higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE PRACTICE
NQF LEVEL 3

(3061013)

12 March 2020 (X-Paper)
09:00–12:00

This question paper consists of 11 pages and 2 addenda.

547Q1S2012

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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. Start each section on a new page.
5. Use only a blue or black pen.
6. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 Various options are given as possible answers next to the following questions. Choose the correct answer and write only the letter (A–D) next to the question number (1.1.1–1.1.15) in the ANSWER BOOK.

1.1.1 The … is a proof that the person paid the expenses.

A receipt
B voucher
C journal
D payment

1.1.2 Internal control for documents used for the distribution of office supplies:

A Stock record card
B Requisition form
C Order form
D Delivery note

1.1.3 Which is the best way to acknowledge visitors when you are busy on a call?

A Make eye contact
B Smile
C Lift your brows
D Frown

1.1.4 An organisation can improve visitor satisfaction by means of...

A a checklist.
B attending to complaints.
C a mystery shopper.
D an audit.

1.1.5 … ensures that files that are no longer active are stored safely.

A Archiving
B Disposing
C Transferring
D Scanning

1.1.6 … is an example of office supplies to which the rotation method must be applied.

A A4 paper
B Whiteboard markers
C Staples
D Pens

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1.1.7 A/An … is a diary template that will be prepared when you are travelling for business.

A Dual diary
B Monthly planner
C Itinerary
D To do list

1.1.8 Which of the factors listed below are not relevant when determining imprest?

A Needs of the company
B Maximum amount company pays by cheque
C Size of the company
D Frequency of transactions

1.1.9 The … filing method accommodates large documents.

A horizontal
B tubular
C lateral
D vertical

1.1.10 To … means to change an appointment for a different time.

A postpone
B reschedule
C cancel
D book

1.1.11 The information of received deliveries are recorded by the receptionist on the ...

A way bill.
B delivery note.
C visitors register.
D delivery register.

1.1.12 A … is a meeting that involves some kind of practical activity or training.

A seminar
B conference
C congress
D workshop

1.1.13 The health and safety officer derives his/her authority from the…

A Firearms Control Act.
B Protection of Personal Information Act.
C Occupational Health and Safety Act.
D The Constitution of the Republic of South Africa.

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1.1.14 When must a petty cash voucher be completed?

A At the end of every month
B Only when a reimbursement is requested
C Only when a requisition form is supplied
D With every petty cash transaction

1.1.15 Which days should be avoided when planning an event?

A Religious holidays
B School holidays
C International events
D SONA

(15 × 1) (15)

1.2 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.2.1–1.2.10) in the ANSWER BOOK. Correct the statements if they are false.

1.2.1 The petty cash float is stored in a filing cabinet.

1.2.2 The re-order level is the stock level at which you should order stock straight away to prevent the risk of running out.

1.2.3 Confidential information is non-disclosable.

1.2.4 Centralised filing refers to a system where the information of a business is kept in different departments.

1.2.5 Staff should be trained on security issues during induction.

1.2.6 Visitors' books is considered an acceptable means of collecting feedback.

1.2.7 When one is running late for an appointment it is best to postpone it.

1.2.8 A visa is found in an identity document.

1.2.9 A notice placed on a company notice board is an acceptable method to communicate alterations to external stakeholders.

1.2.10 The petty cashier will request change from the bank using a requisition form.

(10 × 2) (20)

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1.3 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–P) next to the question number (1.3.1–1.3.15) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Made of hardboard with a clip attached at the top to pin documents onto the board	A	prioritising
1.3.2	Used when one runs out of office supplies	B	smiling
1.3.3	An ineffective method of communicating diary alterations	C	conference
1.3.4	A way of making visitors feel welcome	D	greeting
1.3.5	When a caller behaves in this manner, the call may be transferred to a manager	E	double bookings
1.3.6	Organising tasks in order of importance	F	order form
1.3.7	Source document that proves a purchase took place	G	wall file
1.3.8	This diary facility will assist when one has to make international calls	H	housekeeping
1.3.9	Ensuring that physical supplies matches records	I	receipt
1.3.10	Larger than a workshop or a seminar and it usually takes place over a few days	J	postage
1.3.11	Important procedure when answering calls	K	bookkeeper
1.3.12	This issue will be avoided when diary is updated on a regular basis	L	time zones
1.3.13	Analysis column found in petty cash journal	M	letter
1.3.14	Adhering to these duties enhances the image of an organisation	N	stock reconciliation
1.3.15	This person authorises petty cash transactions	O	delivery note
		P	abusive

(15 × 1) (15)

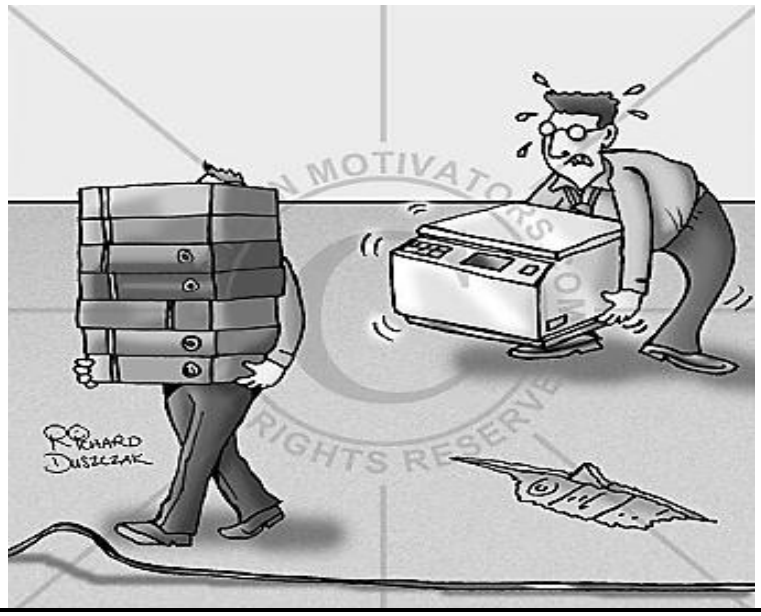
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 Look at the picture and then answer the questions.



Source: www.cartoonmotivators.com]

2.1.1 Identify FOUR health and safety hazards that are represented in the image above. (4)

2.1.2 Who should you report these hazards to? (1)

2.1.3 Describe FIVE safety standards that can be implemented in any organisation. (5)

2.2 Read the following case study and answer the questions.

Miss Olivier is one of the Cape Town guest house receptionist that regularly receives international visitors. She often says: 'I don't know' when visitors enquire about services offered by the hotel.

Thuli, the other receptionist, tells her senior that many of these visitors then either ask him for the information, or they leave, looking upset. As a result, Thuli's reception desk is often crowded whereas Olivier's is empty.

The senior staff member organises that Olivier is sent on a one-day training seminar on customer service. She returns with a new attitude – whereas she used to say 'I don't know', she now says 'How can I help you' or 'Let me find out'. Olivier is monitored everyday by the senior, who completes a checklist on her performance.

2.2.1 Do you think that management took the right steps in resolving Olivier's non-conformance? (1)

2.2.2 Name THREE ways in which they could have solved the problem. (6)

2.2.3 How can management monitor Olivier's improvement? (3)

2.3 Maintaining housekeeping standards are another important factor in ensuring visitor satisfaction.

2.3.1 When are the best times to perform housekeeping duties? (2)

2.3.2 Name THREE housekeeping duties. (3)

2.4 Name FIVE problems that may occur when processing documents and deliveries. (5)

[30]

QUESTION 3

Read the scenario below and answer the questions.

Successful diary management requires that a personal assistant be accurate, pays attention to detail, have good listening skills and can take initiative to follow through without needing to be told.

3.1 What are FOUR benefits of accurate diary entries? (4 × 2) (8)

3.2 Explain the difference between *cancelling* and *postponing* an appointment. (2 × 2) (4)

3.3 Give the meaning of the following terms:

3.3.1 Diary

3.3.2 Dual diary

3.3.3 Year planner

3.3.4 Month planner

(4 × 1) (4)

3.4 Name THREE technologically relevant methods that you can use to confirm appointments with stakeholders. (3 × 2) (6)

3.5 Your manager provides you with a list of appointments that he has written down while you were on lunch. He asks you to prioritise them in his diary. Write only 'High', 'Medium' or 'Low Priority' next to the question number (3.5.1–3.5.4) in the ANSWER BOOK.

3.5.1 Meeting with golf partner at golf course.

3.5.2 Meeting with union about wage negotiation and possible strike action.

3.5.3 Meeting with planning committee for company year-end function.

3.5.4 Meeting with financial manager to discuss financial targets for next year.

(4 × 2) (8)
[30]

QUESTION 4

Study the scenario below and then answer the questions.

You have been asked to make the arrangements for your company's year-end function. You need to cater for 300 staff members and the event must take place during the day. One of the requirements is to co-ordinate the flow of the year-end function- who is doing what, when and how, as well as organising any equipment.

4.1 Describe FIVE processes you would follow to select an appropriate venue for your event. (5 × 2) (10)

4.2 What FIVE information will you confirm all logistics with the venue in advance. from attendees to assist you in making catering arrangements? (5)

4.3 Study the scenario below and then answer the questions

You work as a receptionist at a Cape Town Guesthouse. One of your duties is to record the names of visitors who visited the guesthouse, the dates, their town or country of origin, contact details as well as their comments. This will help to indicate whether the visitors were satisfied or not with your service.

Use the attached ANSWER SHEET (ADDENDUM A) to complete the visitor's book for the guesthouse, using the following information:

4.3.1 From 30 January 2019 to 3 February 2019, Miss Oliver from Bloemfontein visited and she enjoyed her stay and would definitely return next time. Her contact details: 081 246 9087 (5)

4.3.2 Ms More from Umtata visited from 30 November 2019 05 to December 2019. She praised the place for being very clean and neat with the best service. Contact details: 084 218 9541 (5)

4.3.3 Mr Obuja from Nigeria visited from 30 December 2019 to 1 January 2020. He was also impressed with the guesthouse and suggested that in future they should arrange for travel/tour guides to assist foreigners in the country with site seeing.
Contact details 074 456 3566 (5)
[30]

QUESTION 5

5.1 Filing is one of the key components to running a successful business because one must be able to store as well as retrieve a variety of documents, such as contracts, financial records, employee files and invoices.

Briefly discuss FIVE methods of paper-based storage filing and storing documents. (5 × 2) (10)

5.2 There are five common filing methods used in organisations. Match the correct method to the examples of filing equipment provided below.

5.2.1 Lever arch files

5.2.2 Filing cabinet

5.2.3 Cylindrical tubes

5.2.4 Scanner

5.2.5 Suspension folders

(5 × 1) (5)

5.3 Study the scenario below and then answer the questions

Your organisation has recently conducted a stock take on their office supplies and found many discrepancies. The store room was in chaos and items were mixed and still unopened in the boxes as received from the suppliers. The filing system for stock records were not up to date and as a result the stock reconciliation was impossible to conclude.

Give FIVE examples of out-of-line situations that may occur when managing the office supplies in a company. (5 × 2) (10)

5.4 The stock level indicators are there to assist the controller in managing his/her supply levels.

Give an explanation of each level indicator below:

5.4.1 Maximum level

5.4.2 Re-order quantity

(2 × 2) (4)

5.5 What do you call a stock control situation that was not anticipated? (1)
[30]

QUESTION 6

The following petty cash transactions in the books of Clockwork Jewellers took place during the month of September 2019.

Use ADDENDUM B (attached) to complete the petty cash journal for September 2019 and total all the columns.

Remember to hand in ADDENDUM B with the ANSWER BOOK.

DAY	TRANSACTIONS
2	Bought stationery items for the shop paid R58,95. Voucher number 028 was issued.
5	Bought coffee for R99,95 at PnP.
7	The owner withdrew R80,00 for personal use.
17	Paid R198,90 to repair the display case window.
19	Purchased stamps for R64,75
26	Bought a new cash receipt book for R26,95
30	Bought milk for R21,95 at Spar.

[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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EXAMINATION NUMBER: | | | | | | | | | | | | | |

ADDENDUM A

QUESTION 4.3

VISITOR'S REGISTER BOOK

NAME	DATE	TOWN	CONTACT NUMBER	COMMENTS

PLEASE HAND THIS ADDENDUM IN WITH THE ANSWER BOOK

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EXAMINATION NUMBER: | | | | | | | | | | | | | |

ADDENDUM B

QUESTION 6

PETTY CASH JOURNAL OF CLOCKWORK JEWELLERS FOR SEPTEMBER 2019

VOUCHER NO	DAY	DETAILS	PETTY CASH AMOUNT	STATIONERY	POSTAGE	REFRESHMENTS	SUNDRIES ACCOUNT	
							Amount	Details

PLEASE HAND THIS ADDENDUM IN WITH THE ANSWER BOOK

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