



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

**N1220(E)(N28)H
NOVEMBER EXAMINATION
NATIONAL CERTIFICATE
OFFICE PRACTICE N4**

(4021214)

**28 November 2016 (X-Paper)
09:00–12:00**

This question paper consists of 10 pages.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
OFFICE PRACTICE N4
TIME: 3 HOURS
MARKS: 100

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. Answer only FIVE of the six 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. Begin each question on a NEW page.
 6. Rules off on completion of each question.
 7. 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 When you as management assistant are busy with a call and the caller is cut off accidentally ...

- A it is your duty as management assistant to call again
- B it is the caller's duty to call again
- C you as management assistant accepts that the call was completed
- D None of the above-mentioned

1.1.2 Which statement is NOT a requirement of the office lay-out?

- A Enough space to work
- B Pleasant, satisfactory working environment
- C Effective office furniture and equipment to fulfill tasks
- D Open windows and doors

1.1.3 The method used to locate correspondence easily is called ...

- A electronics
- B filling and indexing
- C magnetizing of a document
- D labeling

1.1.4 Which ONE of the following is allowed in the reception office?

- A Any type of plants to give a pleasant atmosphere
- B Corporate photos on the wall and well-kept plants
- C Photos of family members who achieved success
- D Pamphlets of different businesses

1.1.5 Which statement does NOT ensure the safety of confidential handling of documents?

- A place documents of the desk while you are not in the office
- B do not leave documents on the desk while you are not in the office
- C empty waste paper baskets on a regular basis
- D ensure that cupboards, cabinets and drawers can be locked

- 1.1.6 What would be the cheapest and fastest method to copy pages?
- A offset printing
 - B carbon copies
 - C ink-duplicating
 - D photo-copying
- 1.1.7 Choose the most correct order of the agenda of the meeting
- A open, correspondence, reports, amendments closing
 - B welcome, matters arising, correspondence ,selection of a chairperson
 - C attendance, opening, new matters, approving of the minutes, closing
 - D opening, selecting a chairperson, reading of minutes, matters arising, closing
- 1.1.8 An amendment is the ... of words of a motion.
- A adding
 - B changing
 - C replacement
 - D All the above-mentioned
- 1.1.9 Which ONE of the following is NOT confidential?
- A ballot paper
 - B confidential
 - C classified
 - D extremely secret
- 1.1.10 You open files for clients Makhanya, Mokoena, Van der Merwe, Van der Mallie and Lasalle. You are using the alphabetic arrangement of files.
- Which of the following arrangements is strictly according to the alphabetical arrangement?
- A Lasalle, Mokoena, Makhanya, Van der Merwe, Van der Mallie
 - B Lasalle, Makhanya, Mokoena, Van der Merwe, Van der Mallie
 - C Lasalle, Mokoena, Mkhanya, Van der Mallie, Van der Merwe
 - D Lasalle, Makhanya, Mokoena, Van der Mallie, Van der Merwe

(10 × 2) (20)

- 1.2 Choose a description from COLUMN B that matches a/an word/item 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	Yellow pages	A magazines for persons in administrative position
1.2.2	Internet	B latest information regarding postal rates, charges, postal times
1.2.3	Post office guide	C names of businesses
1.2.4	Career success	D computer, telephone, line modem
1.2.5	Phone information	E businesses have their product or services listed
		F car hire brochure
		G information at Telkom

(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 During the (videoconference/telephone conference) a verbal as well as with image conference in different regions can be conducted.
- 1.3.2 The (electronic/electronic digital) diary is kept on a computer and usually forms part of a computer package.
- 1.3.3 During (private/public) meeting, only members can attend.
- 1.3.4 The appearance of the management assistant depends greatly on his/her (grooming/skin care).
- 1.3.5 A (scanner/printer) can assist to transfer paper documents into a computer.

(5 × 2)

(10)

- 1.4 Read the following carefully. Use your acquired knowledge of office practice to answer the question that follow.

Thandiswa works as a junior secretary at Department of Health. She is responsible for keeping the numerical filling system up to date and she also has to answer the telephone, preparing of documents for meetings and to get information from the internet. The business is situated in a big town and is closed for lunch between 13:00–14:00.

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 Thandiswa may eat her sandwiches at her desk at lunch time without harming the image of the company.
- 1.4.2 Thandiswa must have an alphabetic index at hand when using the numerical filling system.
- 1.4.3 Thandiswa has to send out notices for meetings a minimum of seven days before meetings.
- 1.4.4 Thandiswa can attach the agenda for a meeting to an e-mail message.
- 1.4.5 Thandiswa knows many of the clients well so she does not need to write their telephone numbers in her appointment book.

(5 × 2)

(10)
[50]

TOTAL SECTION A: 50

SECTION B

Answer any FIVE of the six questions in this section.

QUESTION 2

- 2.1 Management assistants adopt the same office planning viewpoint as managers. Only by becoming active partners in communicating objectives and needs, the management assistant will be able to turn goals into realities.
- 2.1.1 Good manners are essential for the development of good interpersonal relationships and the achievement of service goals.
With this in mind describe etiquette over the telephone. (5 × 2) (10)
- 2.1.2 Legal requirements for a meeting ensure that proceedings during meetings are valid and contribute to the achievement of company goals.
State FOUR legal requirements for the meeting. (4 × 1) (4)
- 2.1.3 Explain what a *meeting* is. (1)
- 2.1.4 Which factors should be applied when the layout of an office is planned? (5 × 1) (5)
- 2.2 When each department has its own filing system, it is called 'decentralised filing.'
What are the advantages of this type of filing system? (5 × 2) (10)
- [30]**

QUESTION 3

- 3.1 For the management assistant, working toward professional excellence, leads in many directions and enhance job performance.
- 3.1.1 What is the role of the professional management assistant in the education field? (5 × 1) (5)
- 3.1.2 A filing system helps the management assistant to find information quickly and will contribute to better job performance.
Name FIVE visible filing systems. (5 × 1) (5)
- 3.2 State FIVE requirements of effective telephone communication. (5 × 1) (5)

- 3.3 A point of order has preferences over all other matters and must be dealt with immediately.

State FIVE cases where a point of order can be raised. (5 × 1) (5)

- 3.4 All clients and visitors are important. Always remember this and receive them in a friendly way.

Explain how will you handle visitors with a complaint, mention FIVE. (5 × 2) (10)
[30]

QUESTION 4

- 4.1 File the following surnames in alphabetical order. Write only the question number (4.1.1–4.1.5) in the order of your choice.

4.1.1 Brits

4.1.2 Awerbach

4.1.3 Arends

4.1.4 Auret

4.1.5 Makae

(5 × 1) (5)

- 4.2 A formal motion can postpone, end or even prevent a discussion of a motion. Is this TRUE or FALSE? Substantiate the answer by stating FIVE characteristics of a formal motion. (5 × 1) (5)

- 4.3 What is the correct procedure after a robbery has taken place? (5 × 2) (10)

- 4.4 When designing a business card, which guidelines must be adhered to? (5 × 1) (5)

- 4.5 After the meeting has taken place, a meeting file must be compiled. All information that she/he will need to conduct the meeting should be available in the file.

State the information that should be available in the file. (5 × 1) (5)
[30]

QUESTION 5

- 5.1 Different filing systems can be used.
- 5.1.1 Explain alphabetical arrangement. (2 × 2) (4)
- 5.1.2 State THREE rules of this system. (3 × 2) (6)
- 5.2 What is the function of the following documents in the purchasing process:
- 5.2.1 The requisition
- 5.2.2 Order form (2 × 1) (2)
- 5.3 State EIGHT guidelines for issuing office supplies. (8 × 1) (8)
- 5.4 What steps are to be taken by management assistants to secure the confidentiality of documents during office hours?
- Mention FIVE. (5 × 2) (10)
- [30]**

QUESTION 6

- 6.1 Explain what a *modem* is. (5 × 1) (5)
- 6.2 Write a brief outline on the factors that can influence the remuneration of the management assistant. (5 × 2) (10)
- 6.3 Which techniques can be used to improve memory skills? (5 × 1) (5)
- 6.4 How will you go about helping someone who suffers from a heart attack in your office? (5 × 2) (10)
- [30]**

QUESTION 7

- 7.1 In the secretarial field all persons are expected to perform certain basic tasks.
Explain FIVE of those basic tasks. (10 × 1) (10)
- 7.2 The use of e-mail as communication method is very popular.
- 7.2.1 Give reasons why the e-mail system is used. (2)
- 7.2.2 Certain etiquette is necessary when using e-mail.
Explain what it is meant by this. (4 × 2) (8)
- 7.3 Briefly explain at least FIVE duties or responsibilities that will form part of the junior management assistant job description. (5 × 1) (5)
- 7.4 Decision making is a skill that can be acquired.
State in full sentences FIVE techniques that can be applied in order to make an effective decision. (5 × 1) (5)
- TOTAL SECTION B: 150**
GRAND TOTAL: 200
- [30]**