



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

OFFICE PRACTICE N4

(4021214)

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09:00–12:00

This question paper consists of 9 pages.

237Q1J2107

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 section on a new page.
 6. Use only a black or blue pen.
 7. Write neatly and legibly.
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SECTION A (COMPULSORY)**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 document issued by suppliers that accompanies the delivery of goods specifying its type and quantity:

- A Petty-cash voucher
- B Debit order
- C Goods-received note
- D Delivery note



1.1.2 The oldest and most commonly used filing system:

- A Lateral filing
- B Vertical filing
- C Horizontal filing
- D None of the above

1.1.3 A form of document reproduction by which only a limited number of copies of an original document is made:

- A Collating
- B Copying
- C Duplicating
- D A and B



1.1.4 Voting method where members favouring a vote are requested to move to one side of a room and those opposing the vote to move to the other side:

- A Division
- B Left or right
- C Show of hands
- D Acclamation

1.1.5 A motion that proposes to do something, orders something to be done or expresses an opinion on an issue:

- A Amendment
- B Counter-proposal
- C Resolution
- D Point of order



1.1.6 Which ONE of the following is not a telephone system used in South Africa?

- A Mobile telephones
- B POTS
- C Voicemail
- D Speed dialling



1.1.7 Which emergency situation requires CPR administration if a heart stops beating while waiting for a doctor's arrival:

- A Heart attack
- B Stroke
- C Epilepsy
- D None of the above

1.1.8 Which ONE of the following does not form part of general grooming for both men and women?

- A Posture and deportment
- B Shoes and socks
- C Hair care
- D All of the above



1.1.9 What must the MA do when receiving a parcel addressed to his/her office?

- A Open and check the goods-received note.
- B Read the waybill before opening the parcel.
- C Sign the receipt immediately.
- D None of the above

1.1.10 Which ONE of the following is the correct promotional route of an MA?

- A Typist, receptionist secretary, secretary, MA
- B Receptionist, girl Friday, junior secretary, MA
- C Switchboard operator, reception secretary, senior secretary, MA
- D Typist, junior secretary, senior secretary, MA



(10 × 2) (20)

1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

1.2.1 "Who's who" is the title of a number of reference publications containing biographical information on a particular group. 

1.2.2 Suits and pants are usually bought first followed by shirts and ties to suit them.

1.2.3 Appointments should preferable be scheduled for earlier than 10:00 in the morning to ensure sufficient time for the manager to complete administrative matters.

1.2.4 An order form is mainly used by an organisation when purchasing on credit. 

1.2.5 In a vertical filing system, folders are arranged side by side in the same manner as books on shelves but standing in an upright position.

(5 × 2) (10)

1.3 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–F) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Contains the latest information regarding postal rates, charges, tariffs, etc.	A	telephone directory
		B	Yellow Pages
1.3.2	Contains lists of businesses' contact details and activities 	C	post office guide
		D	post office codes
1.3.3	Phone book listing residential addresses and government contact details	E	magazines
		F	journals
1.3.4	Contains the most recent information regarding products, services, suppliers and opportunities		
1.3.5	Contains a list of all names and postal codes of all post offices in all cities and towns in the country		

(5 × 2) (10)

1.4 Complete the following sentences by writing only the missing word or words next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

1.4.1 A/An ... is a hard copy or an electronic file that contains documents used in the daily operations of an organisation. 

1.4.2 A/An ... is a satellite navigation system that allows land, sea and airborne users to determine their exact location, velocity and time in all weather conditions.

1.4.3 A/An ... is where participants share experiences on a particular topic, presented by a facilitator or authority in that particular field.

1.4.4 A/An ... is an official form on which a request for office supplies is made from the organisation's stock room. 

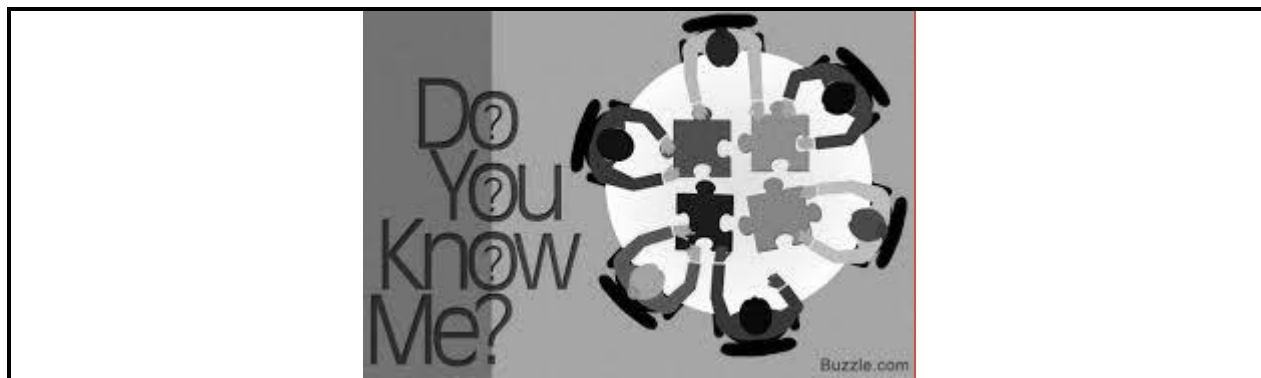
1.4.5 ... is defined as the impression created to project what the company looks like, what it says and what it does.

(5 × 2) (10)
[50]

TOTAL SECTION A: 50

SECTION B

Answer any FIVE questions in this section.

QUESTION 2

- 2.1 Identify the seating plan for the meeting shown in the picture. (2)
- 2.2 Explain the seating plan identified in QUESTION 2.1. (3)
- 2.3 Name and explain FIVE voting methods. (5 × 2) (10)
- 2.4 List FIVE of an MA's sense-of-duty responsibilities towards management. (5)
- 2.5 Give FIVE guidelines to follow when compiling a business-information dossier. (5 × 2) (10)
- [30]**

QUESTION 3

The front office or reception area plays a crucial role in how the business will be perceived by clients/visitors. The golden rule is that it must be stylish, professional, functional and a pleasant physical environment situated in an open-plan arrangement that will improve the workflow of information. The efficient use of space is essential for the MA's work station.

- 3.1 State FIVE requirements for either a modern or traditional office layout. (5 × 2) (10)
- 3.2 How should a telephone be answered? (5 × 2) (10)
- 3.3 Which FIVE voice qualities, other than volume, are required from a good receptionist? (5)
- 3.4 List FIVE steps to handle a bomb threat. (5)
- [30]**

QUESTION 4

- 4.1 List FIVE steps to follow when using a numerical filing system. (5)
- 4.2 Give FIVE advantages of stock control. (5 × 2) (10)
- 4.3 Explain the steps to follow when using each of the following filing arrangements:
- 4.3.1 Colour coding  (2)
- 4.3.2 Alphabetical (3)
- 4.4 Name FIVE data-classification categories that can be used to classify information according to its degree of sensitivity. (5)
- 4.5 Name FIVE functions of a receptionist as the first level of the promotional route of a management assistant. (5)
- [30]**

QUESTION 5

- 5.1 What does the five Ws that should appear on an invitation stand for? (5)
- 5.2 Explain FIVE factors to consider before deciding on suitable reprographic equipment.  (5 × 2) (10)
- 5.3 List FIVE details indicated on a stock control card. (5)
- 5.4 List FIVE techniques for showing courtesy when receiving telephone calls. (5 × 2) (10)
- [30]**

QUESTION 6

- 6.1 Name FIVE table-etiquette guidelines that a management assistant should keep in mind. (5)
- 6.2 Briefly explain the procedure to follow when preparing and compiling an agenda.  (5 × 2) (10)
- 6.3 Name and explain FIVE stationery items and pieces of equipment to use during a meeting. (5 × 2) (10)
- 6.4 Explain why email is one of the most trending tools in the workplace. (5)
- [30]**

QUESTION 7

7.1	Name and explain SIX factors that can influence the remuneration package of a management assistant.		(6 × 2)	(12)
7.2	Explain FIVE steps to ensure the safe and confidential handling of documents in the office of a management assistant.		(5 × 2)	(10)
7.3	Differentiate between <i>copying</i> and <i>duplicating</i> and give ONE example of each.		(2 + 2)	(4)
7.4	Explain, with the aid of a diagram, the promotional route of a management assistant.			(4)
				[30]
TOTAL SECTION B:				150
GRAND TOTAL:				200