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higher education & training

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NOVEMBER EXAMINATION

NATIONAL CERTIFICATE

OFFICE PRACTICE N4

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21 November 2013 (X-Paper)
09:00–12:00

This question paper consists of 9 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 is COMPULSORY
2. SECTION B

   Answer only FIVE of the seven questions from this section in the ANSWER BOOK.
3. Read ALL the questions carefully.
4. Number the answers according to the numbering system used in this question paper.
5. Begin each question on a NEW page.
6. Rule off on completion of each question.
7. Write neatly and legibly.

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SECTION A (COMPULSORY)

QUESTION 1

1.1 Various possible options are provided as answer for the following questions. Write only (A–D) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 This specific secretary assist scientific researches and must have knowledge of chemical formula computer programmes:

A Legal secretary
B Technological management assistant
C Administrative management assistant
D Professional secretary

1.1.2 The corporate image of the department consists of …

A staff behaviour
B sales staff
C business appearance
D A–C

1.1.3 In thakhubef@telkomsa.net telkomsa in this email address is an indicator of the …

A country.
B separator.
C name of the service provider.
D none of those mentioned.

1.1.4 Requirements of a notice of a meeting must be …

A friendly.
B written.
C unconditional.
D both B and C.

1.1.5 A visitor must always feel …

A more than welcome.
B how busy you are.
C uncomfortable.
D be ignored.

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1.1.6 When introducing a visitor, use the following words:

A This is John
B Meet old Tom
C Mr Madiboa meet Dr Sekano
D None is correct

1.1.7 The reception room should portray the following

A Calm as an island
B Neatness
C A, B and D
D Identity

1.1.8 Before a meeting and not on the day of the meeting, the following action items must be on the checklist:

A Taking minutes
B Arranging refreshments
C Switch the lightning on
D Switch the air conditioner on

1.1.9 Use the following methods as guidelines for the storage of office stock:

A Light, heated space
B Open all covers of the stock received
C FIFO and LIFO principal
D All employees must have access

1.1.10 During this method of filing, the document is rolled e.g. plans of architects:

A Tubular filing
B Horizontal filing
C Alphabetical filing
D Geographical

(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–G) next to the question number (1.2.1–1.2.5) in the ANSWERBOOK.

COLUMN A		COLUMN B
1.2.1	Foxtrot, Tango, Whiskey	A secretary
1.2.2	Information of services and suppliers of products	B chairperson
1.2.3	Basic set of rules according to which activities of the organisation should be running	C agenda D constitution
1.2.4	List of matters to be raised or discussed	E minutes F phonetic alphabet
1.2.5	Key role player in a meeting	G yellow pages

(5 × 2) (10)

1.3 Choose the correct word(s) from those given in brackets. Write only the word(s) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

1.3.1 The (reception/girl friday) is part of the first level or stratum one on the promotional route or hierarchy.

1.3.2 The (cost/master copy) will influence the choice of reprography.

1.3.3 The appearance of the management assistant depends greatly on his/her (grooming/skin care).

1.3.4 The (minutes/notices) is an official record of the events discussed and decisions taken during a meeting.

1.3.5 The (telephone/meeting) is an image creator as well as a communication artery of any business to the outside world.

(5 × 2) (10)

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

1.4.1 The purpose of filing is to keep correspondence safely and clean.

1.4.2 Index cards are used with numerical and subject filing systems.

1.4.3 The agenda must be given to members on the day of the meeting.

1.4.4 After a seminar, letters of thanks will be sent to important guests.

1.4.5 Your memory can be improved by eating lots of take-away food.

(5 × 2) (10)

TOTAL SECTION A: 50

SECTION B

Answer any FIVE of the following questions in the ANSWER BOOK.

QUESTION 2

You have just completed your theoretical studies as management assistant. As part of the internship programme of your college, you are appointed as a management assistant intern at the premier's office. You are sharing an office with four other members of the department. Your department is also the link between the premier's office and the public. The working environment is dynamic and demanding. You immediately sensed that staff must have special experience and knowledge to be able to complete their tasks successfully in this specific department

2.1 Thorough knowledge of protocol, etiquette and multiculturality are of utmost importance.

List other FIVE special requirements a management assistant must adhered to. (5 × 1) (5)

2.2 Apply your knowledge by indicating FIVE important characteristics regarding the correct professional usage of a telephone voice. (5 × 1) (5)

2.3 New diaries must be bought for 2014.

Advise the personal assistant of the premier by naming the different types of diaries that are available. (5 × 1) (5)

2.4 Voting during a meeting can take place by using different methods.

Name the different voting methods during a meeting. (5 × 1) (5)

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2.5 Sort the following surnames in alphabetical order.
Kgasago M, Morubane L, Mothabe M, Mokebe N, Mtimkulu L (5 × 2) (10)
[30]

QUESTION 3

3.1 When goods are purchased, certain questions must be asked e.g. Are these smaller or larger purchases? Is petty cash or company cheques used for payment?

List FIVE other questions that must be asked. (5 × 1) (5)

3.2 Which factors will influence the choice of reprography? (5 × 1) (5)

3.3 Use your theoretical knowledge and explain to the supply chain officer the following:

3.3.1 The term *general meeting* (2 × 1) (2)

3.3.2 Three different types of general meetings (3 × 1) (3)

3.4 The filing system in the office where you are stationed, is chaotic.

Describe to the staff what filing is. (5 × 1) (5)

3.5 You have to compile the invitation to the launching of a new community facility.

Which FIVE 'W' words must appear on the invitation? (5 × 2) (10)
[30]

QUESTION 4

4.1 Cellular telephones have taken the world of technology by storm.

4.1.1 Name SIX advantages that the satellite communication network system is offering the user? (6 × 1) (6)

4.1.2 Indicate where cell phones cannot be used. (4 × 1) (4)

4.2 A good filing system must adhere to certain requirements.

Name FIVE requirements. (5 × 1) (5)

4.3 Continuous diary management must be done.

Which information can be written in a diary? (5 × 1) (5)

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4.4 During certain circumstances, a point of order may be raised.

Name these circumstances. (5 × 1) (5)

4.5 During the purchasing process, certain documents are used.

Name the following documents that will be used during the following procedures:

4.5.1 As proof of payment

4.5.2 Indicating the ordering of stock or supplies

4.5.3 When money is taken out of petty cash to pay for 'small' purchases

4.5.4 Details of quantity, condition and contents of goods.

4.5.5 Used by organisations purchasing on credit from outside institutions.

(5 × 1) (5)
[30]

QUESTION 5

5.1 Different filing systems can be used.

5.1.1 Explain *horisontal filing.* (2 × 2) (4)

5.1.2 Name THREE disadvantages of this system (3 × 2) (6)

5.2 Information must be distributed daily to the different departments.

5.2.1 Which methods will you recommend?

5.2.2 Name ONE example of each method

(5 × 2) (10)

5.3 Meetings are convened using certain procedures and also according to a constitution.

5.3.1 Explain the term *constitution* (2 × 1) (2)

5.3.2 Explain the procedure for convening of meetings. (4 × 2) (8)
[30]

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QUESTION 6

During the second month of your internship, the receptionist took leave for personal matters and the supervisor requested you to take over her duties.

6.1 Indicate what your duties will be. (5 × 2) (10)

6.2 You make use of the e-mail system for the distribution of information.

6.2.1 What is e-mail or electronic Mail? (2 × 1) (2)

6.2.2 Good manners are essential when using e-mail as a communication method.

How will you answer and send your e mails to comply to the correct e-mail etiquette? (4 × 2) (8)

6.3 The Alpha numerical filing system is an indirect system combining the alphabetical and numerical filing systems.

Explain the arranging of files in this system. (5 × 2) (10)
[30]

QUESTION 7

7.1 If appointed permanently after your internship has been completed, certain factors will influence your remuneration.

Explain these factors. (5 × 2) (10)

7.2 Luckily technology makes it so much easier to do your banking after hours.

7.2.1 Name TWO banking transactions that you can do at home after working hours. (2 × 1) (2)

7.2.2 Explain the procedure of connection before you can do your banking? (4 × 2) (8)

7.3 Name FIVE requirements that should be kept in mind with the layout of the office. (5)

7.4 When you have documents to file, how will you prepare them for effective filing? (5 × 1) (5)
[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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