higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

CLIENT SERVICE AND HUMAN RELATIONS
NQF LEVEL 3

(11011023)

18 February 2025 (X-paper)
09:00–12:00

This question paper consists of 9 pages.

041Q1S2518

Copyright reserved

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
CLIENT SERVICES AND HUMAN RELATIONS
NQF LEVEL 3
TIME: 3 HOURS
MARKS: 180

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. Use only a black or blue pen.
5. Write neatly and legibly.

Copyright reserved

SECTION A

QUESTION 1

Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–M) next to the question number (1.1–1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.1	Refers to how individuals or groups of people organise their ethical or ideological values	A	The Human Rights Commission
1.2	Investigates serious complaints against government departments and organisations	B	workplace forums
1.3	South Africa's highest court on constitutional matters	C	severance pay
1.4	Committees of employees elected by employees in a workplace	D	Employment Equity Act
1.5	Gives you information or training on human rights	E	Ubuntu
1.6	A medical certificate issued by a medical practitioner when you cannot perform work due to ill-health or injury	F	discrimination
1.7	The principle of 'sharing is caring' in our society	G	value system
1.8	Treating a person of a particular group differently because of gender, race, colour etc.	H	magistrate court
1.9	Ensure equal opportunity and fair treatment of employees	I	salary
1.10	Money paid to an employee who is dismissed	J	Labour Relations Act
		K	proof of incapacity
		L	the constitutional court
		M	Public protector

(10 × 1) **[10]**

QUESTION 2

Various options are given as possible answers to the following questions. Choose the correct answer and write only the letter (A–D) next to the question number (2.1–2.10) in the ANSWER BOOK.

2.1 The official language spoken in China.

A Spanish
B Portuguese
C Mandarin
D Nihongo

2.2 … refers to specific patterns of behaviour that are repeated on specific events.

A Mystic
B Ritual
C Culture
D None of the above.

2.3 Rules or expectations of behaviour and thoughts based on shared beliefs within a specific cultural or social group.

A Policy
B Norms
C Terms and conditions
D Code of conduct

2.4 'Good morning' in French is …

A Ni hau
B Guten Tag
C Ciao
D Bonjour

2.5 A person who does not eat food containing meat and dairy products.

A Vegetarian
B Teetotaller
C Vegan
D Carnivore

2.6 … refers to the rules of acceptable behaviour.

A Ethics
B Roles
C Etiquette
D Norms

Copyright reserved

2.7 Cultural differences in the workplace that may cause conflict.

A Issues around food
B Issues around health and safety
C Issues around labour relations
D Issues around office equipment

2.8 The following is not an example of client care.

A Serving clients at the required time
B Referring clients' complaints to the relevant department
C Keeping clients waiting
D Giving clients options to choose

2.9 Example of information that can be shared with clients.

A Business trading hours
B Financial records
C Clients' database
D Marketing strategies

2.10 Cultural symbols include …

A The coat of arms
B The Christian cross
C The Red Cross
D All of the above

(10 × 1) **[10]**

QUESTION 3

Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (3.1–3.10) in the ANSWER BOOK.

3.1 Top management consists of supervisors or heads of departments.

3.2 Cultural symbols include the Coat of Arms and the Christian cross.

3.3 An example of a domestic client is a client that comes from the same town or area as your business.

3.4 In Taiwanese, 'ciao' means 'good morning' in English.

3.5 Gestures are used in all cultures, but their meanings are not the same.

3.6 A small nod of a head upwards means 'no' for Turkish and Greek people.

3.7 Safety signs in a hotel are examples of verbal communication.

3.8 Good service and customer care requires that guests should be treated according to their profiles.

3.9 Poor customer service can have a negative impact on the business.

3.10 Referring the client to the relevant department is a waste of time.

(10 × 1) **[10]**

QUESTION 4

Choose ONE term from the list below for each of the following descriptions and write it next to the question number (4.1−4.10) in the ANSWER BOOK.

personal goal setting; set priorities; action plan; activity logs; accountability; resources; productivity; inputs; contingency plan; support structures; responsibility; outputs

4.1 Helps you analyse how you actually spend your time.

4.2 A theatre ticket issued to a client.

4.3 People or groups that make up a framework that gives you strength and encourages you.

4.4 The process of setting objectives that will help you choose where you want to go in life.

4.5 A technique for dealing with interruptions and unscheduled tasks.

4.6 Documenting a list of steps that must be taken to achieve a specific goal.

4.7 The acceptance of responsibility for one's action.

4.8 A course of action designed to help an organization respond effectively to a significant future situation that may or may not happen.

4.9 A supply of material, staff or other assets that can be drawn on by a person or an organisation in order to function efficiently.

4.10 A measure of how much work is accomplished in a particular period.

(10 × 1) **[10]**

TOTAL SECTION A: 40

Copyright reserved

SECTION B

QUESTION 5

5.1 Explain how can one achieve living a balanced lifestyle with the following factors:

5.1.1 Work-life balance

5.1.2 Physical activity

(2 × 2) (4)

5.2 List THREE problems that may arise as a result of cultural differences in the workplace. (3 × 2) (6)

5.3 Explain THREE reasons why it is important to anticipate client's needs in the workplace. (3 × 2) (6)

5.4 Mention THREE classifications of rights. (3)

5.5 Goal setting is key to every individual's success under different circumstances.

5.5.1 Explain the term *goal setting* as a time management technique. (2)

5.5.2 The acronym SMART stands for? (5)

5.6 List FOUR time management techniques for dealing with unscheduled tasks. (4)

[30]

QUESTION 6

6.1 Study the case study below and answer the questions.

Brilliant has just completed his NCV course in 2023 and recently got appointed to a well-known company. He does not have any working experience but his manager is confident that he can excel just by looking at his transcript with distinctions, his humble attitude and his extensive reasoning capacity. However, Brilliant is concerned about this, he is afraid and he does not want to disappoint, because his principle is to perfect every aspect of his job.

6.1.1 Name the Act that the manager can use to help in developing Brilliant with the necessary skills while working for their company. (2)

6.1.2 Explain TWO purposes of the Act mentioned in QUESTION 6.1.1. (2 × 2) (4)

6.1.3 Suggest an on-the-job training programme that Brilliant can undergo to learn and gain experience in his job. (2)

6.2 Mention any THREE rights contained in the South African constitution. (3)

6.3 In hospitality and tourism, you will have to provide service to various types of clients while interacting with them using both verbal and non-verbal communication. Nonverbal communication includes sending messages by means of objects, such as decor, clothing and colour.



6.3.1 Explain the meaning that is conveyed by the following non-verbal cues:

(a) Décor

(b) Clothing

(c) Colour

(3 × 2) (6)

6.3.2 List and explain FOUR types of clients that you can find in these industries. (4 × 2) (8)

6.3.3 Explain the meaning of *please* in German and Spanish language. (2 × 2) (4)

6.4 Name any ONE language spoken in the Limpopo Province. (1)

[30]



QUESTION 7

7.1 Explain the following terms:

7.1.1 Support structures

7.1.2 Urgent activities

7.1.3 Citizenship

7.1.4 Democratic country

7.1.5 Bill of rights

(5 × 2) (10)

7.2 List FOUR values contained in the South African constitution. (4)

7.3 Information is a key to successful cultural interactions, failing to understand other people's cultures will always cause conflicts.



Describe FOUR guidelines that can be used for effective multicultural communication. (4 × 2) (8)

7.4 Greetings are crucial to the tourism and hospitality industries.

Recommend FOUR standardised greetings that can be used in a hotel to welcome guests. (4 × 2) (8)

Copyright reserved

7.5 Identify and explain the following communication lines:

A 

B (2 × 3) (6)

7.6 Describe TWO ways in which a client could react to poor service. (2 × 2) (4)
[40]

QUESTION 8

8.1 Perpetrators are very cruel; they can leave you traumatised and your business vulnerable. These consequences can leave your business bankrupt for a while.

8.1.1 Name FOUR possible violent situations in the workplace. (4)

8.1.2 Explain FIVE consequences of not having preventative measures for perpetrators in place. (5)

8.2 Describe FIVE reasons why clients are the source of income for the business. (5 × 2) (10)

8.3

You are working as a receptionist at The Blossoms Guest House. You are expecting guests from Portugal and they cannot speak English. Somehow, you need to impress them because they are potential clients. You want to build an ongoing relationship with them so that they return and refer others to your business.

8.3.1 Describe THREE measures you could take to prepare yourself for hosting clients who speak the language that you do not understand. (3 × 2) (6)

8.3.2 Name THREE procedures to follow when a misunderstanding occurs between you and the Portuguese guests. (3)

8.3.3 Suggest THREE ways that the management of Blossoms Guest House can use as a follow-up action after receiving complaints from the guests. (3 × 2) (6)

8.4 List SIX cultural needs for international clients. (6)
[40]

TOTAL SECTION B: 140
GRAND TOTAL: 180

Copyright reserved