions may also be appropriate in these circumstances. (2 × 1) (2)

6.1.5 Name TWO monitoring tools management can use to monitor Nosiphe's performance in future. (2 × 1) (2)

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6.2 Nosiphe has confirmed appointments for the manager without checking with him first. This oversight has led to clashes in his diary as he also made several appointments himself.

Carefully compare the entries in the PA's diary to those in the Manager's. Use ADDENDUM D (attached) to rectify the clashes. Only record the correct appointments in the correct timeslots.

Diary entries for 22 June 2017

TIME	PERSONAL ASSISTANT'S DIARY	MANAGER'S DIARY
08:00–08:30	Check emails and respond	
08:30–09:00	Meeting with branch manager (Tokai branch)	Meeting with department supervisors regarding productivity issues
09:00–09:30		
09:30–10:00	Meeting with ChemCore chemicals about new materials on market	Meeting with factory manager regarding impending strike by workers
10:00–10:30		
10:30–11:00	Meeting with planning committee for annual team building exercise in Oct	Appointment with Doctor (urgent medical issue)
11:00–11:30		
11:30–12:00	Emergency meeting board of directors	Appointment to test drive new Mercedes
12:00–12:30		
12:30–13:00	Lunch appointment with biggest client	Lunch appointment with golf buddy

(10)

6.3 6.3.1 Identify TWO appointments that are low priority and can be postponed to the following week. (2 × 1) (2)

6.3.2 Explain the importance of accurately communicating relevant diary information. (3 × 1) (3)

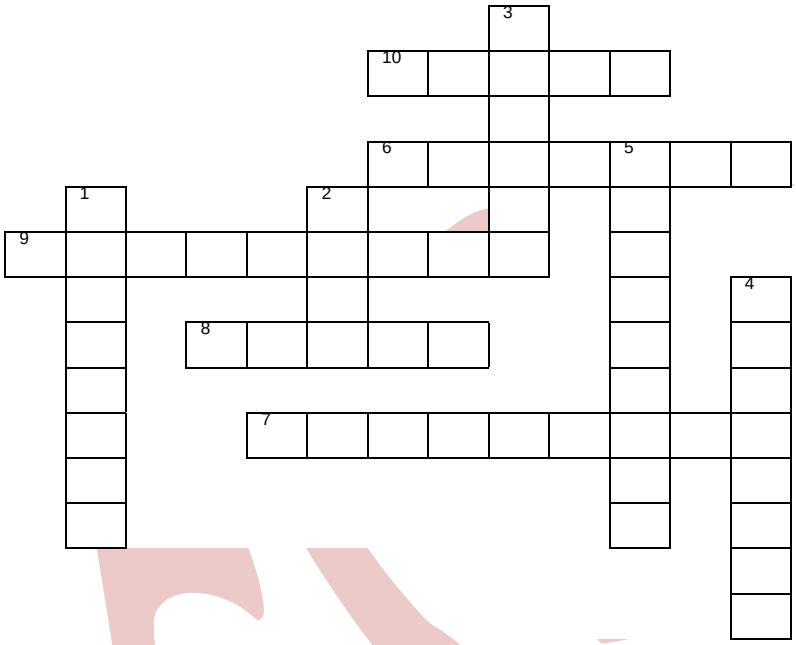
[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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QUESTION 1.2

ADDENDUM A **EXAMINATION NUMBER:**



(10 × 2) (20)

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QUESTION 2.2.1

ADDENDUM B **EXAMINATION NUMBER:**



(4 × 2) (8)

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QUESTION 5

ADDENDUM C **EXAMINATION NUMBER:** | | | | | | | | | | | | | |

PETTY CASH JOURNAL of _____

Day	Voucher No	Fol	Details	Petty Cash	Stationery	Postage	SUNDRY COLUMN		
							Amount	Fol	Details

[30]

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QUESTION 6

ADDENDUM D **EXAMINATION NUMBER:**

TIME	MANAGER'S DIARY
08:00–08:30	
08:30–09:00	
09:00–09:30	
09:30–10:00	
10:00–10:30	
10:30–11:00	
11:00–11:30	
12:00–12:30	
12:30–13:00	

(10)

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