



# higher education & training

Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

## **NATIONAL CERTIFICATE (VOCATIONAL)**

### **OFFICE PRACTICE NQF LEVEL 4**

(3061014)

**20 November 2018 (Y-Paper)  
13:00–16:00**

**This question paper consists of 13 pages and 3 addenda.**

**TIME: 3 HOURS**  
**MARKS: 200**

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**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.
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**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 Post-event evaluation happens ... the event.

- A before
- B during
- C after
- D throughout

1.1.2 ... events enjoy huge exposure, both in terms of significance and the number of people who watch them:

- A Social
- B Civic
- C Corporate
- D Hallmark

1.1.3 A schedule for the duration of an event, detailing all the activities and times to stage the actual event:

- A Timeline
- B Reverse planning
- C Production schedule
- D Organisational structure

1.1.4 A ... contract is used in all supplier relationships.

- A sales
- B employment
- C hire and supply
- D service

1.1.5 A ... certificate is a professional industry qualification.

- A competency
- B skills
- C health and safety
- D service

1.1.6 Information stored on record in an organisation must be ...

- A primary.
- B secondary.
- C redundant.
- D accurate.

1.1.7 A ... predetermines the starting and finishing dates on any event or project.

- A timeline
- B production line
- C schedule
- D programme

1.1.8 An incident report is written on a/an ... basis.

- A occasional
- B annual
- C bi-annual
- D frequent

1.1.9 A ... report helps a person in a decision to either start a project or not proceeding in going ahead with an event because the content provide information on how achievable the project or event might be.

- A screening
- B feasibility
- C customer feedback
- D financial

1.1.10 A reason why it is essential for any company to know what customers' perceptions of its products and services are.

- A Profit motive is pursued
- B Sales targets can be increased
- C Perceptions are better than complaints
- D Improved product or service delivery

(10 × 2) (20)

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

COLUMN A		COLUMN B	
1.2.1	Shared values and characteristics	A	site assessment
1.2.2	Suggestions for improvement	B	product
1.2.3	Information that requires immediate action	C	company standards
1.2.4	Keeping of documents for a certain period	D	constructive criticism
1.2.5	Offered to a market to satisfy a need	E	retention
1.2.6	Providing a detailed overview of what the facility or venue offers	F	short-term records
1.2.7	Describing quality	G	timeline
1.2.8	Indicating the activity of a record	H	office manager
1.2.9	Designing and implementing new systems and procedures	I	culture
1.2.10	Maintaining professional relationships with customers	J	convenience products
		K	rapport

(10 × 1) (10)

- 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 Business reports are an inefficient method of distributing information within a modern business.
- 1.3.2 An events assistant benefits from working with a service provider who disregards the objectives of the organisation.
- 1.3.3 The process of report writing is guided by who will be reading the report and what the specific purpose of such a report is.
- 1.3.4 In face-to-face communication, information can be printed to provide a written record.
- 1.3.5 It is advisable to follow up with a letter or an e-mail to confirm any conversation with a stakeholder.

- 1.3.6 Conducting more research in report writing enables the revision of reports to make provision for changes that may occur.
- 1.3.7 Conducting background checks is a process of verifying the validity of sources.
- 1.3.8 An event feedback report reflects details of all the event operations.
- 1.3.9 A competent team member efficiently utilises resources needed for an event.
- 1.3.10 'Sales' refers to the income of a business for services rendered during a certain period. (10 × 1) (10)
- 1.4 Choose the correct word or words from those given in brackets. Write only the word or words next to the question number (1.4.1–1.4.10) in the ANSWER BOOK.
- 1.4.1 A (posting/courier) service delivers documents and/or packages by hand.
- 1.4.2 The event context is determined by the event (category/sub-field) in which the event resorts.
- 1.4.3 A (report/screening) form serves as a guideline to discuss event elements with the client.
- 1.4.4 Resource providers display (incompetent/professional) skills.
- 1.4.5 (Parents/Players) are stakeholders in a wedding function.
- 1.4.6 Obtaining (estimations/authorisation) from key persons allows the project to go ahead.
- 1.4.7 An (overall/individual) feedback form could be completed by all the listed recipients.
- 1.4.8 (External/Internal) factors such as inflation, tax and products offered by the competition must be taken into account when compiling a sales report.
- 1.4.9 The (physical/human) resources policy of any business organisation should require all contracts to be stored in a certain location.
- 1.4.10 (Control over/Organising) access to information in a company ensures a higher level of integrity of information. (10 × 1) (10)

**[50]****TOTAL SECTION A: 50**

**SECTION B**

**QUESTION 2**

2.1 The data in the scenario below, was presented to you. You must consider all the data given to you and complete the weekly attendance register of one of your company's employees, Ms Monica du Plooy (Administrative Clerk; employee code: 19920521) for the week dated 5 to 9 November 2018.

According to the conditions of employment, Monica works a 40 hour week, i.e. Monday to Friday from 08:00 to 16:30. Included in these hours, is a daily lunch break of 30 minutes.

From Monday to Wednesday, Monica worked from 08:00 until 16:30. On Thursday she worked from 07:30 to 18:00 and on Friday she was booked off-sick.

The company employment contract stipulates the following regarding hours worked:

- A normal work week consists of 40 hours and employees shall be paid a rate of R60 per hour;
- Overtime happens per arrangement with the Administration Manager and employees are remunerated at a rate of R75 per hour, where applicable.

2.1.1 Record the above information on the attendance register attached to this question paper. Refer to ADDENDUM A.

(13 × 1) (13)

2.1.2 Calculate and write down the number of hours Monica has worked overtime during this week.

(2)

Hint: The word 'hours' must appear in your answer.

2.1.3 Calculate and write down the total number of hours Monica has worked during this week.

(1)

Hint: The word 'hours' must appear in your answer.

2.2 No event can ever be staged without the assistance of a service provider being sought or contracted. There are simply too many tasks to be executed.

Copy the table below in your ANSWER BOOK. Under each heading, write the meaning of each term and give an example of each so that the difference in meaning between these two terms are clear.

INTERNAL SERVICE PROVIDER	EXTERNAL SERVICE PROVIDER

(2 + 2) (4)

2.3 Assisting with specific event elements and functions means among other things managing delegates, meeting and greeting guests, dealing with complaints, and assisting service providers.

State FIVE professional skills that are needed to become a successful event assistant.

(5 × 1) (5)

2.4 Below are various activities, required to set up a workstation from which tea or coffee will be served at a conference venue before delegates arrive. Consider these activities and write them in the correct sequence (one, below the other) in order to indicate a logical flow, from beginning to the end.  
 HINT: Write your answers below one another as STEP 1: ...; STEP 2: ... etc.

Arrange refreshments; Set out cups and saucers; Set up tables; Clean up and prepare the station; Throw a cloth over the table

(5)  
**[30]**

**QUESTION 3**

Read the extract below and answer the questions.

This year there was plenty of glamour at the second Township Entrepreneurship Awards. This important event, intended to uplift communities and to support Gauteng's 10-point plan to revive the economy, was attended by numerous dignitaries and celebrities. It was hosted by the MEC for economic development, Lebogang Maile.

[Adapted from: <https://mg.co.za/article/2017>]

3.1 Briefly explain how an events assistant needs to be prepared on each of the following levels to stage an event like the Township Entrepreneurship Awards:

3.1.1 Administration

3.1.2 Finances

(2 × 2) (4)

3.2 Creating an environment for designing an event means that the events assistant needs to create a situation for effective brainstorming.

Discuss in detail the SIX steps in the process of brainstorming. (6 × 2) (12)

3.3 Copy the table below in your ANSWER BOOK. Under each heading, write the meaning of each term in full sentences so that the difference in meaning between these two terms are clear.

CENTRALISATION OF INFO	DECENTRALISATION OF INFO

(2 + 2) (4)

3.4 Give ONE word for each step of the report-writing process described below. Write only the answer next to the question number (3.4.1–3.4.5) in the ANSWER BOOK.

3.4.1 Checking that everything required is included in the report

3.4.2 Starting off with a rough copy



- 3.4.3 The final stage after having assured that the report contains all the information, that it is correct and that all errors have been corrected
- 3.4.4 Finding ways to improve the report
- 3.4.5 Reading through the final report to look for obvious errors (5 × 1) (5)
- 3.5 Arrange the various descriptions (3.4.1-3.4.5) in Question 3.4 above in such a manner that these descriptions will reflect the correct order of the steps followed in the report writing process. Write only the numbers 3.4.1-3.4.5 in the correct order. (5 × 1) (5)
- HINT: The answers can either be written next to or below each other [30]

#### QUESTION 4

Read the extract below and answer the questions.

Mrs Linah Miya, Campus Manager and chief netball coach at Ethekwini TVET College where you are studying, have given you the responsibility of being treasurer and fixtures organiser of the Campus Netball team. This position means that, from time to time, you have to inform the college's campus management of the team's performance and give updates on how the team is progressing and coming along in their latest fundraising effort. The team has been invited to travel overseas to compete in an international invitation netball tournament in Sweden during July 2019.

Before the college closes for 2018, Mrs Miya has asked you to prepare and submit your last progress report for the year to her on 20 November. The information needed to compile your report comes from the rough notes (refer information below) she has given you and the details given in your previous report of 28 September 2018. This report covers the period from October to December this year. You are aware that since members of the college campus management are not all fully informed about the reason for and purpose of your progress reports, you have to inform them of this. For the benefit of the netball team's activities, you must prepare quarterly update reports on the Campus Netball Team Performance and the Fundraising Drive for 2019.

Other information at your disposal: The college's netball team was the first TVET College team to have won all their local matches in 2018 and as a result have been invited to Sweden from 21 June to 6 July 2019 to compete in an International Invitational Netball Tournament. In order to participate, the team, college and parents have launched a fundraising effort to raise sufficient money to finance the overseas netball tournament. Should the team be successful in 2019, individual players will be eligible for selection onto the National Women's Netball Team to represent South Africa at the World Games in 2020. Currently the netball team has set itself four distinct targets of raising R250 000 in each of the four terms, starting January this year and extending to January of 2019.

Thus far the team and its supporters have raised R980 000 of which R200 000 were donated by proud parents of the team members. Progress made thus far is excellent and the team manager is happy and confident that the target of R1 million will be reached by the end of the year. It is hoped that the balance of the R1 million target, i.e. R20 000 will be raised by way of a fashion show and generous sponsors of the team's official sports gear. The fashion show will be on Saturday 1 December after the external examination for TVET Colleges has ended.

This year, things have not always gone according to plan as the team almost lost a match or two to their sister campus, but narrowly beat them in a penalty shootout. Three key players were also out for most of the winter season as a result of injuries. It is also hoped that economic indicators in South Africa will turn in favour of the team when the College buys the air tickets, pay airport taxes and pay for overseas accommodation in Sweden. The SA currency (Rand) is not very strong as one SA Rand buys only 0,67 Swedish Krona. However, should the team not being able to meet their fundraising target by 14 December (which is the cut-off date), they will keep on raising extra money by means of a college-wide car wash project and take part in a local radio talk show, appealing to the stakeholders of the Ethekewini community and surrounding areas to contribute to their fundraising effort. In January 2019, the team will participate in a local netball tournament for five days to raise money to help pay for their special sports kit and team blazers/jackets.

- 4.1 Use ADDENDUM B (attached) to complete a performance report for Linah Miya. (15 × 1) (15)
- 4.2 Interpersonal skills form the foundation of good customer care.
- Give ONE reason why the interpersonal skills (4.2.1-4.2.5) listed below are important in an organisation:
- 4.2.1 Professional approach
- 4.2.2 Efficiency
- 4.2.3 Product knowledge
- 4.2.4 Loyalty
- 4.2.5 Confidentiality (5 × 1) (5)
- 4.3 Name FIVE expectations and/or requirements that customers generally have and feel organisations, sales people or company employees should meet in order to ensure customer satisfaction. (5 × 1) (5)
- 4.4 Write down FIVE examples of external information sources that could be used when collecting data to write a report. (5 × 1) (5)

**[30]**

**QUESTION 5**

Read the extract below and answer the questions.

Quinton Jones, an entrepreneur, owns and successfully runs an internet café, situated next to a college. Services provided by Quinton's internet café include internet surfing, printing and photocopying. The business shows good profit after all monthly expenses have been deducted. These include payment of staff members' salaries, telephone bills, fast internet connectivity, petrol expenses, staff training workshops, equipment hire, electricity, consulting fees of external IT technicians and rental of premises.

5.1 Identify FIVE operational or non-labour costs that Quinton needs to pay every month. (5 × 1) (5)

5.2 To establish rapport with customers, Quinton decided to host a relaunch party of his newly renovated internet café. He invited local musicians to sing and poets to present their poetry. Flyers with the programme and the line-up of entertainers were handed out. Each guest received a balloon to pop and thus stood a chance of winning various prizes. Braai meat, boerewors rolls (with their rich aroma and alluring smells), sandwiches and cocktail pies were available at the tables where the food was served from. Tall banners reflecting the new company logo were also visible at the launch.

Describe how each of a person's senses shown in 5.2.1-5.2.5 below, were stimulated during this event. HINT: Answers must be representative of the information given in the extract above.

5.2.1 Sight

5.2.2 Smell

5.2.3 Sound

5.2.4 Taste

5.2.5 Touch

(5 × 1) (5)

- 5.3 A cash-flow statement is a tool used to compare the availability of cash within an organisation over a certain period of time.

Calculate the missing totals on the cash-flow statement (below) to compare the available cash for Quinton's internet café for the period October to December 2018. Write only the amounts next to the question numbers (5.3.1–5.3.10) in the ANSWER BOOK.

<b>CASH FLOW STATEMENT FOR QUINTON'S INTERNET CAFÉ FOR THE PERIOD OCTOBER TO DECEMBER 2018</b>			
	<b>October</b>	<b>November</b>	<b>December</b>
Opening balance	<b>5.3.1</b>	48 500	53 500
Cash sales	16 000	11 500	<b>5.3.8</b>
Other income	4 000	3 000	-
<b>TOTAL CASH AVAILABLE</b>	<b>5.3.2</b>	<b>5.3.5</b>	73 000
Monthly fixed expenses	8 000	8 000	8 000
Other expenses	2 000	<b>5.3.6</b>	6 000
Other payments	500	-	4 000
<b>TOTAL PAYMENTS</b>	<b>5.3.3</b>	9 500	<b>5.3.9</b>
<b>NET CASH FLOW CARRIED FORWARD</b>	<b>5.3.4</b>	<b>5.3.7</b>	<b>5.3.10</b>
<b>Profit (Loss)</b>			

Note: The Net Cash Flow balance at the end of September 2018 was R39 000

(10 × 1) (10)

- 5.4 Before one can start collecting information to write a report, five basic questions should be asked. The answers to these questions will identify the relevant sources to be consulted for information necessary for your report.

Use ADDENDUM C (attached) and write down the sources as well as the questions you would ask from each source

(5 × 2) (10)  
**[30]**

**QUESTION 6**

- 6.1 A customer in a hardware store wants to buy stationery but cannot get the attention of the sales assistant. She moves from one assistant to another but nobody seems really interested in helping her. Frustrated and annoyed she eventually leaves the store without buying anything.
- Briefly explain how a sales assistant can build a good rapport with a customer by writing down FIVE facts. (5 × 1) (5)
- 6.2 A décor provider needs information about upcoming events to do proper work. Although this information would change from one event to the next, some basic information stays the same.
- Give FIVE pieces of information that the potential décor provider must know in order to render a good service. (5 × 1) (5)
- 6.3 State FIVE guidelines for professional business communication in and when dealing with clients/customers. (5 × 2) (10)
- 6.4 As events assistant you have to identify a suitable venue for a conference your organisation is planning. It is estimated that 50 people will attend the conference and at least half of them will need accommodation. Catering must be provided by the venue. There will also be a number of presentations by guest speakers.
- Draw up a checklist of SIX items to follow and consider when sourcing sites, facilities and venues for the upcoming event. (6 × 1) (6)
- 6.5 What is the purpose (aim) of preparing a progress report? (2 × 2) (4)
- [30]**
- TOTAL SECTION B: 150**  
**GRAND TOTAL: 200**

ADDENDUM: A

EXAMINATION NUMBER:

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QUESTION 2.1.1

ETHEKWINI TVET COLLEGE

ATTENDANCE REGISTER

WEEK: 5 – 9 November 2018

NAME OF EMPLOYEE: .....

EMPLOYEE NUMBER: .....

POSITION: .....

DATE WORKED	TIME IN	TIME OUT	TOTAL HOURS WORKED (excluding breaks)
MONDAY .....	.....	.....	.....
TUESDAY .....	.....	.....	.....
WEDNESDAY .....	.....	.....	.....
THURSDAY .....	.....	.....	.....
FRIDAY .....	.....	.....	.....

(13 x 1) (13)

**ADDENDUM B**

**EXAMINATION NUMBER:**

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**QUESTION 4.1: PROGRESS REPORT**

**ETHEKWINI TVET COLLEGE**

**PROGRESS REPORT**

**From:** .....

**To:** .....

**Date:** .....

**Purpose statement:** .....

.....

**Background of the event/project:**

.....

.....

**Time frame/period covered with this report/project:**

.....

**Current status of the event/project:**

.....

.....

**Achievements:**

.....

.....

.....

**Problems:**

.....

.....

.....

**Conclusion / Future activities:**

.....

.....

(15 x 1) (15)

**ADDENDUM C**

**EXAMINATION NUMBER:**

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**QUESTION 5.4**

<b>FACTOR</b>	<b>QUESTION</b>
1. .... .....	..... .....
2. .... .....	..... .....
3. .... .....	..... .....
4. .... .....	..... .....
5. .... .....	..... .....

(5 × 2) (10)