higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE PRACTICE
NQF LEVEL 3

(3061013)

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

This question paper consists of 10 pages and 7 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 This is the NOT the correct way to behave towards an abusive caller:

A Decisive
B Passive
C Antagonistic
D Assertive

1.1.2 Which ONE of the following eating preferences is indicative of a food allergy?

A Banting
B Lactose-free
C Vegan
D Paleo

1.1.3 Ordering supplies beyond your documented requirements is referred to as having a …

A rotation.
B maximum.
C advance.
D buffer.

1.1.4 Receiving visitors does not strictly involve ONE of the following actions:

A Implementing a queuing system
B Making eye contact
C Providing refreshments
D Asking clarifying questions

1.1.5 Which petty cash source document must be authorised by a line or financial manager?

A Receipt
B Cheque counterfoil
C Petty cash voucher
D Requisition form

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1.1.6 A disadvantage of the use of a… method of communication is the issue of delay.

A letter
B notice
C SMS
D fax

1.1.7 Which ONE of the following procedures does not belong to the answering of calls?

A Identifying yourself
B Wishing the caller a pleasant day
C Identifying the company
D Offering assistance

1.1.8 Petty cash vouchers must be filed in …order.

A calendar
B chronological
C numerical
D alphabetical

1.1.9 Diary information is recorded as soon as it is received in order to …

A prevent forgetting.
B confirm appointments.
C avoid grammar mistakes.
D acknowledge the caller.

1.1.10 Which document is used to request the imprest breakdown from the finance department?

A Cash requirement form
B Requisition form
C Cheque counterfoil
D Petty cash voucher

1.1.11 Visitor satisfaction may be obtained by doing the following:

A Asking questions
B Sympathising
C Attending to identified problems.
D Offering refreshments

1.1.12 Which permit is needed to travel overseas?

A Passport
B Itinerary
C Identity card
D Visa

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1.1.13 If you requested car hire, you must be in possession of a/an …

A identification card.
B driver's license.
C directions to the venue/hotel.
D visa card.

1.1.14 A … planner is a diary facility that allows you to plan annual events.

A weekly
B year
C monthly
D daily

1.1.15 Sorting documents into piles to ensure all attendees receives the exact same copies, is referred to as …

A copying.
B binding.
C collation.
D distribution.

(15 × 2) (30)

1.2 Identify the correct document from the list provided below and match it to the purpose indicated. Write the correct answer next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

checklist; e-mail; cheque counterfoil; order form; delivery note; out-card; petty cash voucher; enquiry form; index card; questionnaire.

1.2.1 Completed when office supplies are needed from the storeroom

1.2.2 Used as a monitoring tool for staff performance at reception

1.2.3 Completed for every petty cash transaction

1.2.4 Used to replace a document removed from a file

1.2.5 Completed by visitors to monitor satisfaction levels

1.2.6 A document used to get information about the needs of attendees to an event

1.2.7 A document which can be created to communicate information to stakeholders

1.2.8 A source document used in petty cash

1.2.9 Must be signed by the recipient of goods at reception

1.2.10 A complementary document for use with the alpha-numerical filing classification

(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 Transposition of numbers is a common error that can cause misfiling.

1.3.2 A receipt is a reduction in price under certain conditions.

1.3.3 A visitor's register would be used to record the retrieval of files or documents.

1.3.4 An out-of-line situation has occurred when your supplies have not been stored in a secure environment.

1.3.5 Correct posture is a necessary aspect for making or receiving calls.

1.3.6 A notice is an effective method of communicating information with external stakeholders.

1.3.7 People invited to attend an event are called visitors.

1.3.8 An online survey is considered a direct method of obtaining feedback.

1.3.9 B&B refers to the type of accommodation that is available for travelers.

1.3.10 Petty cash can be stored in an unlocked drawer.

(10 × 1) (10)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

Read the case study below and answer the questions.

CANDICE AND JABU

Candice is one of two receptionists who work at a large hotel that regularly receives overseas visitors. She often says: 'I don't know', when visitors enquire about services offered by the hotel.

Jabu, the other receptionist, tells his senior that many of these visitors then either ask him for the information, or they leave, looking upset. As a result, Jabu's reception desk is often crowded, whereas Candice's is empty. The senior staff member organized for Candice to be sent on a one-day training seminar on customer service. She returned with a new attitude – whereas she used to say 'I don't know', she now says 'How can I assist you?' or 'Let me find out.' Candice is monitored daily by the senior, who completes a checklist on her performance.

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

2.2 Name TWO other ways in which they could have solved the problem. (2 × 2) (4)

2.3 How can management monitor Candice's improvement? (5)

2.4 Name FIVE problem areas which may arise when receiving visitors. (5)

2.5 The dirty reception area is of great concern to management. They decide to implement a housekeeping duty roster to maintain an acceptable level of cleanliness.

Use ADDENDUM A (attached) to allocate appropriate housekeeping tasks to all staff concerned. (15)

[30]

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QUESTION 3

3.1 Your manager instructs you to plan the retirement farewell function for one of your colleagues. To allow you to start planning the event you require information from your manager.

Use ADDENDUM B (attached) to compose the e-mail requesting all the necessary info. (4 × 2) (8)

3.2 One of your tasks is to select a caterer.

3.2.1 Which document must the caterer provide you with to enable you to make your decision? (1)

3.2.2 Why is this necessary? (2)

3.3 The caterer quotes you a total of R16 850,00 and requests the EFT-payment of a 60% deposit.

3.3.1 Calculate how much money must be paid to the caterer's account.

3.3.2 What does EFT stand for?

(2 × 2) (4)

3.4 Read the scenarios below and state which department or staff member would be most appropriate to handle the query.

3.4.1 The caller is enquiring about when the organisation's new prices will come into effect.

3.4.2 The caller request information about the NCV L3 courses offered by your college.

3.4.3 A customer is querying his/her latest account.

3.4.4 Someone calls in connection with the post advertised in yesterday's newspaper – she would like to know what the annual salary is.

3.4.5 A caller wants to know what the trading hours of the business are.

(5 × 1) (5)

3.5 Mr. Deon Louw, campus manager of Thutong FET College, called Toptronics company to find out more details about the project to earn computer equipment. He also wants to know whether Toptronics offers a discount on bulk orders of office stationery. Desray van Rensburg was not available. He said he will call again as it was very urgent. This call was received at 10:00 on 12 February 2019. TEL. NO: (012) 5677840

Complete the message form that you should give to Desray van Rensburg upon her return.

Use the attached ANSWER SHEET (ADDENDUM C). (10)

[30]

QUESTION 4

4.1 You work as a filing clerk at your college and one of your duties is to make sure that the files retrieved from the system are replaced in their correct place.

Use the following information to complete an out-card for March 2019. Use the attached ADDENDUM D.

4.1.1 On 02 March 2019, Mr Marais from the marketing department, requested ISAT L2-L4, ref no: 001; returned on 03 March 2019.

4.1.2 On 05 March 2019, Mrs Nel from office administration department, requested Business Practice L2 file, ref no: 002; returned on 08 March 2019.

4.1.3 On 10 March 2019, Mrs Mabunda from hospitality department, requested client and services L3 file, ref no: 003; returned on 10 March 2019.

(3 × 5) (15)

4.2 Khaya comes across an internal vacancy for the position of stock controller. He is interested in applying and asks you to explain the duties of the stock controller to him. (8)

4.3 Stock adjustments to stock records will be done once or twice a year.

4.3.1 What stock occurrence would make this process necessary? (3)

4.3.2 Would an adjustment mean an increase or a decrease in stock record levels? (2)

4.3.3 On which record would the adjustment be reflected? (2)

[30]

QUESTION 5

Read the diary extract below and answer the questions.

Time	Personal Assistant's Diary
08:00–09:00	Reading e-mails and updating diary.
09:00–10:00	Manager appointment with client, Mr. Alex Ngubane 072 328 1010
10:00–11:00	
11:00–12:00	Manager meeting with Mr. Charles from Grant Thornton Auditors 021 422 0198
12:00–13:00	Lunch
13:00–14:00	Manager appointment at First Rand Bank, Mr. Cebo Mashicolo 084 624 9221
14:00–15:00	Manager meeting with Head of Human ResourcesDept. Mrs. Carelse ext. 264
15:00–16:00	Filing
16:00–17:00	Manager meeting with Union representative about employee disputes.
17:00–18:00	

5.1 The diary entry above reflects the entries from your diary for a particular day.

Transfer the appointments that are relevant to your manager into his diary using ADDENDUM E (attached). If there are clashes, move the lower priority item to another available time slot. Use appropriate diary procedures. (8)

5.2 Describe the procedure you would follow to inform all relevant stakeholders of the changes to their appointments in the diary. (3)

5.3 You are unable to contact one of the clients to inform him of the changes, due to his incorrectly recorded phone number.

Provide a possible solution to this problem. (2)

5.4 Explain the importance of recording accurate diary information. (3 × 2) (6)

5.5 Telephone calls may appear to be the easiest method to communicate changes to diary information but it has its disadvantages.

Considering the advancement in technology, name TWO suitable alternatives and ONE advantage that they share. (3)

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5.6 Give ONE disadvantage of each method identified above. (2)

5.7 How will you demonstrate that a diary is referred to on a daily basis? (3 × 2) (6)
[30]

QUESTION 6

6.1 Ama-Zing Investment Services makes use of the imprest petty cash system. The following transactions took place in March 2019. Enter the transactions into the petty cash journal ADDENDUM F (attached). The last petty cash voucher number was 20.

MARCH 2019

1	Purchased stamps from the Post Office, R18,50
10	Bought coffee and milk from Spar, R91,85
19	Purchased pencils and envelopes from Game, R55,40
22	Send a parcel via Post net, R65,10
28	Paid a casual worker, R80,00

(25)

6.2 A business that uses petty cash for payments of minor amounts, such as your college.

Complete a cash required form on how you would request the notes and coins for your college when the impress amount was R200,00.

Use the attached ADDENDUM G. (5)
[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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ADDENDUM A **EXAMINATION NUMBER:**

QUESTION 2

2.5

	MONDAY	**TUESDAY**	**WEDNESDAY**	**THURSDAY**	**FRIDAY**
ODWA					
KHAYA					
ADAM					

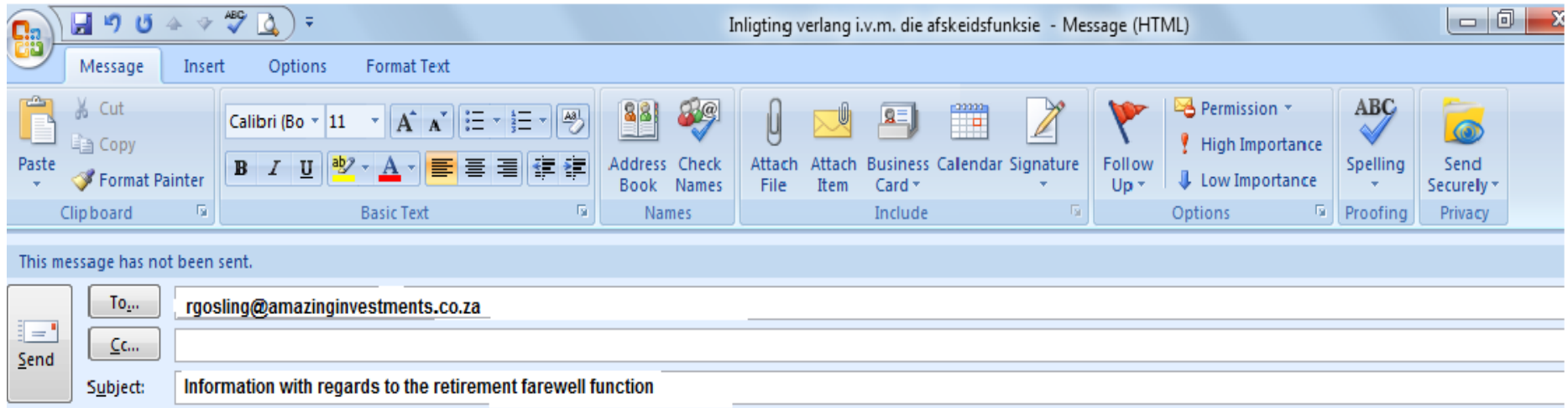
(15)

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ADDENDUM B **EXAMINATION NUMBER:** | | | | | | | | | | | | | |

QUESTION 3

3.1



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

3.5

	TELEPHONE MESSAGE
TO:	
FROM:	
COMPANY:	
TEL. No:	

PHONED		RETURN YOUR CALL		PLEASE PHONE BACK	
VISITED		WILL CALL AGAIN		URGENT	

BOODSKAP:

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DATE:	
TIME:	
TAKEN BY:	

(10)

[30]

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ADDENDUM D **EXAMINATION NUMBER:** | | | | | | | | | | | | | |

QUESTION 4

4.1

OUT CARD

MONTH: MARCH 2019

DATE ISSUED	FILE REF	FILE NAME	ISSUED TO NAME/ DEPARTMENT	DATE RETURNED

(15)

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ADDENDUM E **EXAMINATION NUMBER:**

QUESTION 5

5.1

Time	**Manager's Diary**
08:00–09:00	
09:00–10:00	
10:00–11:00	
11:00–12:00	Re-union with Jackson Mvumbi (golf buddy) 082 432 141 Damelin College
12:00–13:00	
13:00–14:00	
14:00–15:00	
15:00–16:00	
16:00–17:00	
17:00–18:00	
16:00–17:00	
17:00–18:00	

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ADDENDUM F **EXAMINATION NUMBER:** | | | | | | | | | | | | | |

QUESTION 6

6.1 **PETTY CASH JOURNAL OF AMA-ZING INVESTMENT SERVICES FOR MARCH 2019**

Doc	Day	Folio	Details	Petty Cash	Postage	Stationery	Wages	Sundries Accounts		
								Amount	Folio	Details

(25)

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ADDENDUM G **EXAMINATION NUMBER:** | | | | | | | | | | | | | |

6.2

CASH REQUIREMENTS		
QUANTITY		**AMOUNT**
6	5c	
7	10c	
10	20c	
10	50c	
12	R1,00	
10	R2,00	
6	R5,00	
4	R10,00	
2	R20,00	
1	R50,00	
	R100,00	
	TOTAL R200,00	

(5)

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