



**higher education  
& training**

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

**NATIONAL CERTIFICATE (VOCATIONAL)**

**OFFICE PRACTICE  
NQF LEVEL 4**

(3061014)

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

**This question paper consists of 14 pages and 1 addendum**

**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 ... information includes everything that has ever been reported, printed or published.

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



1.1.2 When a person possesses ... skills it means you are able to work well with other people.

- A personal
- B interpersonal
- C cultural
- D soft

1.1.3 A ... focus on making more money than spent on putting the event together.



- A break-even
- B profit-orientated
- C loss-taking
- D social responsibility

1.1.4 A ... is drawn up when a successful applicant (for a position) is employed by an organisation.

- A salary package
- B wage journal
- C salary slip
- D contract of employment

1.1.5 ... is a proven and widely used method to determine if an event was successful or not.

- A Budget planning
- B Efficient filing
- C Observation
- D Managing resources






- 1.1.6 A /an ... service is a more traditional way of distributing mail.
- A postal
  - B courier
  - C delivery
  - D internal mail
- 1.1.7 Money generated through the sales of products during a certain period of a day, months, year is called ...
- A income.
  - B turnover.
  - C cash flow.
  - D profit.
- 1.1.8 A ... is an event lasting any time from a few hours to a day during which a specific subject is addressed.
- A conference
  - B seminar
  - C symposium
  - D convention
- 1.1.9 ... goods have unique characteristics or brand names where quality is the main consideration rather than price.
- A Unsought
  - B Shopping
  - C Speciality
  - D Convenience
- 1.1.10 A wedding is considered to be a ... event.
- A cultural
  - B leisure
  - C lifecycle
  - D hall mark

(10 × 1) (10)



- 1.2 Give ONE word or term for each of the descriptions (1.2.1-1.2.10) below by choosing a word or term from the list below. Write only the word or term next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

screening; evaluation; feedback; events assistant;  
procurement; experts; authorisation; decentralisation;  
business letters; net profit; induction

- 1.2.1 To obtain products and services from suppliers 
- 1.2.2 Indicates how an event failed to achieve its goal and purpose
- 1.2.3 Skilled and capable professionals
- 1.2.4 Coordinates functions 
- 1.2.5 A process of asking questions to determine the potential of a service provider
- 1.2.6 Determining how much resources are needed for an event
- 1.2.7 A report giving a detailed overview of every aspect of a situation or event after it has taken place
- 1.2.8 Are used to communicate to external stakeholders and should accompany a formal report
- 1.2.9 The balance that remains when all expenses have been deducted from the gross profit 
- 1.2.10 Information kept at different departments, different branches or locations in the same business organisation

(10 × 2) (20)

- 1.3 Choose the correct word/s from those given in brackets. Write only the word/s next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

- 1.3.1 (Educational/Political) and welfare organisations hold events to educate the public about matters that affect the well-being of the community. 
- 1.3.2 (Accumulation/Depreciation) refers to things that are added up or being gathered over a period of time.
- 1.3.3 A (banquet/convention) is a formal dinner held in honour of a specific occasion.
- 1.3.4 (Correspondence/Templates) are produced to distribute useful information.
- 1.3.5 (Profit/Non-profit) organisations focus on raising money to support charities and needy communities.
- 1.3.6 New staff members or employees undergo (a debriefing session/induction training) to familiarise themselves with the procedures of the organisation. 

- 1.3.7 The (proofreading/printing) stage of report writing contains all the information and grammatical errors that have been fixed.
- 1.3.8 (Planning/Monitoring) is the process of putting together an event.
- 1.3.9 The 5Ws and H formula, widely used in areas such as event – and project management are used to (categorise customer complaints/undertake detailed needs assessments).
- 1.3.10 (Speciality/Convenience) goods are purchased frequently without much effort.

(10)


1.4 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.4.1–1.4.10) in the ANSWER BOOK.

- 1.4.1 Business expenses refer to expenses that are not directly related to a staff member's salary.
- 1.4.2 Delivery, in itself, is not part of speed services that are offered by the post office, but the speed thereof is.
- 1.4.3 A stakeholder is a group of people, an organisation or association that has no interest in the success of an event.
- 1.4.4 The type of an event determines its reporting method.
- 1.4.5 Accurate reports assist in spreading useful information to different levels of people.
- 1.4.6 Monitoring employee - customer relations is done against a set value system.
- 1.4.7 Limited accessibility to the location of stored information should be exercised to prevent addition and removal of information.
- 1.4.8 A quality improvement policy contains a commitment to satisfying customers' requirements.
- 1.4.9 Loss is the difference between income and cost incurred to achieve that income.
- 1.4.10 An effective way of analysing financial strengths and weaknesses of an organisation is by doing a SWOT analysis.

(10 × 1)

(10)  
[50]**TOTAL SECTION A: 50**

**SECTION B****QUESTION 2**

2.1 The formal (long) report is the most complex and detailed of all report types. It has THREE major headings (2.1.1-2.1.3) listed below. 

Give appropriate sub-headings (sub-sections) under each of the main headings by writing the answers opposite the question numbers 2.1.1-2.1.3 in the ANSWER BOOK.


2.1.1 Preliminary parts: (3)

2.1.2  Main report, body or text (3)

2.1.3 Supplementary part (2)


2.2 Read the scenario below and answer the questions.

In his key note address at the 2019 Youth Day celebration at the Orlando Stadium in Soweto, President Cyril Ramaphosa welcomed the programme director, Minister of Arts and Culture, Mr Nathi Mthethwa, Premier of Gauteng, Mr David Makhura, Ministers and Deputy Ministers, the chairperson of the NYDA, Mr Sifiso Mtsweni, members of Parliament and Provincial legislatures, MECs, mayors and councillors and representatives of various youth organisations.

The event was planned to commemorate and celebrate the heroic deeds of the youth of 1976 and all the young lions that came after them. 


During his speech, President Ramaphosa announced that more than 2 500 start-up companies have been provided with funding, thereby creating more than 10 000 jobs in the South African economy.

2.2.1 The first step in the planning of an event is to know what type of client you are dealing with.

 Unlike the above-mentioned event which is a hosted event for a certain political party or government agency, discuss profit-driven organisations as a category of clients in event management. (5 × 2) (10)

2.2.2 From the information in the scenario above, list SIX stakeholders present at the Youth Day celebration. (6)

2.3 In most organisations, employees are expected to arrive for and depart from work on time.

The administrative assistant can be the person in the organisation responsible for keeping the daily attendance register and ensuring that all employees complete it. 

Explain briefly THREE time-recording systems used by organisations. (3 × 2) (6) **[30]**

**QUESTION 3**

- 3.1 Compare the different types of regular business reports (3.1.1-3.1.5) as it appears in the table below.

Copy the table in your ANSWER BOOK and complete the sections dealing with the purpose of each report, who the people are who regularly would receive such reports and how often these reports are done and distributed to its recipients.



NAME OF REPORT	PURPOSE	REGULAR RECIPIENTS	FREQUENCY OF DISTRIBUTION
3.1.1 Progress			
3.1.2 Performance			
3.1.3 Feedback			
3.1.4 Accident			
3.1.5 Formal			

(5 × 3)

(15)

- 3.2 Read the scenario below. From the information supplied, complete the feedback report, using the ADDENDUM (attached).

Hand in the addendum with the ANSWER BOOK.

You have been employed as Office Administrator by Cra-Zee Project Planners Ltd, a company that does all the administrative work for its two branches in Cape Town and Gauteng.

Sipho Vilakazi, the office manager, called you into his office on 8 November and asked you to gather information from the local office supplier as he (Sipho) has been looking into replacing your office printer. Your printer has been in use for the past 10 years and it needs to be replaced.

Mr Vilakazi asked you to submit a report to him on Friday 22 November wherein you would give him a comparative overview of the information, price, motivation/evaluation of the printer of your choice as well as your recommendation as to which printer you would prefer for your office. The information in your report is important and will assist Mr Vilakazi in making the final decision as to which printer he would buy for the office. Hence you decided to gather and compare information on two basic printers.

Ultimately, one of these printers will be purchased for your office. You need to use the information gathered to make a good argument and motivation as to which printer you would prefer and (with reasons) why.

Apart from your main task as a data-capturer for the company, you also print large numbers of project related documents, contracts and even building plans for filing and reference purposes. Although price is not always the deciding factor, you are also looking at a printer that will be economical (relatively cheap to operate and of which the ink cartridges will not cost too much); Other factors which you might want to consider is that the office needs a printer that will print relatively fast but which also will produce printouts of a high quality.

The information on the two printers that you have gathered, are featured below.



### Printer option 1

**CANON MB5440 Maxify 4-in-1  
Colour Inkjet Printer**  
R 2,699.00



**Product features:**

<b>Functions</b>	<b>Print, copy, scan and fax</b>
<b>Speed Black</b>	<b>24 pages per minute</b>
<b>Speed Colour</b>	<b>15 pages per minute</b>
<b>Print Resolution</b>	<b>600 x 1200 dpi</b>
<b>Scan Resolution</b>	<b>1200 x 1200 dpi</b>
<b>Paper In</b>	<b>500 sheets</b>
<b>Connect</b>	<b>Wi-Fi, Ethernet</b>
<b>USB</b>	<b>Yes</b>
<b>Cartridges</b>	<b>PGI-2400</b>
<b>Service Guarantee</b>	<b>1 year warranty</b>





**Printer option 2**

**SAMSUNG C480FW 4-in-1 Colour Laser Printer**

R 3,799.00

**Product features:**

<b>Functions</b>	<b>Print, copy, scan and fax</b>
<b>Speed Black</b>	<b>18 pages per minute</b>
<b>Speed Colour</b>	<b>4 pages per minute</b>
<b>Print Resolution</b>	<b>2400 x 600 dpi</b>
<b>Scan Resolution</b>	<b>4800 x 4800 dpi</b>
<b>Paper In</b>	<b>150 sheets</b>
<b>Connect</b>	<b>Wi-Fi/Ethernet/NFC</b>
<b>USB</b>	<b>Yes</b>
<b>Cartridges</b>	<b>404S</b>
<b>Service Guarantee</b>	<b>2 year warranty</b>



(15)  
[30]

**QUESTION 4**

4.1 Read the following scenario and answer the questions.

Event: Launch of the new library on your college campus

Theme: Knowledge is power

The display of books on the shelves looks inviting. Sounds of soft classical music creates soothing and relaxing sounds. The smell of fresh coffee in the foyer lingers as guests enjoy the coffee, fruit juice, freshly baked muffins and scones that are being served.

The theme of the event is the key to create a lasting and memorable experience for the guests.

Describe how each of the FIVE senses (4.1.1-4.1.5), listed below, would be stimulated at this event that the event planner had organised.

Copy the five senses (4.1.1–4.1.5) in the ANSWER BOOK and write your answers next to each number as they are applicable in the scenario above.

HINT: Answers must be based on the information given in the scenario only. No general information or details used from sources, other than that in the scenario, will be accepted.

4.1.1 Sight

4.1.2 Sound

4.1.3 Touch

4.1.4 Smell

4.1.5 Taste

(5 × 2) (10)

4.2 The policies and organisational requirements of a company will determine how it deals with information and methods to obtain and store information in a legal and secure manner.

Describe in detail any THREE aspects impacting on the values of both the organisation and the people it affects when the organisation collects, stores and handles (their) information. (3 × 2) (6)

4.3 During the design of an event, there are a few important rules regarding brainstorming that need to be explained to everyone who are participating.

What are the SIX guidelines to follow in order to have a successful brainstorming session? (6)

- 4.4 Explain each of the financial concepts as they appear in the table below to make the meaning of each term clear.

Copy the table in the ANSWER BOOK and complete the sections accordingly.

CURRENT ASSETS	CURRENT LIABILITIES	BALANCE SHEET	OWNER'S EQUITY

(8)  
[30]

### QUESTION 5

- 5.1 Building rapport with customers revolves around one's understanding of the needs and requirements of the customers. Better communication between the customer and the organisation ensures customer satisfaction.

Discuss how the following communication mediums can be used to establish a good rapport with customers.

5.1.1 Telephone communication

5.1.2 Computer-based communication

5.1.3 Face to face communication

5.1.4 Written communication

(4 × 2) (8)

- 5.2 Read each of the statements regarding customer complaints below and recommend what course of action you would take to rectify these complaints.

5.2.1 A woman bought a T-shirt in your shop without trying it on in the fitting room. At home, when she unpacked her purchase, saw that it was a size 32, marked as size 34 on the clothing sticker. She returned it the next day and wants to exchange it for the size of her choice.

5.2.2 A client's account has been billed with foreign transactions not entered into by the client. The client complained via e-mail to your company

5.2.3 A customer in a coffee shop complained that the coffee he/she had ordered, is cold.

(3 × 3) (9)

5.3 When preparing an event, your preparations need to be detailed and thorough, but to be effective it needs to function on three different levels.

Explain the following THREE levels on which an event is prepared:

5.3.1 Administration

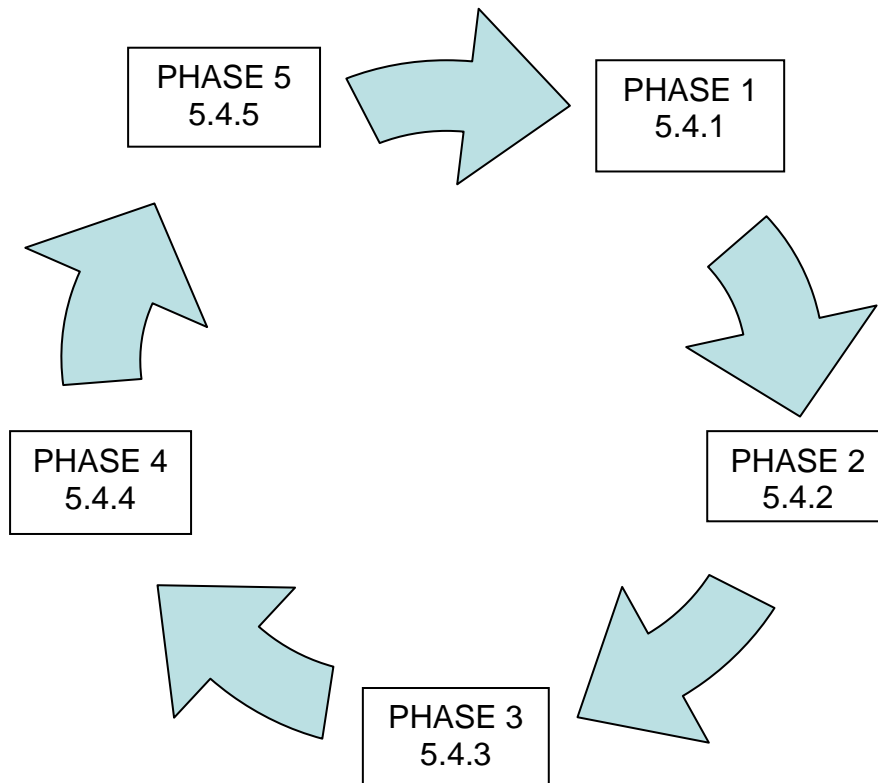
5.3.2 Communication

5.3.3 Finances

(3 × 1) (3)


5.4 Planning is extremely important during the process of putting together an event. It provides you with a system and structure to make the event a success. An event plan is a roadmap to achieve event success.

Study the five event management phases shown below in the cyclical display. Write down the question numbers (5.4.1-5.4.5) in the ANSWER BOOK. Correctly identify and briefly discuss each phase.



(5 × 2) (10) [30]

**QUESTION 6**

6.1 As an event manager you can never say for sure before the event management process starts how much money, people, time, food and décor you will need. These resources and expenses must be estimated. 

Copy the table below in the ANSWER BOOK and complete the relevant sections by summarising the THREE main types of expenses(elements) of producing estimates of your resource needs.

Write down the name of each expense type, give a definition of each and write down TWO examples of each of the three elements.

EXPENSE TYPE/ELEMENT	DEFINITION	TWO EXAMPLES
1.		
2.		
3.		




(15)

6.2 A good way of increasing customer satisfaction is to continually improve customer service.

Suggest FIVE ways to increase customer satisfaction in the organisation.


(5)

6.3 In managing people information, it is vital for the organisation to verify the correctness of the information that potential (future) – and existing employees present/submit on a regular basis. 

Explain which sources the Human Resources department of an organisation can use to verify the accuracy of the following information:

6.3.1 Spelling of the applicant's name

6.3.2 Work experience

6.3.3 Capabilities 

6.3.4 Conduct/general behaviour

6.3.5 Employees working hours

(5 × 2)

(10)  
**[30]**

**TOTAL SECTION B: 150**  
**GRAND TOTAL: 200**

EXAMINATION NUMBER:

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**QUESTION 3.2  
ADDENDUM**

**CRA-ZEE PROJECT PLANNERS Ltd**



**FEEDBACK REPORT**

To: .....

From: .....

Subject: .....

Background:.....

.....

Purpose:

.....

.....

Printer option 1:.....

.....

.....

Printer option 2:.....

.....

.....

General evaluation:.....

.....

Recommendations/Suggestions:.....

.....