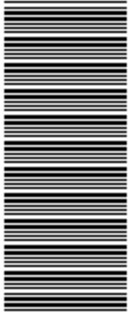


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higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

**N1200(E)(J13)H
JUNE EXAMINATION**

NATIONAL CERTIFICATE

OFFICE PRACTICE N4

(4021214)

**13 June 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
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. 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. Rule off on completion of each question.
 7. Write neatly and legibly.
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SECTION A (COMPULSORY)**QUESTION 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 1.1.1 Aspects that play an important role in defining the role of the secretary within the organisation.
- A The type and size of the organisation
 - B The status of the employer
 - C The location of the enterprise
 - D All of the above-mentioned
- 1.1.2 The managing and preparation of court documents which include summonses and court applications.
- A Conveyance
 - B Litigation
 - C General jobs
 - D Both A and B
- 1.1.3 Certain expectations are linked to the position of the management assistant, such as ...
- A sense of duty.
 - B professionalism.
 - C liaison.
 - D All of the above-mentioned
- 1.1.4 Only members are allowed to attend these meetings and all members have the right to vote.
- A Business meetings
 - B Public meetings
 - C Private meetings
 - D Formal meetings
- 1.1.5 The correct etiquette when introducing people to one another.
- A 'This is my friend, Tom'
 - B 'Mr Jones, may I introduce you to Mary, one of our typists'
 - C 'Mary, come and meet our CEO, Mr Jones'
 - D 'Attention, this is Mrs de Jongh, our new typist, Ladies!'

- 1.1.6 The following rule must be applied when using table etiquette:
- A Bread and bread rolls are not cut with a knife
 - B Arms can rest on the table
 - C The side plate is placed on the right side of the plate
 - D Taste the food before the hostess starts eating
- 1.1.7 The current tendency in serving refreshments is ...
- A only sweet refreshments.
 - B serve healthy, non-fat refreshments.
 - C one services point during self-service.
 - D tea can be served in a mug.
- 1.1.8 The notice of a meeting must ...
- A be signed and dated.
 - B not mention the sort of meeting.
 - C only be given in writing.
 - D Both A and C
- 1.1.9 Friendliness as a personality trait, should also include ...
- A diplomacy.
 - B stress.
 - C gestures.
 - D 'Please' and 'Thank you'
- 1.1.10 The basic elements on which communication is based, consist of ...
- A letters.
 - B verbal language.
 - C person, code, message and a channel.
 - D None of the above

(10 x 2) (20)

- 1.2 Choose a description from COLUMN B that matches an 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	Official publications	A postal rates and charges
1.2.2	Libraries	B Telkom provides it free of charge
1.2.3	Electronic yellow pages	C businesses should apply to be listed
1.2.4	Telephone directory	D greatest collection of sources of information
1.2.5	Post Office guide	E used by the government
		F to hire a car
		G reprography

(5 x 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 (executive/junior) secretary reports to the managing director.
- 1.3.2 The (local/government) authority deals with all matters regarding a specific town or city.
- 1.3.3 The (electronic banking service/teletex) makes it easy for the user to execute a wide spectrum of banking transactions at home.
- 1.3.4 The (lady/gentleman) upon receiving a visitor, is expected to reach out a hand to greet the person.
- 1.3.5 The (formal/informal) meeting is conducted according to rules.

(5 x 2)

(10)

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 of documents.
- 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 whereabouts of your manager.
- 1.4.5 Knowledge, skills and experience will influence the remuneration of a secretary.

(5 x 2) (10)
[50]

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 Health in a local municipality. You share an open-plan office with a senior secretary.

- 2.1 The handling of the reception area is part of your job description.
Describe your daily duties. (5 x 1) (5)
- 2.2 Apply your knowledge of telephone etiquette by indicating how the telephone should be answered. (5 x 1) (5)
- 2.3 The reception area of your section is looking terrible.
Give advice to improve the arranging of this area. (5 x 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 explain what it means for a meeting to be validly convened. (4)

2.5 Place the following surnames in alphabetical order:

Molefe SS
Lefelo T,
Burger B
Bezuidenhout J
Visser M

(5 x 2) (10)
[30]

QUESTION 3

You will be the image of your company and you have seen during the observation of the skills of management assistants (which was part of a practical assignment), that the saying 'Time is money' is definitely the truth.

3.1 The ordering of stationery and thus the control of the stationery stockroom will be part of the duties of a secretary.

Describe the advantages of stock control. (5 x 1) (5)

3.2 During your practical observation time as part of the practical assignment, you have observed that the surnames of numerous clients begin with 'M'. Clearly the use of an alphabetical filing system is time consuming.

Solve this problem by explaining the operation of the alpha-numerical filing system that will make the filing process much quicker and easier. (5 x 1) (5)

3.3 Explain the process of electing a chairman of a meeting. (5 x 1) (5)

3.4 Enough workspace is one of the requirements of any office, traditional or modern.

Name FIVE other requirements to keep in mind when the layout of an office is planned. (5 x 1) (5)

- 3.5 Choose a description regarding the gathering, processing and providing of information from COLUMN B that matches a source in COLUMN A. Write only the letter (A–G) next to the question number (3.5.1–3.5.5) in the ANSWER BOOK

COLUMN A		COLUMN B
3.5.1	Information sources	A economic developments
3.5.2	Libraries and electronic databases	B conference facilities
3.5.3	Telephone directories	C obtainable at Telkom and the information is always listed alphabetically
3.5.4	Internet	D greatest collection of sources of information
3.5.5	Financial Mail	E photocopy machine
		F computer, modem and telephone line connection
		G books, publications, electronic database, post office guide, etc.

(5 x 2)

(10)
[30]

QUESTION 4

- 4.1 Certain techniques for making telephone calls must be adhered to. Preparations to call are one of the techniques.

Explain how you will do the preparations.

(5 x 2)

(10)

- 4.2 Centralised filing is an example of a filing method.

List FIVE other examples of filing methods or systems.

(5 x 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 x 1)

(5)

- 4.4 Name FIVE methods of voting in a meeting.

(5 x 1)

(5)

- 4.5 The stock level in the storeroom is low.

Which questions can be asked when preparing to purchase goods?

(5 x 1)

(5)
[30]

QUESTION 5

- 5.1 Identify the following filing systems. Write only the name of the system next to the question number (5.1.1—5.1.5) in the ANSWER BOOK.
- 5.1.1 This filing system takes up a lot of space and is difficult to keep neat.
- 5.1.2 When a document in this specific filing system is needed, the specific file is removed from a hanging file.
- 5.1.3 This method of filing entails that a document is rolled up and placed in a tube.
- 5.1.4 This filing system is convenient for large documents such as plans of architects and engineers.
- 5.1.5 In this filing method, data is processed at a very high speed and time is saved. (5 x 2) (10)
- 5.2 State FIVE different methods to distribute information. (5 x 1) (5)
- 5.3 A point of order may be raised in certain circumstances in a meeting. Explain these circumstances briefly. (5 x 1) (5)
- 5.4 A bad-mannered visitor must always be handled in a professional way. Discuss how you should handle such a person. (5 x 2) (10)
- [30]**

QUESTION 6

- 6.1 List FIVE types of invitation methods. (5 x 1) (5)
- 6.2 State FIVE disadvantages of horizontal filing. (5 x 1) (5)
- 6.3 A management assistant can also be employed as administrative assistant. Explain the duties that will be expected from this position. (5 x 2) (10)
- 6.4 Loud, annoying ringtones and the use of cellphones in aeroplanes, intensive care units and in movie theatres are unacceptable. Describe the cellphone etiquette measures that must be adhered to. (5 x 2) (10)
- [30]**

QUESTION 7

- 7.1 Your sense of duty towards your manager is one of the key aspects of the duties of a professional management assistant.
- How will you fulfill this responsibility? (5 x 2) (10)
- 7.2 The using of correct telephone techniques for making a telephone call will add to the professional image of your department.
- Indicate how you will make a telephone call in the correct manner. (5 x 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 x 1) (5)
- 7.4 For easy access to documents, correct filing is very important.
- State FIVE important points to explain what filing is all about. (5 x 1) (5)
- 7.5 The financial officer uses a whole day every month by standing in long queues to pay accounts and get monthly statements for the department.
- 7.5.1 Name a quicker banking service that can be used. (1)
- 7.5.2 Name FOUR examples of the transactions that this banking service can offer the client. (4)
- [30]**
- TOTAL SECTION B: 150**
- GRAND TOTAL: 200**