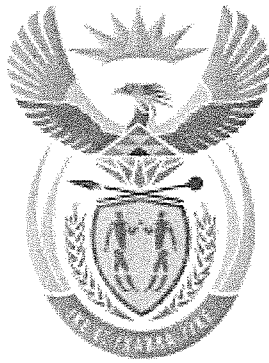


2013/11/198



# higher education & training

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Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

N1090(E)(N20)H  
**NOVEMBER EXAMINATION**

**NATIONAL CERTIFICATE**

**OFFICE PRACTICE N5**

(4021225)

**20 November 2013 (Y-Paper)**  
**13:00–16:00**

**This question paper consists of 6 pages.**

**DEPARTMENT OF HIGHER EDUCATION AND TRAINING**  
**REPUBLIC OF SOUTH AFRICA**  
NATIONAL CERTIFICATE  
OFFICE PRACTICE N5  
TIME: 3 HOURS  
MARKS: 200

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**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 and must be answered in the ANSWER BOOK by ALL the candidates.
  2. Answer any 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. Leave THREE lines between sections and subsections of the questions.
  7. Write neatly and legibly.
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**SECTION A (COMPULSORY)****QUESTION 1**

1.1 Choose the correct word(s) from those given in brackets. Write only the word(s) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 (Communication/Delegation) is the verbal or non-verbal sharing of information.

1.1.2 (A collating/franking) machine is used to print a postage stamp on the envelope.

1.1.3 (Panoramic layout/Secluded layout) is characterised by a passage with private offices on both sides.

1.1.4 (Tentative/Remedial) means that it is not yet certain or confirmed.

1.1.5 (Long-term planning/Medium-term planning) is planning for a period of about two to five years.

1.1.6 (Internal motivation/External motivation) is shown when a person works hard because of the fear of losing his/her job.

1.1.7 (Setting priorities/Monthly planning) means arranging matters in order of importance.

1.1.8 (Time wasters/Interruptions) is something that causes a break in continuity.

1.1.9 (Impress/Petty cash voucher) is a means of restoring the petty cash balance.

1.1.10 (Desk organisers/Year planners) are files for different tasks or topics in which all the information relevant to that topic is placed.

(10 × 2) (20)

2.1 Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

1.2.1 An informal way of communication, where the information is spread by word of mouth

1.2.2 Part of a recipe

1.2.3 A list of names with e-mail addresses or fax numbers or postal addresses

1.2.4 A business that aims to give a service to society and only tries to make enough money to cover its costs

- 1.2.5 Communication that does not involve words, for example, body language
- 1.2.6 Able to perform a wide variety of tasks
- 1.2.7 The difference between what it costs a business to make a product and the price for which the product is sold to a customer
- 1.2.8 Set out, dividing into different categories and qualities
- 1.2.9 To devote yourself to one particular activity
- 1.2.10 A person who is lower in rank

(10 × 2) (20)

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 Functional organisational structure works from top to bottom.
- 1.3.2 Authority means assigning authority and responsibility to staff on a lower level.
- 1.3.3 Vertical communication is communication between staff on more or less the same level.
- 1.3.4 Professional persons cannot allow their office to be untidy as this affects the image of the organisation.
- 1.3.5 Electronic mail can be transferred without the sender and the recipient being present at the same time.
- 1.3.6 Business policy is a set of rules of behaviour and a plan of action adopted by a company.
- 1.3.7 Card keys are usually used to lock safe doors, filing cabinets and lockers.
- 1.3.8 It is not necessary for every organisation to be able to supply basic first aid to its employees and visitors.
- 1.3.9 Creditors are persons or organisations who owe money to your organisation.
- 1.3.10 A service contract is an agreement between an employer and an employee.

(10 × 1) (10)

**TOTAL SECTION A: 50**

**SECTION B**

Answer any FIVE questions in this section.

**QUESTION 2**

- 2.1 Name and discuss, in ONE sentence, the EIGHT departments of a business. (8 × 2) (16)
- 2.2 State any TWO points to remember when the line organisational structure is used. (2 × 2) (4)
- 2.3 State FIVE telephone etiquette. (5 × 2) (10)
- [30]**

**QUESTION 3**

- 3.1 State FIVE functions of management and explain the purpose of each. (5 × 2) (10)
- 3.2 Discuss the ideal office environment. (5 × 2) (10)
- 3.3 Name the equipment needed to handle incoming mail. (5 × 1) (5)
- 3.4 State FIVE safety measures for use in an office. (5 × 1) (5)
- [30]**

**QUESTION 4**

- 4.1 Explain the control and monitoring of messengers. (5 × 2) (10)
- 4.2 Industrial espionage means obtaining secret information about a company.  
State FIVE measures that can be taken to prevent espionage. (5 × 2) (10)
- 4.3 Define the following concepts:
- 4.3.1 Internal claim by an employee
- 4.3.2 Cession
- 4.3.3 Compound interest
- 4.3.4 Visa
- 4.3.5 Working week (5 × 2) (10)
- [30]**

**QUESTION 5**

- |       |  |         |             |
|-------|--|---------|-------------|
| 5.1   | Name the financial products available at banks.            | (5 × 1) | (5)         |
| 5.2   | State FIVE functions of a stock exchange.                  | (5 × 2) | (10)        |
| 5.3   | Define the following concepts:                             |         |             |
| 5.3.1 | Market research  |         |             |
| 5.3.2 | Advertisement  |         |             |
| 5.3.3 | Annuity  |         |             |
| 5.3.4 | Life assurance   |         |             |
| 5.3.5 | Endowment policy   | (5 × 2) | (10)        |
| 5.4   | Discuss the policy for the receiving and depositing money. | (5 × 1) | (5)<br>[30] |

**QUESTION 6**

- |     |  |         |             |
|-----|--|---------|-------------|
| 6.1 | Give FIVE reasons for keeping wage records.            | (5 × 2) | (10)        |
| 6.2 | What are the requirements for a good transport system? | (6 × 2) | (12)        |
| 6.3 | Explain the use of travellers' cheques.                | (4 × 2) | (8)<br>[30] |

**QUESTION 7**

- |     |  |         |             |
|-----|--|---------|-------------|
| 7.1 | Discuss how you would deal with problems or enquiries from visiting clients. | (5 × 2) | (10)        |
| 7.2 | Define a <i>diary</i> .  |         | (3)         |
| 7.3 | What guidelines would you follow when keeping a diary?                       | (5 × 1) | (5)         |
| 7.4 | State the factors to be considered when purchasing office furniture.         | (5 × 2) | (10)        |
| 7.5 | What is the purpose of a to-do-list?   |         | (2)<br>[30] |

**TOTAL SECTION B: 150**  
**GRAND TOTAL: 200**