higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N1240**(E)**(N26)H

NATIONAL CERTIFICATE

OFFICE PRACTICE N4

(4021214)

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

This question paper consists of 8 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 will be marked. Clearly cross out ALL work you do NOT want to be marked.

INSTRUCTIONS AND INFORMATION

1. SECTION A is COMPULSORY
2. Answer only FIVE questions in SECTION B.
3. Read ALL the questions carefully.
4. Number the answers according to the numbering system used in this question paper.
5. Start each question on a NEW page.
6. 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 correct answer (A–D) and write it next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 Organisational records have a life cycle.

Which one of the following is the final step of the records cycle?

A Record utilisation.
B Storage and retention of records.
C Disposal of records.
D Transfer of records.

1.1.2 Documents that can only be opened by the addressee are called…

A personal.
B personal and confidential.
C highly confidential.
D confidential.

1.1.3 The contents of a business information dossier are determined by…

A the manager.
B the needs of the organisation.
C the budget of the organisation.
D the number of staff members.

1.1.4 A … is a document produced when goods are received into the company to accompany goods for inspection purposes.

A delivery note
B invoice
C receipt
D goods received note

1.1.5 There are duties that are performed before, during and after a conference.

Which one of the following duties is not done before a conference?

A Welcoming VIPs.
B Visiting the venue to check the lighting and temperature control.
C Arrangements for someone to receive VIPs.
D Arrangements for media coverage.

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1.1.6 Methods of invitation:

A Telephonic and by card.
B Written and electronic.
C A only.
D Both A & B.

1.1.7 When dealing with an inquisitive visitor:

A Ask them to complete the visitors' form if it is a first-time visitor
B Do not get involved in an argument with them
C Use a firm, assertive manner of speaking towards this visitor
D None of the above

1.1.8 Accessing electronic banking requires you to …

A have a printer.
B be connected to the internet.
C have a landline.
D only have a bank account.

1.1.9 Which one does not fit?

A Sensorial memory
B Short-term memory
C Medium-term memory
D Long-term memory

1.1.10 There are job opportunities for management assistants in …

A the private sector.
B government.
C manufacturing.
D all of the above.

(10 × 2) (20)

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1.2 Choose an item from COLUMN B to match the description in COLUMN A. Write only the letter (A–L) next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	Management of incoming and outgoing calls	A	courtesy
1.2.2	Receiving and sending text messages using the computer	B	service sectors
1.2.3	Support base to other sectors	C	corporate image
1.2.4	An impression that projects what the company looks like	D	switchboard operator
1.2.5	Allowing the caller to continue after interrupting conversation	E	receptionist
1.2.6	Never leave before the guest of honour	F	cash flow
1.2.7	A formal gathering of delegates from the different branches of an organisation	G	counter-proposal
1.2.8	Standing against a motion	H	guest's duties
1.2.9	An itemised forecast of the company's income and expenses expected for the same period in the future	I	centralised
1.2.10	One department or a specific person being responsible for filling the company's documents	J	decentralised
		K	budget
		L	congresses

(10 × 2) (20)

1.3 Indicate whether the following statements are TRUE or FALSE. Write only 'True' or 'False' next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

1.3.1 Information consists of organised facts and figures that have meaning.

1.3.2 Separate files should be created for clients who correspond regularly with the organisation.

1.3.3 Examples of microforms include hard disks, microfiche and magnetic tape.

1.3.4 Arranging records and locations alphabetically is called alpha-numeric filing.

1.3.5 When formatting a document, you check for errors and make it readable.

1.3.6 A safety manual serves to inform staff members about the organisation's emergency plans.

1.3.7 During a meeting, calls for officials should be handled by secretaries.

1.3.8 Beggars who come asking for donations should be assisted without questioning.

1.3.9 When cancelling appointments, immediately notify the persons involved, telephonically.

1.3.10 There are no time restrictions when calling clients.

(10 × 1) (10)
[50]

TOTAL SECTION A: 50

SECTION B

Answer only FIVE questions from this section.

QUESTION 2

2.1 A company can get competitive advantage from its image.

Discuss any FIVE factors that influence the corporate image of the company. (10)

2.2 What general questions need to be answered when preparing to purchase goods in an organisation? (5)

2.3 When invited to a business function, one is expected to behave in a certain manner.

Explain the duties of a guest at a business function. (5)

2.4 Explain what must be done in case a fire breaks out and the fire alarm goes off. (8)

2.5 Which TWO documents should be at hand when applying for a telephone contract? (2)
[30]

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QUESTION 3

3.1 While it is important to follow company policy and regulations when receiving visitors, there are some general guidelines that should comply in all situations.

Discuss the general guideline for receiving visitors. (16)

3.2 What is the difference between centralised and decentralised filing. (4)

3.3 Name and explain FIVE methods of distributing information. (10)
[30]

QUESTION 4

4.1 Stock control is an important principle of a successful business.

Give SIX advantages of stock control. (6 × 2) (12)

4.2 Upon the arrival of goods, certain aspects are important.

Name SIX important aspects that must be complied with. (6 × 2) (12)

4.3 List FIVE factors that may influence the remuneration package of the management assistant. (5)

4.4 What is meant by speed dialling? (1)
[30]

QUESTION 5

5.1 Differentiate between a delivery note and a goods received note. (4)

5.2 A junior management assistant has been hired in your organisation; you have been given the task of mentoring her.

Explain to her how she may contribute to the image of the company when answering the telephone. (10)

5.3 Name the 5 W's that are important when sending invitations. (5)

5.4 During meetings and conferences, motions are raised but they may get amended.

In complete sentences, write down the characteristics of an amendment. (9)

5.5 Define the term 'indexing'. (2)
[30]

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QUESTION 6

6.1 Discuss the core functions of an electronic document management system. (10)

6.2 Explain the assistance that may be given to a person who has fainted at the workplace. (12)

6.3 List FIVE ways through which a management assistant may show professionalism in their work. (5)

6.4 Explain how you as a management assistant may handle beggars who come to seek alms on the company premises. (3)
[30]

QUESTION 7

7.1 List the documents that must be in the file for the chairperson of a business meeting. (8)

7.2 Explain in detail how documents should be classified, their storage and retention time. (12)

7.3 Write down, in the correct order, the steps that should be followed when operating a photocopying machine. (10)
[30]

TOTAL SECTION B: 150

GRAND TOTAL: 200

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