higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

CLIENT SERVICE AND HUMAN RELATIONS
NQF LEVEL 3

(11011023)

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This question paper consists of 10 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 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. Start each section on a new page.
5. Use only a black or blue pen.
6. Write neatly and legibly.

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SECTION A

QUESTION 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 (1.1–1.10) in the ANSWER BOOK.

1.1 The first step to follow when a client complains is to …

A focus on the report that is due soon.
B refer the client to the relevant person.
C apologise to the client.
D share the complaint with a colleague.

1.2 An acceptable way of doing things in a specific culture:

A Rituals
B Traditions
C Morals
D Religion

1.3 The main cultural groups in Limpopo:

A VhaTsonga, amaZulu, Basotho
B amaSwati, VhaVenḓa, Bapedi
C Batswana, Afrikaners, amaNdebele
D Bapedi, VhaVenḓa, VhaTsonga

1.4 The top three international tourist groups that visit South Africa.

A Canada, Mexico, and Jamaica
B Nigeria, Ethiopia, and Cameroon
C United States, United Kingdom, and Germany
D Asia, India, and Indonesia

1.5 When the value systems of different cultural groups are in conflict with one another, the solution can be to …

A ignore the other cultural groups views and opinions.
B encourage the other cultural group to move from the community.
C educate the cultural groups that other cultures are different but not inferior to your own.
D limit interaction with the other cultural groups to avoid diversity.

1.6 Muslims celebrate the holiday of …

A Eid al-Fitr.
B Diwali.
C Passover.
D Rosh Hashanah.

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1.7 Cultural differences in the workplace may cause conflict regarding the concept of…

A salaries.
B health and safety.
C time.
D job security.

1.8 Which ONE of the following is not an example of client care for tourists?

A Letting the client wait for service
B Preventing luggage from getting lost
C Ensuring correct bookings
D Delivering food on time

1.9 Two typical dishes eaten by Afrikaners:

A Chapatti and biryani
B Boerewors and salads
C Mopani worms and soup
D Tripe and samp

1.10 Which ONE of the following is not an example of a cultural symbol?

A Flags
B Coat of arms
C Christian cross
D Nike logo

(10 × 1) **[10]**

QUESTION 2

Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (2.1–2.10) in the ANSWER BOOK.

2.1 When you are interacting with people from other cultures you must avoid eye contact.

2.2 The currency used in Eswatini formerlly known as Swaziland is called the lilangeni.

2.3 In Middle Eastern culture Ramadan is a month of fasting usually observed in September.

2.4 A Greek tourist is an example of a neighbouring tourist in South Africa.

2.5 The smallest population in South Africa is black African.

2.6 Snake soup is considered a delicacy in Chinese culture.

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2.7 The head chef of a hotel should stick to one set of menus for local and overseas visitors.

2.8 Zulu men drink umqombothi as their traditional beer.

2.9 Queen Modjadji is known as the rain queen for the amaNdebele people.

2.10 Anticipating clients' needs will impress potential customers.

(10 × 1) **[10]**

QUESTION 3

Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–M) next to the question number (3.1–3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.1	Backup plan one could use if something goes wrong	A	porridge
3.2	Rules of acceptable behaviour in the workplace	B	Guten Tag
3.3	Confidential information in a company	C	revenue
3.4	Building devoted to religious practices	D	contingency
3.5	"Good day" in German	E	follow-up
3.6	The outcome of meeting clients' needs	F	vegetarian
3.7	The action taken after a customer complains about the service	G	etiquette
3.8	Staple food of the Tsonga culture	H	Goeie môre
3.9	A person who only eats food containing vegetables and fruits	I	norms
3.10	Rules or expectations of behaviour and thoughts based on shared beliefs within a specific cultural or social group	J	trade secrets
		K	procedure
		L	vegan
		M	temple

(10 × 1) **[10]**

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QUESTION 4

Choose the correct term from those in brackets and write it next to the question number (4.1–4.10) in the ANSWER BOOK.

4.1 One element of similarity between cultures is (the family norms/the family unit).

4.2 A sari is a dress worn by (Malaysian/Indian) people.

4.3 Customers are more likely to leave a review after a (positive/negative) experience of service at a business.

4.4 (Halaal/Kosher) is food that Jewish people are permitted to eat.

4.5 Muslim staff attend prayer meetings on a (Saturday/Friday) during lunch time.

4.6 (Religious/Traditional) African men eat separately before women.

4.7 The majority of (Indian/brown) people are found in the Western Cape.

4.8 The (German/Egyptian) culture considers it acceptable to arrive up to half an hour late for a business meeting.

4.9 The aim of meeting customer needs and expectations is to (boost business image/manipulate them to spend more money).

4.10 The cultural needs of clients are met by (local business/local festivals).

(10 × 1) **[10]**

QUESTION 5

Complete the following sentences by choosing a word or words from the list below. Write only the answer next to the question number (5.1–5.10) in the ANSWER BOOK.

framework; moral values; 35; itinerary; equality; South Africa; human rights; 45; send children to school; action plan; unfair discrimination; keep children at home; unfair dismissal; Zimbabwe; culture; Labour Relations; Skills development

5.1 … refer to a set of basic and beneficial human decency habits that people should live by.

5.2 Under the right to education, parents have a duty to …

5.3 One of the fundamental values of the Constitution is …, which mandates equal treatment of all South African citizens before the law.

5.4 … and human dignity cannot be separated so that every individual can be valued and respected.

5.5 The … Act deals with aspects and relationships that occur in the workplace between an employer and an employee.

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5.6 Employees should not be permitted to work more than … hours per week.

5.7 NQF stands for National Qualification …

5.8 … is one of the most diverse countries in the world and is called the 'rainbow nation'.

5.9 The Employment Equity Act aims to eliminate the practice of …

5.10 A/An … is a detailed plan outlining the actions needed to reach goals.

(10 × 1) **[10]**

TOTAL SECTION A: 50

SECTION B

QUESTION 6

Morgan is a graduate from a TVET college. He has been appointed to do an internship as a receptionist at a guesthouse. You are the head of the reception department and the manager chose you to be Morgan's mentor throughout his internship.

6.1 Define the term *mentor*. (2)

6.2 Differentiate between *induction* and *introduction*. (2 + 2) (4)

6.3 Explain FOUR aspects of induction that will be covered during the mentoring programme. (4 × 2) (8)

6.4 Give THREE reasons why it is important to familiarise new staff members with the workplace. (3 × 2) (6)

6.5 Explain how the *SMART* goal setting method will help you to reach your goals. (5)

6.6 Name FOUR aspects of life that Morgan should prioritise to achieve a balanced lifestyle. (4)

6.7 Name THREE time-management tools and give ONE disadvantage of each. (3 × 2) (6)

6.8 List FIVE support structures that Morgan can use to achieve his personal goals. (5)

[40]

QUESTION 7

All tourists speak their own language and have their own culture. Each country has its own official language and English is regarded as an international travel language although some tourists may be unable to understand the language. As a tourism and hospitality consultant it is very important to speak international languages and learn about other cultures for easy interaction and to cater for different tourist needs and expectations.

7.1 Complete the following table by writing only the translation of the English words and the name of the language spoken in each country next to the question number (7.1.1–7.1.10) in the ANSWER BOOK.

ENGLISH	COUNTRY	TRANSLATION	LANGUAGE SPOKEN
Good morning	France	(7.1.1) …	(7.1.2) …
Thank you	Portugal	(7.1.3) …	(7.1.4) …
Hello	Japan	(7.1.5) …	(7.1.6) …
Yes	Kenya	(7.1.7) …	(7.1.8) …
Goodbye	Spain	(7.1.9) …	(7.1.10) …

(10 × 1) (10)

7.2 What does each of the following body language gestures mean?

7.2.1 Thumbs up

7.2.2 Shaking head

7.2.3 Folding arms

7.2.4 Smiling

7.2.5 Bowing

(5 × 2) (10)

7.3 Distinguish between the role of eye contact in *Western* and *African* cultures.
(4 + 4) (8)

7.4 Explain FOUR cultural differences in the workplace that can create conflict amongst employees. (4 × 2) (8)

7.5 List FOUR needs of clients from different cultures. (4)
[40]

QUESTION 8

Read the scenario below and answer the questions that follow:

Miss Brandy Zulu is the managing director of Hillview Resort in Durban. She leads a team of four line managers who are responsible for managing the human resources, finance, marketing and food and beverages departments. The human resources manager has two supervisors. One is responsible for recruitment and selection and the other one is responsible for training and development. The marketing department manager has one supervisor who is responsible for market research. The finance department has one accounts supervisor. The food and beverage department has two supervisors. One responsible for beverages and the other one is the head chef. They rely on effective communication in order to stay competitive and relevant in the market.

8.1 Use the information provided to draw the organogram of Hillview Resort. (12)

8.2 Explain each of the following types of clients that the resort should prepare for and give ONE example of each:

8.2.1 Local clients

8.2.2 Domestic clients

8.2.3 Neighbouring clients

8.2.4 International clients

(4 × 2) (8)

8.3 Name and explain each of the following symbols used to illustrate lines of communication:

8.3.1 

8.3.2 

(2 × 2) (4)

8.4 Name and explain THREE procedures to follow when a misunderstanding occurs between a client and a staff member. (3 × 2) (6)

[30]

QUESTION 9

9.1 Read the extract below and answer the questions that follow:



Time is the great equaliser – everybody gets the same twenty-four hours each day. Making productive use of that time can mean the difference between getting things done and scrambling to keep up.

[Source: *https://www.grammarly.com/blog/essential-time-management-skills*]

9.1.1 Explain the concept of a *balanced lifestyle* to show your understanding of the quote. (2)

9.1.2 How will you prioritise activities to help you accomplish your goals? (2)

9.1.3 Explain FOUR techniques that will help you with interruptions and unscheduled tasks so that you meet deadlines. (4)

9.1.4 Explain the term *time management*. (3)

9.2 Give THREE examples of appropriate conduct if an armed robbery occurs in the workplace. (3 × 2) (6)

9.3 List THREE areas that must be secured against unauthorised access in the workplace. (3)

[20]

TOTAL SECTION B: 130
GRAND TOTAL: 180