



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE PRACTICE NQF LEVEL 4

(3061014)

**8 March 2018 (Y-Paper)
13:00–16:00**

This question paper consists of 12 pages and four addenda of 5 pages.

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. 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 ... service delivers documents or small and valuable packages to a person or company by hand.

- A courier
- B delivery
- C postal
- D electronic

1.1.2 Having adequate financial resources is a/an ... of the company.

- A validation
- B weakness
- C strength
- D threat

1.1.3 The cancer Shav-a-thon is an example of a/an ... event which is held annually, where members of the public make a financial donation to the Cancer Association of SA.

- A cause related and fundraising
- B social
- C entertainment
- D corporate

1.1.4 ... are people who will be paid for services such as catering, providing the venue and various other support services for an event.

- A Donors
- B Sponsors
- C Suppliers
- D Organisers

1.1.5 The core reason for entertaining people at the annual Mandela Day event.

- A Sponsorship
- B Procession
- C Exhibition
- D Festival

1.1.6 People whom have different beliefs about doing business on certain days only, certain dress they wear, certain food only and especially how and by whom the food is prepared are all characterised by ...

- A personal space.
- B religion.
- C socio-economic factors.
- D value systems.

1.1.7 A job ... provides a list of daily tasks that must be performed by an employee.

- A placement
- B procurement
- C analysis
- D description

1.1.8 The ... department of a business organisation is responsible for converting raw materials into finished goods.

- A purchasing
- B production
- C human resources
- D marketing

1.1.9 A ... report on the viability or achievability helps with the decision to start a project.

- A stock
- B research
- C performance
- D feasibility

1.1.10 ... is not a non-profit organisation.

- A The Nelson Mandela Children's Fund
- B The Cancer Association of South Africa
- C Pick n' Pay
- D The Reach for a Dream Foundation

(10 × 1) (10)

1.2 Choose a word from COLUMN B that matches a description in COLUMN A. Write only the letter (A–J) next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	Provides the event manager and stakeholders with a precise tool for managing the event	A	incoming
		B	attendance register
1.2.2	Employees must enter the times they start and finish every working day on a monthly basis	C	critical path
		D	service
1.2.3	Focus on making more money from the event than was spent on organising the event	E	profit driven
		F	purchasing
1.2.4	This mail includes all the mail sent to an organisation via the postal service, courier services or external messenger	G	team
		H	timeline
1.2.5	A group of people who share common goals and need to work together to achieve these goals	I	product
		J	negotiation
1.2.6	Is something, other than a service, that is offered to a market to satisfy customer's wants and needs		
1.2.7	Is obtained through the work or labour of someone else		
1.2.8	It is a part of the time line, where one is working backwards from the actual event date to the present		
1.2.9	Buys quality supplies and materials at the best prices from suppliers for production or operational purposes		
1.2.10	Evaluating potential solutions and making a decision that is mutually acceptable to both parties.		

(10 × 2) (20)

1.3 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

- 1.3.1 A formal report is compiled to give a detailed account of the research done on specific problems.
- 1.3.2 During a brainstorming session, ideas are written down on a whiteboard.
- 1.3.3 Liquidation arises when an organisation's cash outflow is more than the cash inflow.
- 1.3.4 The Tourism Indaba is an example of an Exhibition and trade show.
- 1.3.5 Financial analysis refers to an assessment of the viability, stability and profitability of a business.
- 1.3.6 To measure the efficiency of advertisements customers can be asked how they became aware of the product
- 1.3.7 Total Quality Management (TQM) is a management philosophy about thinking and doing things in such a way that the needs of customers are satisfied through high quality products and services.
- 1.3.8 Feedback is information about what will happen in future.
- 1.3.9 Guest's dietary requirements must be taken into consideration when arranging refreshments for an event.
- 1.3.10 A salary package is the remuneration as agreed upon in an employment contract.

(10 × 1) (10)

1.4 Complete the sentences below by choosing the correct word in brackets.
Write only the word/term next to the question number (1.4.1–1.4.10) in the ANSWER BOOK

- 1.4.1 An event (sequence/ timeline) stretches from the beginning of the research phase and continues to the end of the event evaluation.
- 1.4.2 An event (deadline/schedule) refers to the time limit, cut-off and closing date by which an activity has to be completed.
- 1.4.3 A (charity/social) event will include birthdays, weddings, cultural rites of passage, anniversaries and celebrations.
- 1.4.4 A (progress/research) report provides regular updates on a project which is still being completed.
- 1.4.5 (Shopping/Speciality) goods have unique characteristics or brand names.
- 1.4.6 (Attributes/Competencies) refers to characteristics, qualities and features of an expert service provider.
- 1.4.7 A/An (Agency/Promotion) refers to method of marketing products and services made possible through advertising, sales and publicity.
- 1.4.8 (Current/Fixed) assets are examples of which are stock, debtors and bank.
- 1.4.9 Current (liabilities/assets) appears on the company's balance sheet and include short term debt, accounts payable (creditors) and other debts.
- 1.4.10 A financial (statement/analysis) is the process of breaking down complex accounting data into components and relating these components to each other.

(10 × 1) (10)
[50]

TOTAL SECTION A: [50]

SECTION B**QUESTION 2**

Read the following scenario and answer the questions.

NEO WORLD COMPUTER AGENCIES

You are the events coordinator for the Neo World Computer Agencies. On 6 February 2018 you have recently attended an external course on using the Internet. It is attended by the company's technicians. The course was expensive at R1 375 for the day. Your Manager, John Kuba, has asked you for a report on the course proceedings and for your recommendations on whether it would be useful for the company to send other staff members on this course in future.

Below are the notes you made after you had attended the course.

- Large, spacious room, 18 Pentium Intel computers. Hardware good, fast access only two machines did give problems.
- Tutor rather disorganised at the start – later proved helpful and well-informed.
- Started with explanation about Net Jargon. Went on too long!
- Good information on service providers and how to access different types of information. The World Wide Web was explained. Some good tips for quick browsing Then left to use it for too long – boring, no specific tasks given.
- After lunch – review necessary equipment/software and advantages and disadvantages for Internet. We then downloaded software.
- Overall course useful as in introduction, not for those who already know about Internet. Everyone benefited by learning useful new skills and these training could make them more productive technicians in future.
- Better if only specialist staff will attend the advanced course – and only if we intend to create our own Web page. We can pass on the basis information in-house through our own system to other employees.

2.1 Complete the feedback report on the attached ADDENDUM A

HINT: Write your examination number in the space provided and hand in the completed ADDENDUM with your ANSWER BOOK.

(20)

2.2

As an events coordinator for the Neo World Computer Agencies. Your Manager, John Kuba have requested you to write a Memorandum to all Technicians informing them about the external training course on using the internet. The training course will take place on Friday 23 February 2018 at the Sheraton Hotel in Pretoria at 08:00.

All members are requested to bring along their laptops on the day as they will use it during the training session.

Complete the Memorandum on the attached ADDENDUM B.

HINT: Write your examination number in the space provided and hand in the completed ADDENDUM with your ANSWER BOOK.

(10)
[30]

QUESTION 3

Read the following case study and answer the questions 3.1 and 3.2 below:

HINT: Your answers must be based on the information from the case study.

As an event coordinator for the Neo World Computer Agencies. Your company has invited hundreds of guests to an external Internet training course. The invitations were cut and decorated to look like a computer.

On arrival, guests were seated at tables that have 'Viva Las Vegas!' centrepieces with dices and cards. The photo corner had a backdrop of the Eiffel Tower in Paris. Can you imagine the guests' confusion?

The drinks station was made up like a Hawaiian cocktail bar and the food served were fish and chips – presented in brown paper bags. On the other hand everything was done according to a jazz theme. There were drawings of saxophones and music notes at the main entrance and in the centre of the tables. The band played jazz music, the 'golden thread' would be running through the whole training course.

- 3.1 From the case above identify FIVE senses and statements that describe how each of a person's senses would be stimulated by the entire event and which an events planner would take into consideration when designing an event. Use the attached ADDENDUM C for this purpose.

HINT: Write your examination number in the space provided and hand in the completed ADDENDUM with your ANSWER BOOK. (5 x 3)

(15)

- 3.2 As an event coordinator for the Neo World Computer Agencies it is important to outline detailed activities and times for the production of the actual event. This important detail immediately creates a sense of responsibility, since everybody will know who is accountable should something not be done on time.

Draw up a detailed production schedule for all the planned activities around the event of the training course, allocating the right amount of time to each task, and show how each task will be slotted into the timeframe. (5 x 3)

(15)
[30]

QUESTION 4

4.1 Reports are a valuable source of information, it is normally the office assistant's task to ensure that reports are circulated to all interested parties. Accurate information constantly needs to be communicated to people within an organization, as well as to those on the outside.

Copy the table below in your ANSWER BOOK. Complete the table by writing down FOUR characteristics of formal - and informal reports that will clearly highlight the differences between these types of reports.

FORMAL REPORTS	INFORMAL REPORTS
1.	1.
2.	2.
3.	3.
4.	4.

(8)

4.2 Classify the various items in the text box below, according to the three categories of goods shown in the table. Copy the table onto your ANSWER BOOK and write your answer under each heading in the table.

toothpaste; furniture; cars; digital cameras; newspapers; fashion clothes;

CONVENIENCE GOODS	SHOPPING GOODS	SPECIALITY GOODS

(6)

4.3 Being punctual involves more than just being on time for work and meetings every day. Good time management skills are therefore not only useful professionally but also in every other area of your life.

State FIVE guidelines necessary for good time management.

(5)

4.4 Explain briefly why the evaluation stage of the events planning process is so important? (1 x 2)

(2)

4.5 Every event costs a certain amount of money to put together, and although not all events are specifically trying to make as much profit as possible, the organisers still want to see positive financial results from their events. As a result budgets are all different since events are designed with many different purposes in mind.

Name and briefly explain THREE categories of events that can be identified in terms of event budgets. (3 x 3)

(9)

[30]

QUESTION 5

It is your task to identify a suitable venue for a training course that Neo World Computer Agencies is planning. It is estimated that 250 people will attend the training course and at least 50 delegates will need accommodation. Catering must be provided by the venue management company.

As an events coordinator you are expected to communicate with the caterer for the day.

Refreshments are also part of the menu and usually refer to drinks that are offered with or between meals.

- 5.1 Which FIVE aspects must you consider when arranging menus and refreshments for an event as referred to in the scenario above? (5)
- 5.2 A good way of increasing customer satisfaction is to continually improve customer service.
Suggest SIX ways of increasing customer satisfaction. (6 × 1) (6)
- 5.3 A report that is written after the evaluation of an event is completed can be distributed to different receivers and used for different purposes. Therefore before being submitted to the different stakeholders, such reports should be written and its results displayed in a manner that would be in the special interests of such stakeholders.
Make a list of why event reports are useful, and for what purposes they can be used for. (4 × 1) (4)
- 5.4 Distinguish clearly between internal and external service providers at event planning.
Hint: Begin each explanation with the following words ...
External service providers are ...
Internal service providers are ... (2 × 2) (4)
- 5.5 Outline FIVE basic principles for the successful development of interpersonal skills. (5)
- 5.6 Define the term *stakeholder*. (4)
- 5.7 Why should décor service providers be screened before their services are being hired? Motivate your answer in a full sentence. (2)

[30]

QUESTION 6

6.1 You are the Secretary of a large business, called Neo World Computer Agencies.

Using the information below you have been requested to complete the wages sheet for the week 19 to 23 February 2018 for three employees.

NOTE: No overtime remuneration was paid.

Complete the wages sheet attached to ADDENDUM D. Write your examination number in the space provided and hand in the completed ADDENDUM with your ANSWER BOOK.

Name of employee	Hours worked per day	Tariff per Hour
A Verster	7 hours per day during the week, and 5 hours on Saturday. He started 8:00am every day of the week, and 7:00am on Saturday.	R80.00
D Swart	Monday 8 hours, Tuesday 7 hours, Wednesday 8 hours, Thursday 12 hours and Friday 5 hours. She started 6:00am every day of the week.	R40.00
L Botha	Monday 5 hours, Tuesday 5 hours, Thursday 6 hours, Friday 4 hours and Saturday 3 hours. He started 12:00am every day of the week and 9:00am on Saturday.	R40.00
Deductions: income tax @ 20% of gross wage; UIF @ 1 % of normal wage		

(20)

6.2 Define the following terms:

6.2.1 Sales/Turnover

6.2.2 Income

6.2.3 Revenue

6.2.4 Profit

(4 x 2) (8)

6.3 As the secretary of a large business, called Neo World Computer Agencies, part of the duties you are responsible for include filing.

Explain to a new employee who recently started working at your company why your business uses a decentralised filing system.

(2)

[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200

ADDENDUM A

EXAMINATION NUMBER:

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2.1

NEO WORLD COMPUTER AGENCIES	
FEEDBACK REPORT	
TO:	
FROM:	
DATE:	
SUBJECT:	
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.....	
1. BACKGROUND	
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.....	
2. PURPOSE	
.....	
.....	
.....	
.....	
3. FEEDBACK	
3.1 VENUE	
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3.2 TUTOR	
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3.3 SERVICE PROVIDERS

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4. CONCLUSION

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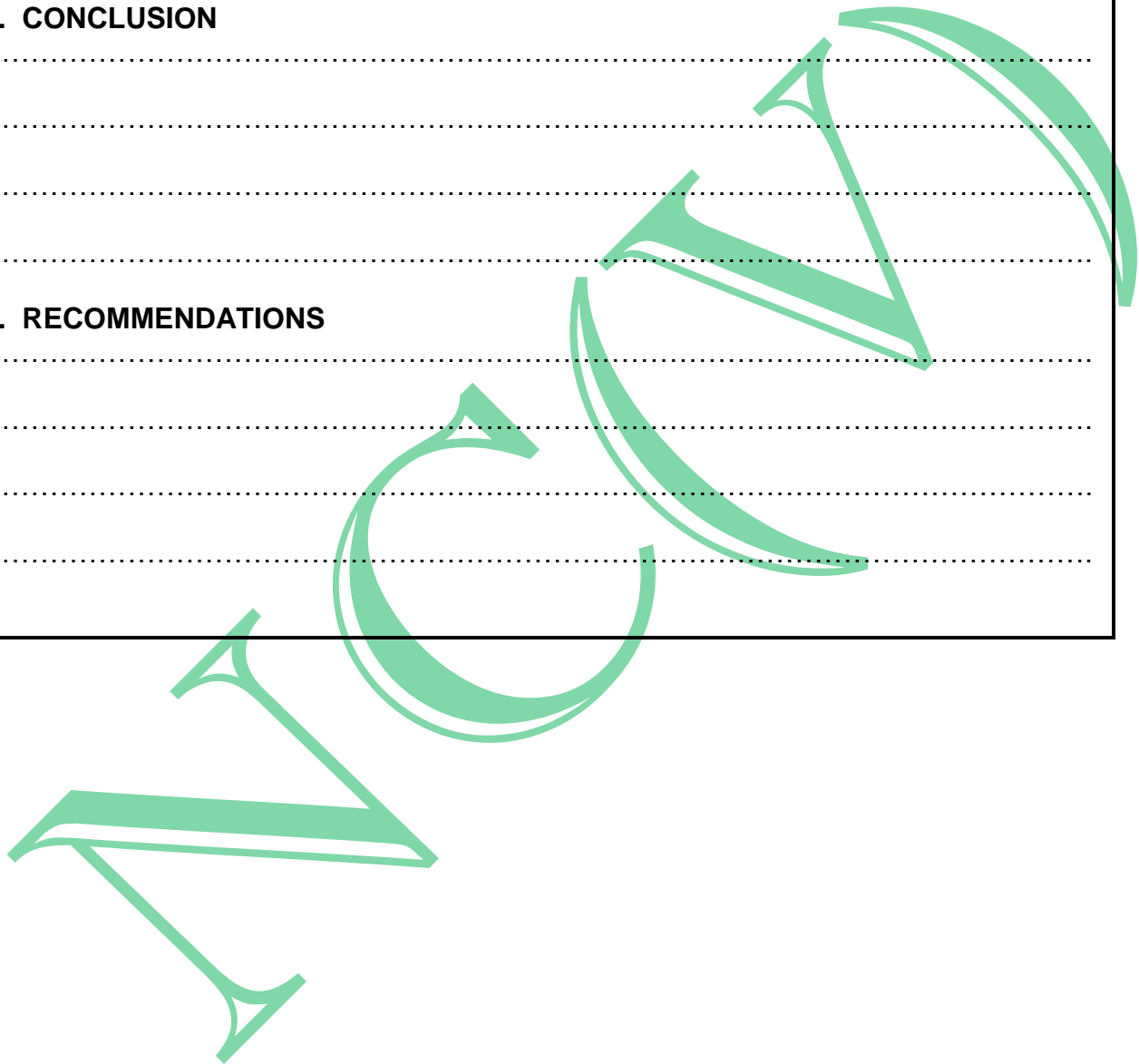
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5. RECOMMENDATIONS

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ADDENDUM B

EXAMINATION NUMBER:

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2.2

NEO WORLD COMPUTER AGENCIES

MEMORANDUM

TO:

FROM:

DATE:

SUBJECT:

MESSAGE:

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ADDENDUM C

EXAMINATION NUMBER:

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3.1

NEO WORLD COMPUTER AGENCIES	
EVENT:	
SENSES	STATEMENT
3.1.1
3.1.2
3.1.3
3.1.4
3.1.5

ADDENDUM D

**EXAMINATION
NUMBER:**

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Question 6.1

**NEO WORLD COMPUTER AGENCIES
WAGES SHEET**

DATE:

Name	Normal time			Overtime			Gross wages	Deductions		Total Deductions	Net wages
	Hours	Tariff	Amount	Hours	Tariff	Amount		UIF	PAYE		
.....
.....
.....
						

(20)