QUESTION 1

1.1.10

telephone services

1.1 Give ONE word/term for each of the following descriptions by choosing a word/term from the list below. Write only the word/term next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

ergonomics; MTN; POLC; clock card; Vodacom; waybill; visitors register; hourly wage system; planning; remittance register; human resources; overtime; fixed deposit; Telkom; drawer; courier

1.1.1 An acronym that refers to the management function 1.1.2 A book in which the movement of people in and out of the organisation's building is recorded Employees are paid a fixed tariff per hour regardless of their 1.1.3 performance 1.1.4 Determining the goals and aims that need to be reached within a certain time 1.1.5 They control and supervise the messengers and coordinate messenger tasks 1.1.6 The department responsible for dealing with staff 1.1.7 Extra hours a person works above the minimum prescribed working hours per week 1.1.8 A card that is inserted into an electronic machine that resembles a large clock An investment of a fixed amount for a fixed period at a fixed 1.1.9 interest rate

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 (10×2)

(20)

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