



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N1250(E)(J7)H

NATIONAL CERTIFICATE

OFFICE PRACTICE N4

(4021214)

7 June 2019 (X-Paper)

09:00–12:00

This question paper consists of 9 pages.

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 any FIVE of the questions from 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. Rule off on completion of each question.
 7. Write neatly and legibly.
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SECTION A (COMPULSORY)**QUESTION 1**

- 1.1 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.1.1–1.1.5) in the ANSWER BOOK.
- 1.1.1 The management assistant must be assertive with inquisitive callers.
- 1.1.2 Persons working in a team must respect and support each other.
- 1.1.3 Correct spelling is not a requirement for correct filing.
- 1.1.4 Stock must be ordered when the shelf is empty.
- 1.1.5 Search online for the best items before purchasing. (5 × 2) (10)
- 1.2 Choose the correct word or words from those given in brackets. Write only the word or words next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.
- 1.2.1 Different-coloured cards that are placed in the space where a file has been taken out are called (file-out cards/index cards).
- 1.2.2 Through (filing/communication), information can be stored and retrieved.
- 1.2.3 (Copying/Duplicating) implies an unlimited number of copies.
- 1.2.4 A (budget/spreadsheet) is a forecast of the company's income and expenditure.
- 1.2.5 The (agenda plus minutes/notice and agenda) are usually sent out three to seven days before the date of the meeting. (5 × 2) (10)

- 1.3 Choose a description from COLUMN B that matches an item in COLUMN A. Write only the letter (A–G) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Post office guide	A	South African airport
1.3.2	Business by phone	B	collection of devices that are interconnected
1.3.3	Search engine	C	delivery charges, postage rates and delivery times
1.3.4	Website blogs	D	Telkom free-call facility
1.3.5	Computer networking	E	keyword inputs
		F	laws of copyright online
		G	online personal opinions and discussions

(5 × 2)

(10)

- 1.4 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 (1.4.1–1.4.10) in the ANSWER BOOK.

1.4.1 The seating-cycle plan that is appropriate for meetings during which interaction among attendees takes place:

- A Classroom layout
- B Theatre group seats
- C Discussion group
- D Horse-shoe shape

1.4.2 The ... could influence the image of a company.


- A first impression of the public
- B size of the business/undertaking
- C staff's behaviour towards clients
- D ALL of the above-mentioned factors

1.4.3 The private secretary can be promoted in this specific stratum or at this job level:

- A 2
- B 4
- C 3
- D 1

- 1.4.4 Job opportunities in the private sector occur ...
- A in the construction industry.
 - B in any government circle.
 - C at provincial level.
 - D within local authorities.
- 1.4.5 Online conversations are those that appear or come up ...
- A in public notices.
 - B in the local grapevine.
 - C during social networking.
 - D None of the above-mentioned
- 1.4.6 The professional method that can be used to direct visitors to a specific person:
- A Verbal explanation
 - B Walking with the visitor
 - C Organisational diagram
 - D ALL of the above-mentioned methods
- 1.4.7 The ... is a legal document stating the date, time and place of a meeting.
- A minutes of the meeting
 - B notice of the gathering
 - C agenda of meeting events
 - D Both B and C
- 1.4.8 When documents are rolled and placed in a cylinder made of cardboard, metal or plastic, it is known as ...
- A horizontal documenting
 - B lateral filing
 - C tubular filing
 - D Both B and C
- 1.4.9 During the purchasing process, this document is attached to the receipt:
- A Proof of cheque payment
 - B Copy of order slip
 - C Petty cash voucher
 - D Invoice statement

1.4.10 More space, shelves and desks are needed for this type of filing:

- A Decentralised filing
- B Computerised filing
- C Centralised filing 
- D None of the above-mentioned


(10 × 2) (20)
[50]

TOTAL SECTION A: 50

SECTION B

Answer ANY FIVE questions in this section.

QUESTION 2

 2.1 File the following surnames in alphabetical order. Write only the question number (2.1.1–2.1.5) in the order of your choice in the ANSWER BOOK.

2.1.1 Mabwala

2.1.2 Maboea

2.1.3 Mabua 

2.1.4 Boloko

2.1.5 Maboya


(5 × 1) (5)

2.2 A formal motion can postpone, end or even prevent the discussion of an item. Is this TRUE or FALSE?

Substantiate your answer by stating FIVE characteristics of a formal motion. (5)

2.3 What is the correct procedure to follow after a robbery has taken place? (5 × 2) (10)



2.4 When designing a business card, which guidelines must be adhered to? (5)

2.5 After the meeting has taken place, a meeting file must be compiled. ALL information that will be needed to conduct the meeting should be available in the file. 


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

QUESTION 3

Tlhakodisho Solomons is employed as a management assistant (MA) in the communications section of the Department of Tourism of your local municipality. He shares an open-plan office with a senior secretary of the department.

- 3.1 Because the work keeps her quite busy, you feel that the senior secretary should use some techniques to help her remember better and keep pace with the work.  (5)
- Name FIVE techniques that can help improve one's memory. (5)
- 3.2 Voice quality is an important element of telephone etiquette. (5)
- Except for volume, list FIVE other voice qualities that a good telephone operator or receptionist must possess. (5)
- 3.3 As an invited guest, you need to show your appreciation by responding to the invitation that was sent to you. (10)
-  What important aspects do you have to bear in mind after having received the invitation? (5 × 2) (10)
- 3.4 To make important and binding decisions at a meeting the gathering has to have validity. (10)
- Briefly explain how such validity can be ensured by the attendees. (5 × 2) (10)
- [30]**

QUESTION 4

- 4.1 Explain the term *modem*. (5)
- 4.2 Write a brief outline of the factors that can influence the remuneration of a management assistant. (5 × 2) (10)
- 4.3 Which techniques can be used to improve memory skills?  (5)
- 4.4 How will you go about assisting someone who has had a heart attack in your office? (5 × 2) (10)
- [30]**

QUESTION 5

- 5.1 A management assistant should adopt the same office planning viewpoint as that of managers. Only by becoming active partners in communicating objectives and needs will the management assistant be able to turn goals into realities.
- 5.1.1 Good managers are essential for the development of good interpersonal relationships and the achievement of service goals.
 With this in mind, describe the aspects of telephone etiquette that should be adhered to. (5 × 2) (10)
- 5.1.2 Legal requirements for a meeting stipulate that proceedings followed during meetings must be valid and contribute to the achievement of company goals.
 State FOUR legal requirements for a meeting. (4)
- 5.1.3 Explain what a *meeting* is. (1)
- 5.1.4 Which factors should be considered when the layout of an office is planned? (5)
- 5.2 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 6

- 6.1 You are the first contact of the department with the public. You are tasked with creating an appropriate image for the department and to behave properly towards clients when you answer their phone calls.
 Explain how you would go about performing the tasks assigned to you. (5 × 2) (10)
- 6.2 List FIVE types of accessories which you can use to finish off an already professional look. (5)
- 6.3 The waiting room and reception area of a business form part of the image of that business.
 Which FIVE important aspects should be kept in mind when planning a reception area? (5)

- 6.4 Minutes are a reflection of the important activities and proceedings that have occurred at a meeting.
 Name FIVE of the activities which the minutes should mention. (5)
- 6.5 Assist the newly appointed driver by informing him/her about the typical documents that are used during the ordering of stock. (5)
- [30]**

QUESTION 7

- 7.1 Explain the following terms:
- 7.1.1 Private meeting
- 7.1.2 General meeting
- 7.1.3 Congress
- 7.1.4 Conference
- 7.1.5 Seminar
- (5 × 2) (10)
- 7.2 Architects use the tubular filing system to store their big documents, for example, home plans.
 Explain how this system works. (5 × 2) (10)
- 7.3 Name FIVE items of stationery and equipment that the secretary must have ready for meetings. (5)
- 7.4 In accordance with set and standard procedures, before any meeting, the secretary and the chairperson compile a certain document. Thereafter, they send the document out to all members having to attend the meeting.
- 7.4.1 What is the document called? (2)
- 7.4.2 Name the advantages of having such a document. (3)
- [30]**

TOTAL SECTION B: 150
GRAND TOTAL: 200