(FQ-56)

BUSINESS ADMINISTRATION: OFFICE PRACTICE

THIS EXAMINATION PAPER CONSISTS OF 4 SECTIONS:

SECTION A: CONSISTS OF:
(i) 10 MULTIPLE-CHOICE QUESTIONS (10 MARKS)
(ii) 5 TRUE OR FALSE QUESTIONS (10 MARKS)
(iii) 10 MATCHING-STATEMENT QUESTIONS (10 MARKS)

ANSWER ALL THE QUESTIONS

SECTION B: CONSISTS OF 3 SHORT QUESTIONS

ANSWER ALL THE QUESTIONS (10 MARKS)

SECTION C: CONSISTS OF 3 LONG ANSWER QUESTIONS

ANSWER ALL THE QUESTIONS (40 MARKS)

SECTION D: CONSISTS OF 3 INTERPRETATIVE QUESTIONS

ANSWER ONE OF THE QUESTIONS (20 MARKS)

INSTRUCTIONS:

1. Read the following instructions carefully before answering the paper, as failure to act upon them will result in a loss of marks.
2. Write your answers in your answer book, which is provided in the exam.
3. Ensure that your name and student number are clearly indicated on your answer book.
4. Write your answers in either blue or black ink in your answer book.
5. Read each question very carefully before you answer it and number your answers exactly as the questions are numbered.
6. Begin with the question for which you think you will get the best marks.
7. Note the mark allocations for each question – give enough facts to earn the marks allocated. Don't waste time by giving more information than required.
8. You are welcome to use diagrams to illustrate your answers.
9. Please write neatly – we cannot mark illegible handwriting.
10. Any student caught cheating will have his or her examination paper and notes confiscated. The College will take disciplinary measures to protect the integrity of these examinations.
11. If there is something wrong with or missing from your exam paper or your answer book, please inform your invigilator immediately. If you do not inform your invigilator about a problem, the College will not be able to rectify it afterwards, and your marks cannot be adjusted to allow for the problem.
12. This paper may be removed from the examination hall after the examination has taken place.

SPECIAL REQUIREMENTS: YOU ARE ALLOWED TO USE A NON-PROGRAMMABLE CALCULATOR, RULER AND PENCIL.
SECTION A
(30 MARKS)

ANSWER ALL THE QUESTIONS

(i) MULTIPLE-CHOICE QUESTIONS

Choose the correct option for each of the following. Write only the question number and your chosen answer. For instance, if you think that the correct answer for number 1 is (a), then write it as 1. (a).

1. The petty cash voucher must include:
   (a) the expenses.
   (b) the date on which the transaction took place.
   (c) the amount that was used.
   (d) All of the above.

2. When managing the float, you should always focus on:
   (a) accuracy.
   (b) speed.
   (c) layout
   (d) Both (a) and (b).

3. Unbiased means:
   (a) the ability to understand the thoughts and feelings of the other person with real compassion.
   (b) setting aside your own opinions and looking at the situation not only from your own side.
   (c) being able to support and motivate your staff members.
   (d) knowing what the appropriate remedy is.

4. You can show the customer that you are willing to listen by:
   (a) tapping with your finger on the counter.
   (b) looking towards the door.
   (c) sitting or standing up straight.
   (d) None of the above.

5. The minutes of a meeting should be an accurate reflection of the discussions, resolutions, motions and proceedings of the meeting. They should be:
   (a) clear and easy to understand.
   (b) objective and impartial.
   (c) written in the third person, therefore I, you or we should not be used.
   (d) All of the above.
6. A / an _____ is an interview in which you use preset, closed questions in order to extract specific answers from your respondents following a fixed pattern.

   (a) open-ended interview
   (b) informal interview
   (c) structured interview
   (d) telephonic interview

7. The _____ printer sprays liquid ink in fine, tiny droplets onto a piece of paper to form letters, numbers and graphics.

   (a) dot matrix
   (b) laser jet
   (c) inkjet
   (d) None of the above.

8. _____ is a more formal, structured and organised way to introduce new employees to the workplace.

   (a) Introducing
   (b) Induction
   (c) Welcoming
   (d) None of the above.

9. The duties of security personnel in an organisation include:

   (a) applying access control.
   (b) responding to alarms.
   (c) patrolling the organisation.
   (d) All of the above.

10. _____ scanners that are used to input price information and keep track of inventory in a retail environment.

    (a) Drum
    (b) Barcode
    (c) Magnetic ink character reader
    (d) Optical character reader

(ii) **TRUE OR FALSE QUESTIONS**

Choose whether the following are True or False. Correct false statements.

1. Shapers are challenging, dynamic, and thrive on pressure.

2. An agenda is an announcement to the members of a meeting that a meeting will take place on a certain date, which they have been invited to attend.

3. In a circle or oval layout for a meeting all attendees are equally positioned.

4. The disciplinary procedure does not have to specify which level of management will be responsible for deciding on the action to be taken.
5. In the disciplinary hearing, give the employee the opportunity to state his or her case. In order to do this, the employee has the right to be given verbal notice of the charges against him or her and of the intended disciplinary hearing in language that he or she can reasonably understand. \[5 \times 2 = 10\]

(iii) MATCHING-STATEMENT QUESTIONS

Match the statements in Column B to the terms in Column A. Write down the answers only, for example 1. (a).

<table>
<thead>
<tr>
<th>Column A</th>
<th>Column B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. balance brought forward</td>
<td>(a) details on what was bought, on what date and for how much</td>
</tr>
<tr>
<td>2. voucher</td>
<td>(b) proving the correctness of an item in accounts</td>
</tr>
<tr>
<td>3. reimbursement</td>
<td>(c) adding up the money that you have in the petty cash with the amounts of money you have given out, shown on the receipts you have collected for each purchase</td>
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<tr>
<td>4. shortage</td>
<td>(d) more money in the float than there should be</td>
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<tr>
<td>5. float</td>
<td>(e) anything that is out of place or incorrect in the petty cash figures or voucher system</td>
</tr>
<tr>
<td>6. irregularity</td>
<td>(f) money cannot be accounted for</td>
</tr>
<tr>
<td>7. imprest system</td>
<td>(g) term used to explain cash on hand</td>
</tr>
<tr>
<td>8. overage or surplus</td>
<td>(h) the procedure of replenishing the petty cash float at an indicated level</td>
</tr>
<tr>
<td>9. reconciliation</td>
<td>(i) repayment</td>
</tr>
<tr>
<td>10. cash receipts</td>
<td>(j) amount of cash recorded in the last line of a journal page</td>
</tr>
</tbody>
</table>

\[10\]
QUESTION 1
Explain what organising logistics will include. [2]

QUESTION 2
You need to attend a meeting at 10h00. You need to travel a total distance of 30 km from your place of work to the meeting venue.

What time should you leave the office if you travel at a speed of 60 km/h? [2]

QUESTION 3
Identify six problems that could occur when you are trying to schedule a date for a meeting or event. [6]
QUESTION 1

(a) List five of the elements required for effective teamwork. (5)

(b) To identify and record areas that do not meet the required standards you need to follow seven steps. Identify five of these steps. (5) [10]

QUESTION 2

List the ten things you should remember to do when preparing for an interview, whether the interview is structured or unstructured. [10]

QUESTION 3

(a) i. Identify five points in the typical procedure for reception of a visitor. (5)

ii. Good counselling skills are required to ensure that you get the most out of the process. Give five of the most important counselling skills you need to acquire and use. (5)

(b) Identify and briefly describe five banking source documents that are used in the business environment. (5 × 2 = 10) [20]

[40]
SECTION D: INTERPRETATIVE QUESTIONS

(20 MARKS)

ANSWER ONE OF THE QUESTIONS

QUESTION 1

(a) You have been asked to draw up questions to ask in an interview for the available position of administrator.

Write down at least five questions and identify appropriate body language and grooming you will look out for in the interviewee. (10)

(b) Design a stock control card to keep record of office supplies. Include stock in and stock out and a procedure to ensure that you do not run low on stock. (10) [20]

OR

QUESTION 2

Create an invoice for your client for the following sales. Please make use of your own information where information is not given.

10 boxes of pencils @ R10 per box excl. VAT
25 boxes of red pens @ R25,50 per box excl. VAT
30 sets of books @ R13,95 per set excl. VAT
100 erasers @ R1,20 per eraser excl. VAT
235 rulers @ R0,50 per ruler excl. VAT

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>Quantity</th>
<th>Unit Price</th>
<th>Amount</th>
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Total
VAT
Grand Total

[20]

OR
QUESTION 3

(a)  
   i. Design a checklist for yourself of factors (arrangements) to consider when preparing for an overnight function (meeting).  
   (5)
   
   ii. Design a visitors' register to utilise to accommodate the needs of your organisation.  
   (5)

(b) Study the sketch below and answer the questions that follow:

<table>
<thead>
<tr>
<th>Kitchen</th>
<th>Lounge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dining room</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Bedroom</td>
</tr>
<tr>
<td></td>
<td>Main bedroom</td>
</tr>
</tbody>
</table>

0 1 2 3 4 5 6 M (Scale: 1 cm = 1 m)

i. Which rooms are situated north?  
   (1)
ii. Using the scale available, measure the rooms and complete the table below.

<table>
<thead>
<tr>
<th>Room</th>
<th>Length (m)</th>
<th>Breadth (m)</th>
<th>Area (m²)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kitchen</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lounge</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dining room</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bathroom</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bedroom</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Main bedroom</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Length ½ mark per room
Breadth ½ mark per room
Area ½ mark per room

Section A: 30 marks
Section B: 10 marks
Section C: 40 marks
Section D: 20 marks
TOTAL: 100 MARKS