

**NCV DEPARTMENT: STUDENT ACTIVITIES – OFFICE PRACTICE
LEVEL 3**

DATES: 27-31 July 2020

NATIONAL CERTIFICATE VOCATIONAL

DATE	SUBJECT	ACTIVITY
LEVEL 3		
27/07/2020	OFFICE PRACTICE	<p>STUDENTS! Read through PowerPoint presentation under unit 21.1 and Complete Assessment Activity 21.1:</p> <p>STUDENTS! Read through Power Point Presentation under unit 21.2, and Complete Assessment Activity 21.2</p>
28/07/2020	OFFICE PRACTICE	<p>STUDENTS! Complete Assessment Activity 21.3</p> <p>STUDENTS! Read through unit 21.4.</p> <p>"In order to be supply excellent customer service you should never tell the caller to call again later, you should always offer to take a message".</p> <ul style="list-style-type: none"> • Which components of the message should telephonist pay attention to: (2x8) = 16 • Explain guidelines on how to become a master at taking message in the business environment. (2x6) = 12
29/07/2020	OFFICE PRACTICE	<p>STUDENT! Read through unit 21.5.</p> <p>Complete Assessment Activity 21.6.</p>

		Read through slide No.9 and Explain how a telephonist should deal with a caller politely? (2x7) = 14
30/07/2020	OFFICE PRACTICE	Complete Assessment Activity 21.7
31/07/2020	OFFICE PRACTICE	Complete Assessment Activity 21.8