higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

CLIENT SERVICE AND HUMAN RELATIONS
NQF LEVEL 2

(11011022)

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13:00–16:00

This question paper consists of 9 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

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CLIENT SERVICE AND HUMAN RELATIONS
NQF LEVEL 2
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. Start each section on a new page.
5. Use only a black or blue pen.
6. Write neatly and legibly.

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QUESTION 1

1.1 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1.1–1.1.6) in the ANSWER BOOK.

1.1.1 Having the name of the company written clearly on a sign outside, is an example of …

A a professional image.
B advertising.
C showing off.
D an unprofessional image.

1.1.2 One of the following is NOT part of personal hygiene:

A Cleanliness
B Body odour
C Fresh breath
D Personal conduct

1.1.3 Personal presentation promotes …

A progress.
B company image.
C performance objectives.
D the mission of the company.

1.1.4 Keeping your clothes clean and ironed is …

A personal grooming.
B dress code.
C appropriate attire.
D maintaining high standards.

1.1.5 A … is a letter from your doctor which tells your manager why you were absent from work.

A death certificate
B leave form
C doctor's certificate
D company certificate

1.1.6 … is not an example of a contagious disease.

A Flu
B Chickenpox
C Measles
D Heart disease

(6 × 1) (6)

1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

1.2.1 As an additional service, car park attendants assist clients with parking their cars.

1.2.2 A client's personal property should NOT be treated with respect.

1.2.3 Employees should be trained to handle luggage correctly.

1.2.4 Operating procedures and safety features should be demonstrated to ensure clients' safety.

1.2.5 If a client has complaints, it is important to ensure that they are satisfied.

(5 × 1) (5)

1.3 Choose a description from COLUMN B that matches an item in COLUMN A. Write only the letter (A–J) next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Hazard	A	happens when your message is clear and there is no misunderstanding
1.3.2	Occupational Health and Safety Act	B	requires a professional approach
1.3.3	Global culture	C	a group of interacting people living in a common location
1.3.4	Effective communication	D	residential address and contact numbers
1.3.5	Place of interest	E	warning clients about dangerous places or places to avoid
1.3.6	Local community	F	anything that is dangerous to people or animals
1.3.7	Personal information	G	states how employers and employees should deal with health and safety at a workplace
1.3.8	Greeting a customer	H	trust or faith in someone/something
1.3.9	Safety awareness	I	one world culture
1.3.10	Beliefs	J	robben Island

(10 × 1) (10)

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1.4 Complete the following sentences by choosing a word or words from the list below. Write only the answer next to the question number (1.4.1–1.4.3) in the ANSWER BOOK.

macro-organisations; good code of conduct; induction

1.4.1 A/An … guides employees and assists them in dealing with the public daily.

1.4.2 ... is explaining current job procedures to new employees.

1.4.3 … refers to large organisations that have different departments.

(3 × 1) (3)

1.5 State and explain THREE factors that employees should consider when introducing themselves to clients. (3 × 2) (6)

[30]

QUESTION 2

2.1 Identify the community groups in the images below:

2.1.1



[Source: *www.google.co.za*]

2.1.2



[Source: *www.google.co.za*]

(2 × 2) (4)

2.2 Describe the differences between each of the communities mentioned in QUESTION 2.1 in terms of the following:

2.2.1 Food

2.2.2 Clothing

(2 × 2) (4)

2.3 Identify the form of greeting in the image below:

2.3.1



[Source: *www.google.co.za*] (2)

2.3.2 Give TWO reasons why people shake hands. (2 × 2) (4)

2.4 Explain what is portrayed in the picture below.

2.4.1



[Source: *www.google.co.za*] (1)

2.4.2 Explain why it is not acceptable to touch people inappropriately in the workplace. (2)

2.4.3 Can this behaviour lead to sexual harassment? (1)

2.4.4 State any FIVE behaviours that can be considered as sexual harassment in the workplace. (5 × 1) (5)

2.4.5 Why is it important to respect other people's space in the workplace? (2)

2.4.6 Give FIVE consequences of what can happen when practice of good conduct is not obeyed. (5 × 1) (5)

[30]

QUESTION 3

Analyse the image below and answer the questions.

3.1 What is your interpretation of the picture below in a time management context?

3.1.1



[Source: *www.google.co.za*] (2)

3.1.2 Name FIVE ways in which an employee can spend more time effectively at work. (5 × 1) (5)

3.1.3 Give FIVE reasons why it is important to have a positive attitude in the workplace. (5 × 1) (5)

3.1.4 Give FIVE reasons why it is important to keep your colleagues informed about work. (5 × 1) (5)

3.1.5 Give FIVE results of positive listening skills. (5 × 1) (5)

3.2 Health and safety are very important in the workplace.

State the health hazard in the picture below:



[Source: *www.google.co.za*] (2)

3.3 State SIX laws about smoking in the workplace. (6 × 1) (6)

[30]

QUESTION 4

4.1 State whether the impairment below is physical or intellectual:



(1)

[Source: *www.google.co.za*]

4.2 State THREE other impairments or nature of disabilities. (3 × 2) (6)

4.3 State THREE immediate causes of impairment stated in QUESTION 4.1. (3 × 2) (6)

4.4 State FOUR ways in which a company can accommodate people with disabilities. (4 × 2) (8)

4.5 Give TWO reasons why it is important to accommodate a person with special needs at a workplace. (2 × 2) (4)

4.6 State FIVE challenges caused by working with people with special needs. (5 × 1) (5)

[30]

QUESTION 5

5.1 State FIVE types of personal information that cannot be given to clients. (5 × 1) (5)

5.2 Explain the importance of welcoming guests correctly at your workplace. (2)

5.3 Analyse the picture below and answer the questions that follow:



[Source: *www.google.co.za*]

5.3.1 What is your interpretation of the picture above in client service? (2)

5.3.2 Why is it important to report complaints to the correct person? (2)

5.3.3 State TWO ways to improve communication with clients. (2 × 1) (2)

5.3.4 Give FOUR reasons why it is important to explain facilities to guests at a hotel. (4 × 1) (4)

5.3.5 Name any TWO services available to guests at a hotel. (2 × 1) (2)

5.3.6 State THREE possible health and safety issues at a hotel. (3 × 1) (3)

5.3.7 Explain the procedure for reporting hazards at a hotel. (2)

5.3.8 Give any THREE rights and responsibilities of people at a workplace. (3 × 2) (6)

[30]

TOTAL: 150

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