



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

**OFFICE PRACTICE
NQF LEVEL 4**

(3061014)

**3 December 2020 (X-Paper)
09:00–12:00**

This question paper consists of 13 pages and 4 addenda.

269Q1N2003

TIME: 3 HOURS
MARKS: 200

INSTRUCTIONS AND INFORMATION

1. Answer all the questions.
 2. Read all the questions carefully.
 3. Number the answers according to the numbering system used in this question paper.
 4. Answer QUESTION 2.1, 3.1, 5.1 and 6.3.2 on the attached ADDENDA. Write your EXAMINATION NUMBER in the spaces provided. Detach the addenda from the question paper and place them inside your ANSWER BOOK.
 5. Write neatly and legibly.
-

SECTION A**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 A/An ... is completed by an employer and provides information about the applicant's skills and capabilities in the workplace.

- A application form
- B curriculum vitae
- C letter of recommendation
- D reference form

g

1.1.2 A/An ... is the place, building and immediate environment where the event will take place.

- A invitation
- B theme
- C venue
- D topic

g

1.1.3 ... media uses personalities well-known to the majority of the public.

- A Printed
- B Newspaper
- C Electronic
- D Advertising

1.1.4 Income remaining after all expenses have been deducted is known as ...

- A profit.
- B assets.
- C loss.
- D liabilities.

1.1.5 Goods with unique characteristics or brand names are called ... goods.

- A convenience
- B unsought
- C speciality
- D shopping

g

1.1.6 A/An ... report is usually compiled for target audiences outside the organisation.

- A informal
- B memoranda
- C formal
- D progress

3

1.1.7 ... refer to everything not directly related to a staff member's salary.

- A Professional fees
- B Labour fees
- C Business expenses
- D Estimated costs

1.1.8 ... information includes all sources of information not used before.

- A Secondary
- B Primary
- C Internal
- D External

1.1.9 The Olympic Games, to be held in Japan next year, is an example of a/an ... event.

- A hallmark
- B entertainment
- C retail
- D exhibition and trade show

3

1.1.10 ... ensures expert registered services.

- A Certification
- B Quality assurance
- C Contract terms
- D Capabilities

(10 × 1) (10)

1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.10) in the ANSWER BOOK. Correct the statement if it is false.

- 1.2.1 Politeness, friendliness and helpfulness are important qualities when handling phone calls.
- 1.2.2 The main focus of privately owned business organisations is to render services.
- 1.2.3 Email is not internationally accessible. *g*
- 1.2.4 Confidential documents should not be shredded before being thrown away.
- 1.2.5 Formal language is used in formal reports.
- 1.2.6 Being punctual involves more than just being on time for work and meetings every day.
- 1.2.7 Evaluating the success of an event should only be done once the event is over.
- 1.2.8 Body language often says more than words.
- 1.2.9 Stakeholders is a group of people in an organisation or association who has no interest in the success of an event.
- 1.2.10 The aim of filing systems is the quick and accurate retrieval of documents. *g*

(15)

- 1.3 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–K) next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Reports created to communicate information to groups outside the organisation or to the public	A	efficiency
		B	informal reports
1.3.2	Involves a combination of knowledge, skills and attitude	C	liquidity
		D	external report
1.3.3	Focuses on raising money to support charities and needy communities	E	shredder
		F	expertise
1.3.4	A positive attitude towards customers and most important part of building good relationships	G	clerk
		H	resources
1.3.5	Ability of a business to meet its short-term liabilities and retain credit worthiness	I	non-profit organisation
		J	rapport
1.3.6	Excellent skills, knowledge and experience	K	liability
1.3.7	Office machine used to destroy papers		
1.3.8	Person keeping records or accounts in an office		
1.3.9	Physical means like supplies, equipment, money or personnel		
1.3.10	Short reports usually not needing a lot of planning or in-depth research		

(10 × 1) (10)

1.4 Complete the following sentences by choosing a term from the list below. Write only the answer next to the question number (1.4.1–1.4.15) in the ANSWER BOOK.

convenience; salaries; promotion; constructive; feasibility; turnover; loss leader; deadline; service; source; progress; registration; empathy; profitability; trends; timeline

- 1.4.1 A ... event budget is not profit-driven or wanting to break even.
- 1.4.2 *g* Bread, shampoo and frozen vegetables are examples of ... goods.
- 1.4.3 A ... stretches from the beginning of the research phase and continues to the end of the event evaluation.
- 1.4.4 In verifying information against reliable sources, the ... component is updated monthly.
- 1.4.5 ... of delegates at an event is information that can be recorded manually or by means of a computer program.
- 1.4.6 A ... is used to inform the target market of a new product or service.
- 1.4.7 A ... report provides regular updates on a project which is still being completed.
- 1.4.8 A ... refers to the time limit, cut-off or closing date by which an activity has to be completed. *g*
- 1.4.9 A ... report provides details on the viability of a project which facilitates the decision to start the project.
- 1.4.10 ... is the total sales made by a business in a certain period.
- 1.4.11 ... criticism in the workplace can help employees understand what they are doing well and what they need help with.
- 1.4.12 The ... is the person, place, or thing which you get information from when compiling reports.
- 1.4.13 One of the most important ways to maintain customer satisfaction is to keep up with the latest ... in industry.
- 1.4.14 A ... contract is an agreement whereby a contractor supplies time, effort, and/or expertise instead of goods.
- 1.4.15 Showing ... in customer service means that you allow the customer to feel heard by acknowledging their feelings.

g (15 × 1) (15)
[50]

TOTAL SECTION A: 50

SECTION B**QUESTION 2**


- 2.1 Read the scenario below and complete the incident report form on ADDENDUM A (attached).

Phenyo Tladi is the secretary to the campus manager at Tlhakodisho TVET College in Polokwane. At 13:30 on 27 November 2020 Phenyo arrived back at work after his lunch break. He discovered that someone had broken into the campus manager's office. The lock on the office door had been broken. Phenyo noticed that both his and the campus manager's laptop had been stolen.

He immediately called the Polokwane SAPS. Sergeant Mabitje arrived on the scene and proceeded to take a statement from Phenyo. Upon inspection Sergeant Mabitje noticed that the lock on the door was very old and would've been easy to break. He recommended that the lock on the door should be replaced and that the campus manager should have a security gate installed for extra security.

Phenyo is required to document the burglary on an incident report form.


(15)

- 2.2 Explain the purpose of an incident report.  (2)
- 2.3 Copy the table below in the ANSWER BOOK and complete it by filling in the missing information regarding an incident/accident report and a formal report.

REPORT TYPE	RECIPIENTS	FREQUENCY
Incident/Accident		
Formal		

(4 × 2)

(8)

- 2.4 Read the statements below and suggest the type of business report to be written in each case:
- 2.4.1 Amanda attended a two-day workshop on improving customer satisfaction. She must write a report giving details on the workshop.
- 2.4.2 You are the chairperson of the SRC. It is the end of the year and the principal of the college has requested that you compile a report indicating all the activities of the current year.
- 2.4.3  Nosisa's manager is concerned that there are problems with regards to the company's security policies and procedures. He asks her to write a report on her findings after she has gathered data and photographs to include in her report.

- 2.4.4 Teboho, a supervisor in a large organisation, is compiling reports on each employee in his department. These reports are drawn up after he has evaluated how well the employees have conducted their duties over the past year.
- 2.4.5 The owner of a small business in Durban wishes to expand to other cities in South Africa. The project manager is requested to investigate the viability or achievability of this expansion.

g (5 × 1)

(5)
[30]

QUESTION 3

- 3.1 The SRC at your college is organising a Level 4 Farewell Dinner/Dance. We have five senses that enable us to experience the world in many ways. When all five senses are stimulated, we remember events more clearly and appreciate them more.

Decide on a theme for the farewell function and complete ADDENDUM B (attached) by listing the five senses and describing in detail how you will appeal to the five sense of the guests.

(15)

- 3.2 Event planning requires attention to detail and an understanding of how every element fits into the overall process.

Briefly explain the FIVE phases of the events management process. *g* (5 × 2)

(10)

- 3.3 Identify the FIVE steps to follow when working out the critical path of an event.

(5)
[30]

QUESTION 4

- 4.1 The cash flow statement is a financial statement which summarises cash transactions of a business during a given accounting period.

Calculate the missing totals on the cash flow statement of Polokwane Traders in order to compare the availability of cash for the period January – March 2020. Write only the answer next to the question number (4.1.1–4.1.10) in the ANSWER BOOK.

Note: The net cash flow balance for December 2019 was R55 000.

CASH FLOW STATEMENT FOR POLOKWANE TRADERS FOR JANUARY - MARCH 2020			
	JANUARY	FEBRUARY	MARCH
	R	R	R
Opening balance	4.1.1	4.1.5	48 100
CASH INFLOWS:			
Cash & cash equivalent sales	102 000	86 400	4.1.9
Interest received	5 000	4.1.6	5 200
Rental income			2 000
TOTAL CASH AVAILABLE	4.1.2	177 500	116 300
CASH OUTFLOWS:			
Operational expenses	30 500	73 200	72 000
Finance and administration costs	42 000	45 000	46 300
Sales and marketing costs	3 600	11 200	10 800
TOTAL PAYMENTS MADE	4.1.3	4.1.7	129 100
NET CASH FLOW BALANCE	4.1.4	4.1.8	4.1.10

(10)

- 4.2 Does the amount in QUESTION 4.1.10 represent a FAVOURABLE or an UNFAVOURABLE balance? (1)

- 4.3 A SWOT analysis is used to help organisations identify what they're doing well and where they can improve.

4.3.1 Identify TWO financial strengths of Polokwane Traders. (2)

4.3.2 Identify TWO financial weaknesses of Polokwane Traders. (2)

- 4.4 Write a short report on how to improve the income and reduce the costs of Polokwane Traders.

4.4.1 Suggest THREE ways in which income can be improved. (3)

4.4.2 Suggest THREE ways in which costs can be reduced. (3)

4.5 Study the balance sheet below and answer the questions:

BALANCE SHEET OF POLOKWANE TRADERS	
ASSETS	
Current assets	R110 850
Non-current assets	<u>R288 600</u>
TOTAL	<u>R399 450</u>
LIABILITIES AND EQUITY	
Equity	R109 900
Current liabilities	R 40 550
Non-current liabilities	<u>R249 000</u>
TOTAL	<u>R399 450</u>

4.5.1 Calculate the current ratio of Polokwane Traders. (3)

4.5.2 Explain the outcome of this analysis. (2)

4.6 Information must be secure and easily accessible to the various departments of an organisation.

Copy the following table in the ANSWER BOOK and complete it by differentiating between centralisation and decentralisation of information.

CENTRALISATION	DECENTRALISATION

(2 + 2) (4)
[30]

QUESTION 5

- 5.1 Your college is hosting an Empower Me Women's Day Dinner to empower and educate all the women on campus. Guest speakers include a financial advisor and a health and fitness expert. You are required to draw up a detailed production schedule for the day of the event.

Use ADDENDUM C (attached) to arrange the tasks below into a logical order. Use the reverse planning method to assign each task an appropriate time slot. The event will start at 19:00.

TASKS TO BE DONE:

- Set up buffet table
- Final check before guests arrive
- Drape the walls and ceilings
- Put snacks out on the tables
- Prepare and clean the venue
- Cover chairs and lay table cloths
- Put place cards on the table
- Set crockery and cutlery on tables
- Sound systems setup
- Place flowers and decorations on tables
- Event begins
- Do a sound check



- 5.2 Design an invitation for the Empower Me Women's Day Dinner. Use the 5Ws and H formula to ensure that your invitation contains all the relevant details. (12)
- 5.3 Once the Empower Me Women's Day Dinner has taken place, and evaluation is complete, the college management expect a comprehensive report.
- Describe the method of reporting that you would use to inform stakeholders on all aspects of the event. (1 × 2) (2)

[30]

QUESTION 6

Read the scenario below and answer the questions.

Salwaa recently opened her own catering business. She specialises in Cape Malay cuisine and her popular dishes are samosas, dhaltjies and rotis.

- 6.1 Explain FOUR ways Salwaa can establish rapport with her customers. (4 × 2) (8)
- 6.2 Salwaa would like to find out if her customers are satisfied with the products and service they have received. *J*
Compose THREE questions that can be used in a questionnaire to survey the satisfaction levels of her customers. (3 × 2) (6)
- 6.3 Salwaa's preferred method of communication with her customers is through email.
- 6.3.1 Give ONE advantage and ONE disadvantage of using email as a method of business communication. (2)
- 6.3.2 Salwaa received an email complaint from a customer, Mrs James (djames@mailsa.co.za). The customer was not satisfied with the quality of the food that she ordered and is demanding a refund. *J*
On behalf of Salwaa, compose an email response to Mrs James. Acknowledge that her complaint has been received and explain how the problem will be solved. Use ADDENDUM D (attached). (8)
- 6.4 Salwaa would like to use a television advertisement to promote her business.
- 6.4.1 Do you feel television is the best method of promotion for her catering business? (1)
- 6.4.2 Defend your answer in QUESTION 6.4.1. (1 × 2) (2)
- 6.4.3 Other than television, what THREE methods of promotion could she use to promote her business? *J* (3)

[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200

EXAMINATION NUMBER:

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**QUESTION 2.1
ADDENDUM A**

TLHAKODISHO TVET COLLEGE INCIDENT REPORT	
Location of incident:	
Date:	Incident Details:
Time:	
Police Notified: <input type="checkbox"/> Yes <input type="checkbox"/> No Name of Officer: _____	
Incident Causes:	
Follow Up Recommendations:	
Reported by Name:	
Position:	
Department:	

EXAMINATION NUMBER:

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**QUESTION 3.1
ADDENDUM B**

NCV LEVEL 4 FAREWELL DINNER/DANCE	
FIVE SENSES	HOW WILL YOU STIMULATE THE SENSE?

EXAMINATION NUMBER:

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**QUESTION 5.1
ADDENDUM C**

TIME	TASK

EXAMINATION NUMBER:

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**QUESTION 6.3.2
ADDENDUM D**

TO	
FROM	salwaa@mailsa.co.za
SUBJECT	