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higher education & training

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REPUBLIC OF SOUTH AFRICA

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JUNE EXAMINATION

NATIONAL CERTIFICATE

OFFICE PRACTICE N4

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10 June 2013 (X-Paper)
09:00–12:00

This question paper consists of 10 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
OFFICE PRACTICE N4
TIME: 3 HOURS
MARKS: 200

NOTE: If you answer more than the required number of questions, only the required number of questions will be marked. All work you do not want to be marked, must be clearly crossed out.

INSTRUCTIONS AND INFORMATION

1. SECTION A
   QUESTION 1 is COMPULSORY.

2. SECTION B
   Answer any FIVE of the six questions in this section in the ANSWER BOOK.

3. Read ALL the questions carefully and do ONLY what is required.

4. Start each question on a NEW page, for example QUESTION 2, QUESTION 3, et cetera.

5. Rule off on completion of each question.

6. Answer the questions in the correct order.

7. Number the answers according to the numbering system used in this question paper.

8. Marks will be deducted for untidy work.

9. Write neatly and legibly.

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SECTION A (COMPULSORY)

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 A ... secretary assists attorneys or advocates.

A technical
B medical
C legal
D tourism

1.1.2 The ... is on the second level on the promotion route.

A receptionist
B junior secretary
C personal assistant
D typist

1.1.3 People are linked together and are able to be physically seen on a screen:

A Electronic switchboard
B Telephone conference
C Paging
D Video conference

1.1.4 Stationary and equipment needed to prepare for a meeting, must consist of ...

A a flip chart.
B folders.
C non-permanent markers.
D All the above-mentioned

1.1.5 The ... should emphasise the image and identity of the company.

A rest room
B photocopy room
C staff room
D reception area

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1.1.6 Clients are the guests of a company. They should be …

A offered hospitality.
B treated with patience.
C ignored.
D Both A and B

1.1.7 Introduce a visitor with a lower position to your manager, Mr Senoko, as follows:

A Mrs Venter, meet my manager, Mr Senoko.
B Mr Senoko, this is Mrs Venter.
C Mrs Venter, say hallo to Mr Senoko.
D Mrs Venter and Mr Senoko, meet each other

1.1.8 The invitation to conference should include the following:

A Stationery
B Set time of registration
C Venue
D Both B and C

1.1.9 This method of control enables the manager of office supplies to track stock levels:

A Diary
B Meetings
C Stock control card and computer records
D Facebook

1.1.10 In this classification the files are arranged according to countries, regions and provinces:

A Alphabetical
B Geographic
C Electronic
D Numeric

(10 × 2) (20)

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1.2 Choose a item/word from COLUMN B that matches a description in COLUMN A. Write only the letter (A–G) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	Official publication	A	Imperial company
1.2.2	Greatest collection of sources and information	B	telephone directory
1.2.3	Economic information	C	library
1.2.4	Residential, business and government contact details	D	Business Week
1.2.5	List containing names, job titles and telephone numbers	E	post office guide
		F	government gazette
		G	staff list

(5 × 2) (10)

1.3 Complete the following sentences by filling in the missing word(s). Write only the word(s) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

1.3.1 The (personal assistant/private secretary) is part of the top level or stratum four on the promotional route.

1.3.2 The (job description/dress code) will influence the remuneration of the management assistant.

1.3.3 First positive impressions are created by (posture/arched shoulders).

1.3.4 The agenda of a meeting is the responsibility of the (chairperson and secretary/secretary).

1.3.5 The (cordless phone/cell phone) communicates with a base station and it is connected to a fixed telephone line.

(5 × 2) (10)

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1.4 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

1.4.1 The most important aspect in filing is the accessibility.

1.4.2 Reprography is the process of reprinting material.

1.4.3 After a meeting has been conducted, the room must be tidied.

1.4.4 When an appointment is cancelled inform a visitor of the where-abouts of your manager.

1.4.5 Knowledge, skills and experience will influence the remuneration of a secretary.

(5 × 2) (10)

TOTAL SECTION A: 50

SECTION B

Answer any FIVE of the six questions in this section.

QUESTION 2

You are employed as a management assistant at the communication section of the Department of Tourism in the local municipality. You share the open-plan office with a senior secretary.

2.1 The handling of the reception area is part of your job description.

State your daily functions. (5 × 1) (5)

2.2 Apply your knowledge of telephone etiquette by indicating how the telephone should be answered. (5 × 1) (5)

2.3 The waiting area of your section is looking terrible.

Give advice to improve the arranging of this area. (5 × 1) (5)

2.4 In order to take binding decisions, a meeting must be validly constituted.

2.4.1 Explain the term *valid.* (1)

2.4.2 Briefly explains what it means for a meeting to be validly constituted. (4 × 1) (4)

2.5 Place the following surnames in alphabetical order:
Mothabe NP, Lefete P, Burger G, Bezuidenhout J, Visser P (5 × 2) (10)
[30]

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QUESTION 3

3.1 When the senior secretary is ill, you will have to issue the ordered office supplies.

3.1.1 Which document will you use to control the issuing of stock? (1)

3.1.2 Explain the *FIFO* and *LIFO* principles. (2 × 2) (4)

3.2 Organising of information is called data processing. This is the new term for 'paperwork'.

State the methods you will use to process data. (5 × 1) (5)

3.3 State FIVE items that will appear on your preparation checklist for the next meeting. (5 × 1) (5)

3.4 Name FIVE requirements of a good filing system. (5 × 1) (5)

3.5 Unwanted visitors can cause an unpleasant situation.

How will you handle an unwanted visitor? (5 × 2) (10)

[30]

QUESTION 4

4.1 Certain techniques for making telephone calls must be adhered to. Preparation to make a call is one of the techniques.

Explain how you will do the preparation. (5 × 2) (10)

4.2 Centralised filing is an example of a filing method.

Name FIVE other examples of filing methods or systems. (5 × 1) (5)

4.3 The department on the second floor of the building has been robbed.

What will you do after a robbery has taken place? (5 × 1) (5)

4.4 Name FIVE methods of voting. (5 × 1) (5)

4.5 The stock level in the store room is low.

Which questions can be asked when preparing to purchase goods? (5 × 1) (5)

[30]

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QUESTION 5

5.1 You are in favour of using the alphanumerical filing arrangement.

Explain to the assistant in the administrative department which steps to follow in order to file the documents successfully. (5 × 2) (10)

5.2 Many pamphlets are sent out as information to tourists. Before the reprographic process can start, you must take certain factors into consideration before deciding on the correct reprographic process to use.

Name and explain these factors. (5 × 2) (10)

5.3 In order to have successful meeting preparations, a checklist must be compiled.

Read the following checklist. Not all the items are applicable. Choose the correct items and write only the letters (A–G) next to the question number (5.3.1–5.3.2) in the ANSWER BOOK.

5.3.1 Actions before a meeting:

A Request a salary increase
B Prepare flip chart and stationery
C Take leave
D Arrange refreshments
E Confirm the arrangements with the chairperson and prepare the agenda
F Circulate the agenda and minutes to members
G Book the venue for the meeting (5 × 1) (5)

5.3.2 Actions for your checklist on the day of the meeting:

A Venue of the meeting must be neat
B Check the lighting and temperature
C Type the previous minutes
D Make sure the necessary equipment is available and in working condition
E Guests of honour must be received and escourted to the venue of the meeting
F Arrange a meeting with the chairperson to prepare the agenda
G Supply extra copies of agendas for those members who forgot to bring the agenda along (5 × 1) (5)

[30]

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QUESTION 6

6.1 It only takes 10 seconds to loose a client. It is therefore important to take good care of your clients.

Name and explain how you will establish a long-term relationship with clients. (5 × 2) (10)

6.2 Electronic Banking Services is making it easy for the user to execute a wide spectrum of banking transactions at home.

6.2.1 Name TWO transactions that can be executed by using the Electronic Banking Service. (2 × 1) (2)

6.2.2 Before transactions can be executed, each client must use a certain procedure to be connected to this electronic service.

Explain the procedures that you have to follow to get connected to the electronic service. (4 × 2) (8)

6.3 Diary management is crucial for the smooth running of appointments and meetings.

Which information will you write down in your diary to organise the daily activities properly? (5 × 1) (5)

6.4 Your department is using decentralised filing.

6.4.1 Explain the term *decentralised filing.* (1)

6.4.2 Name the disadvantages of this specific filing system. (4)

[30]

QUESTION 7

7.1 Your sense of duty towards your management is some of the key aspects of the duties of a professional management assistant.

How will you fulfill this responsibility? (5 × 2) (10)

7.2 The using of correct telephone techniques for making a telephone call will ad to the professional image of your department.

Indicate how you will make a telephone call. (5 × 1) (5)

7.3 As part of your duties, you have to invite leaders of the community to a variety of events that are taking place in your department.

Which FIVE 'W' words must appear on an invitation? (5 × 1) (5)

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7.4 To be able to have easy access to documents, correct filing is very important.

State FIVE important points to explain what filing is all about. (5 × 1) (5)

7.5 The financial officer uses a whole day every month end standing in long queues to pay accounts and get monthly statements of the department.

7.5.1 Name a quicker banking service that can be used. (1)

7.5.2 Name FOUR examples this banking service can offer the client. (4)

[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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