



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

**BUSINESS PRACTICE
NQF LEVEL 2**

SUPPLEMENTARY EXAMINATION 2012

(3061002)

**1 March (X-Paper)
09:00 – 12:00**

This question paper consists of 8 pages.

**TIME: 3 HOURS
MARKS: 150**

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

1.1 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.1.1 – 1.1.10) in the ANSWER BOOK.

- 1.1.1 Work policies should be communicated to new employees when they are hired.
- 1.1.2 With the functional organisational structure, activities belonging to each management function are grouped together.
- 1.1.3 Physical touching in the workplace is appropriate.
- 1.1.4 A visitor who does not have an appointment should be welcomed and treated with respect.
- 1.1.5 Discrimination is an ethical problem because it attacks fairness.
- 1.1.6 AIDS stands for Acquired Immune Deficiency System.
- 1.1.7 There are three sides to the mailroom, namely incoming, receiving and outgoing mail.
- 1.1.8 Personal hygiene is of vital importance in the workplace.
- 1.1.9 The role of the Information Technology Department is to support all computer applications.
- 1.1.10 The line organisational structure enables the business to make use of local expertise and people who understand the conditions in a particular region. (10 × 1) (10)

- 1.2 Choose a word/item 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	... is an outward expression of your inward feelings	A Human Resource Department
1.2.2	Standard form of conduct in business and social situations	B supports all departments
1.2.3	When introducing one person to another, it is important that you address individuals by their ...	C administration department
1.2.4	Plan or system to allow withdrawal from a place of danger to a place of safety	D etiquette
1.2.5	Handling of any emergency	E body language
1.2.6	This department is responsible for all staff training and development in the organisation	F evacuation procedures
1.2.7	Administration Department	G self-motivation
1.2.8	This department is responsible for printing, copying and filing documents.	H classification as important and urgent
1.2.9	... comes from within and is linked to your own desire to improve yourself	I correct title
1.2.10	Can be used for prioritising tasks	J remain calm

(10 × 2)

(20)
[30]**TOTAL SECTION A: 30**

SECTION B**QUESTION 2**

Read the scenario below and answer the questions that follow.

- 2.1
- | KEEPING COLLEAGUES INFORMED | |
|--|--|
| <p>Having work rules means nothing unless employees know that the rules exist and understand them clearly. Informing employees about policies or standards helps them understand the rules and make it easier to enforce if needed. It is important to make sure that employees are aware and reminded of the rules before they have a chance to break them. This can be done at a meeting, by sending a memo or placing notices on the notice board. Make sure that everyone knows what acceptable behaviour is at all times.</p> | |
- 2.1.1 Discuss **THREE** reasons why work policies should be communicated to employees. (3 × 2) (6)
- 2.1.2 Define the term *policy*. (2 × 1) (2)
- 2.1.3 Name **TWO** ways in which workers can be kept informed on a continuous basis. (2 × 1) (2)
- 2.2 State in each of the following questions whether it presents a positive or a negative attitude and motivate your answer by giving an explanation of each.
- 2.2.1 Being an extrovert
- 2.2.2 Lack of tolerance
- 2.2.3 Optimism
- 2.2.4 Displaying a domineering attitude
- 2.2.5 Displaying confidence (5 × 2) (10)
- 2.3 Briefly discuss **FOUR** elements that a business will have to take into account when drawing up a Code of Conduct for the enterprise. (4 × 2) (8)
- 2.4 Name any **TWO** kinds of leave. (2)
- [30]**

QUESTION 3

Read the scenario below and answer the questions that follow.

- 3.1
- | REDUCING UNSAFE ACTS IN THE WORKPLACE | |
|---|--|
| <p>Employees may manage to survive dangerous conditions or unsafe behaviour for months or even years without an accident. Even if an accident does occur, the employee may escape without injury.</p> <p>But it is the responsibility of the employer to reduce unsafe conditions in the workplace. Safety engineers should be used to design jobs in such a way that possible hazards are removed or reduced. Supervisors and managers must be aware of possible hazards and promote safe working areas.</p> | |
- 3.1.1 List any THREE ways of reducing unsafe acts in the workplace. (3)
- 3.1.2 In the same way that the employer has the duty to provide a safe working environment, the employee also has a responsibility to maintain a safe work environment. Briefly discuss any FIVE ways in which an employee can contribute to a safe working environment. (5 × 2) (10)
- 3.2 Name the FOUR steps to be followed when using a fire extinguisher. (4)
- 3.3 State in each case whether the following is an unsafe condition or an unsafe act and explain why.
- 3.3.1 Improper ventilation
- 3.3.2 Lifting and handling materials incorrectly
- 3.3.3 Alcohol or drug use in the workplace (3)
- 3.4 List FOUR functions of health and safety representatives. (4)
- 3.5 Briefly discuss the consequences of not reporting a health and safety issue. (3 × 2) (6)
- [30]**

QUESTION 4

4.1 The success of any organisation depends on the cooperation throughout the various departments of the business, whether they provide core business activities or support activities.

4.1.1 Name the core business activities of each of the following organisations:

ABSA Bank

Sasol

Nando's

Checkers

(4)

4.1.2 Briefly discuss the role of the finance department being one of the supportive activities in an enterprise. (4 × 2) (8)

4.1.3 Briefly explain the value added by activities rendered by the marketing department of Checkers. (4 × 2) (8)

4.2 Read the following scenario and answer the questions that follow.

Mthemba inherited R20 000 from her mother and decided to open a small shop in her township. She, however, will also have to borrow money as she might experience cash-flow problems. She intends selling convenience goods, such as bread, milk and sugar. She is also going to have a fast food section where she will sell hamburgers and chips, as well as pizzas. As the business grows, she also wants to open, as part of her shop, a hairdressing salon. As she realises that she will not be able to do the work alone, she intends employing the following people: two sales ladies, one person to work in the kitchen and one hairdresser. She will be the manager and will also be responsible for the financial aspects of the enterprise as she studied Financial Management at a College.

4.2.1 Draw an organisational structure for her business (an organogram). (10 × 1) (10)

4.2.2 In a big enterprise the administration department and other departments are interdependent and the administration department is normally under the direct control of the CEO.

Outline any FOUR administrative functions in the organisation. (4)

4.2.3 Do a SWOT analysis for Mthemba to assist and guide her to become very successful. (4)

4.2.4 Mthemba intends to *diversify* business. What is meant by this and why would she do this? (2)

[40]

QUESTION 5

Time is one commodity that just slips by and is wasted unless it is used constructively. Time management is therefore essential in our daily lives. When time passes, it has gone forever. It therefore needs to be used productively in the workplace.

- 5.1 As a personal assistant to the CEO of your college, explain the value of using and maintaining a task list. (2)
- 5.2 Explain the term *roster*. (2)
- 5.3 You are the personal assistant to the CEO. On the morning of June 27, the CEO gives you a list of additional duties that you have to carry out for the day. You become a bit overwhelmed, as it seems as if the list might interfere with the routine duties that you have to carry out anyway. Arrange the duties below to ensure that you are able to carry them all out:
- Call the delegates to inform them that the meeting has been called off.
 Call the Academic affairs office to find out if the meeting will still take place or has been called off.
 Find the list of the delegates who were to attend the meeting so that you can call them about the cancelled meeting.
 Inform the CEO about your ability to communicate the message to all the delegates.
 Go to Nthabiseng to obtain the telephone number to the PA (academic affairs). (5 × 2) (10)
- 5.4 State any THREE advantages of time management. (3)
- 5.5 Indicate whether the duties below should be classified as your regular daily/weekly/monthly activities:
- 5.5.1 Paying the Internet Service Provider
- 5.5.2 Reading your job related e-mails
- 5.5.3 Collecting the 5-day attendance reports from the Campuses. (3 × 1) (3)
- [20]**

TOTAL SECTION B: 120
GRAND TOTAL: 150