



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

OFFICE PRACTICE N4

(4021214)

27 November 2019 (X-Paper)
09:00–12:00

This question paper consists of 8 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. Answer ALL the questions in SECTION A.
 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. Rule off on completion of each question.
 7. Write neatly and legibly.
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SECTION A (COMPULSORY)**QUESTION 1**

- 1.1 Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A–G) next to the question number (1.1.1–1.1.5) in the ANSWER BOOK.


COLUMN A		COLUMN B	
1.1.1	Yellow pages	A	magazines for persons in administrative positions
1.1.2	Internet	B	latest information regarding postal rates, charges, times 
1.1.3	Post-office guide	C	names of businesses
1.1.4	Career success	D	computer, telephone line, modem
1.1.5	Phone information 	E	listed products or services of a business
		F	car-hire brochure
		G	information at Telkom

(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 During a (video/telephone) conference verbal as well as visual communication can be conducted in different regions.

1.2.2 An/A (electronic/digital) diary is kept on a computer and usually forms part of a computer package. 

1.2.3 Only members can attend (private/public) meetings.

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

1.2.5 A (scanner/printer) can transfer paper documents to a computer.



(5 × 2)

(10)

1.3 Read the following scenario and answer the questions.



Molatelolo works as a junior secretary at Thomo Maintenance. She is responsible for keeping the numerical filing system up to date and also has to answer the telephone, prepare documents for meetings and get information from the Internet. The business is situated in a big town and closes between 13:00–14:00 for lunch.





Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

- 1.3.1 Molatelolo may eat her sandwiches at her desk at lunch time without harming the image of the company. 
- 1.3.2 Molatelolo must have an alphabetic index at hand when using the numerical filing system.
- 1.3.3 Molatelolo must send out notices for meetings a minimum of seven days before meetings.
- 1.3.4 Molatelolo can attach the agenda for a meeting to an email message. 
- 1.3.5 Molatelolo knows many of the clients well so she does not have to write telephone numbers in her appointment book.


(5 × 2) (10)

1.4 Various options are provided 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 When you are busy with a call and the caller is cut off accidentally ... 
- A it is your duty as the management assistant to call again.
 B it is the caller's duty to call again.
 C you as the management assistant accept that the call was completed.
 D None of the above
- 1.4.2 Which ONE of the following is NOT an office-layout requirement? 
- A Enough space to work
 B Pleasant, satisfactory working environment
 C Effective office furniture and equipment to fulfil tasks
 D Open windows and doors

- 1.4.3 The method used to locate correspondence easily:
- A Electronic 
 - B Filing and indexing
 - C Magnetising of document
 - D Labelling
- 1.4.4 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
- 1.4.5 Which action does NOT ensure the confidential handling of documents?
- A Placing documents on the desk while you are not in the office
 - B Not leaving documents on the desk while you are not in the office
 - C Emptying wastepaper baskets on a regular basis 
 - D Ensuring that cupboards, cabinets and drawers can be locked
- 1.4.6 What is the cheapest and fastest method to copy pages?
- A Offset printing
 - B Carbon copies
 - C Ink-duplicating 
 - D Photocopying
- 1.4.7 The correct order of items on the agenda of a meeting:
- A Opening, correspondence, reports, amendments, closing
 - B Welcome, matters arising, correspondence, selecting a chairperson
 - C Attendance, opening, new matters, approving of the minutes, closing
 - D Opening, selecting a chairperson, reading of the minutes, matters arising, closing
- 1.4.8 Amendments are the ... of words in a motion.
- A adding 
 - B changing
 - C replacement
 - D All of the above

1.4.9 Which ONE of the following is NOT confidential?

- A Ballot 
- B Confidential
- C Classified
- D Extremely secret

1.4.10 Which ONE of the following file arrangements is strictly according to the alphabetical arrangement system?

- A Lasalle, Mokoena, Makhanya, Van der Merwe, Van der Mallie
- B Lasalle, Makhanya, Mokoena, Van der Merwe, Van der Mallie 
- C Lasalle, Mokoena, Makhanya, Van der Mallie, Van der Merwe
- D Lasalle, Makhanya, Mokoena, Van der Mallie, Van der Merwe

(10 × 2)

(20)

[50]

TOTAL SECTION A: 50

SECTION B

Answer any FIVE questions in this section.

QUESTION 2

2.1 Different filing systems can be used in an office.

2.1.1 Explain alphabetical arrangement.  (2 × 2) (4)

2.1.2 State THREE rules of the alphabetical system. (3 × 2) (6)

2.2 What is the function of each of the following documents in the purchasing process:



2.2.1 Requisition

2.2.2 Order form  (2 × 1) (2)



2.3 State EIGHT guidelines for issuing office supplies. (8)

2.4 List FIVE steps to secure the confidentiality of documents during office hours. (5 × 2) (10)
[30]



QUESTION 3

- 3.1 Sort the following surnames in alphabetical order:
- Rachuene
 - Rachoene
 - Rachwene
 - Diale
 - Apinare 
- (5 × 1) (5)
- 3.2 Name FIVE documents commonly used in the purchasing process. (5)
- 3.3 Explain the correct procedures for organising a meeting. (5 × 2) (10)
- 3.4 List FIVE information sources that anyone can use for office practices and management processes. (5)
- 3.5 Replace each of the following slang expressions with proper and professional telephone language or words:
- 3.5.1 Yeah. 
- 3.5.2 OK!
- 3.5.3 Bye-Bye!
- 3.5.4 Huh?
- 3.5.5 Uh-uh.
- (5 × 1) (5)
- [30]**


QUESTION 4

- 4.1 Explain FIVE basic tasks that persons in the secretarial field are expected to perform. (5 × 2) (10)
- 4.2 Email as communication method is very popular.
- 4.2.1 Give TWO reasons why email is used.  (2)
- 4.2.2 Certain etiquette is necessary when using email.
- Explain this statement. (4 × 2) (8)
- 4.3 Briefly explain FIVE duties or responsibilities that will form part of the job description of a junior management assistant.  (5)
- 4.4 State in full sentences FIVE techniques that can be applied to make an effective decision. (5)
- [30]**


QUESTION 5

- 5.1 Working towards professional excellence leads in many directions and enhances job performance.
- 5.1.1 What is the role of a professional management assistant in education?  (5)
- 5.1.2 Name FIVE visible filling systems. (5)
- 5.2 State FIVE requirements of effective telephone communication. (5)
- 5.3 State FIVE cases where a point of order can be raised.  (5)
- 5.4 Explain FIVE ways to handle visitors with complaints. (5 × 2) (10)
- [30]**

QUESTION 6

- 6.1 One of your employers travels a lot to visit branches and to attend to local clients' queries.
- 6.1.1 Which car rental service should he/she should use? (2)
- 6.1.2 Name FOUR factors to consider when choosing a car-rental company.  (4 × 2) (8)
- 6.2 Briefly discuss how professionalism can be created and improved by using certain image methods. (5 × 2) (10)
- 6.3 How will you answer the telephone to ensure that the company's good image is upheld and that the customer's service needs are met? (5 × 2) (10)
- [30]**

QUESTION 7

- 7.1 How do cellular phones function? (5 × 2) (10)
- 7.2 What is needed to access the Internet? (5 × 2) (10)
- 7.3 Briefly define each of the following management-assistant terms:
- 7.3.1 Professionalism
- 7.3.2 Assertiveness 
- 7.3.3 Confidentiality
- 7.3.4 Corporate image
- 7.3.5 Quorum
- (5 × 2) (10)
- [30]**

TOTAL SECTION B: 150
GRAND TOTAL: 200