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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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
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. Use only a black or blue pen.
5. Write neatly and legibly.

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SECTION A

QUESTION 1

Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.1–1.10) in the ANSWER BOOK.

1.1 Social justice is based on the concept of human rights and quality of life.

1.2 It is generally wrong to deny children the opportunity to vote.

1.3 A communal value system is held by and applies to a community, group or society.

1.4 Medical testing is prohibited unless legislation permits or requires such testing.

1.5 A sick leave cycle means a period of 12 months after an employee starts employment.

1.6 Severance pay refers to compensation paid to the employee for working overtime.

1.7 Incapacity simply means a lack of physical, mental or cognitive ability that results in a person's inability to work efficiently.

1.8 Incidents of value conflicts can be minimised by developing awareness of human rights among the people of South Africa.

1.9 The purpose of the Employment Equity Act is to achieve inequality in the workplace.

1.10 The abbreviation, CCMA, stands for Commission of Conciliation, Mediation and Arbitration.

(10 × 1) **[10]**

QUESTION 2

Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–M) next to the question number (2.1–2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
2.1	The practice of having more than one wife	A	Diversity
2.2	Traditional floor length dress worn by Japanese women	B	Kinesics
2.3	Appointments are necessary and should be made as far in advance as possible	C	Heritage
2.4	Telephonic interaction between a client and a travel consultant	D	Apologise
2.5	An example of non-verbal communication using facial expressions, gestures and posture	E	Population
2.6	A guiding set of principles intended to instruct professionals to act in a manner that is honest and beneficial to all stakeholders	F	Code of ethics
2.7	Broad cultural variety or ethnic groups in society	G	Verbal communication
2.8	An acknowledgement of historical artefacts practices and sites preserved	H	Business etiquette
2.9	Food permissible under Islamic law	I	Polygamy
2.10	The first step to consider when a misunderstanding occurs	J	Kimono
		K	Non-verbal communication
		L	Kosher
		M	Halaal

(10 × 1) **[10]**

QUESTION 3

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 (3.1–3.10) in the ANSWER BOOK.

3.1 A … is gained by meeting the legal requirements of a national, provincial or local government.

A partnership
B scholarship
C dealership
D citizenship

3.2 This policy seeks to reverse historical trends of discrimination against those previously disadvantaged groups.

A Legal action
B Prosecution
C Affirmative action
D Demonstration

3.3 The following does not form part of the values contained in the South African Constitution.

A Non-racialism
B Non-alcoholism
C Supremacy
D Human dignity

3.4 An association of employees of a particular industry, which collectively bargain with the employer or employees on matters such as wages.

A Trade union
B TransUnion
C Community association
D Homeowners association

3.5 Information that may be shared with clients in the organisation.

A Confidential information
B Basic information
C Non-confidential information
D Non-disclosable information

3.6 To improve professionalism, employees must be … .

A well trained
B ignorant
C incompetent
D disloyal

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3.7 Customers complain most about standing in the long queues when staff is … .

A quick and attentive
B paying attention
C inefficient
D following-up

3.8 The way in which clients react to good service.

A Tell others about the bad experience
B Leave without causing a scene
C Publish good reviews about the service
D Refuse to pay for products or services

3.9 Which one of the following is not a guideline for effective multi-cultural communication?

A Show respect
B Listen attentively
C Ask questions for clarity
D Pay less attention to cultural meanings

3.10 "Good morning" in the Xhosa language is … .

A Enkosi
B Molo
C Ewe
D Nceda

(10 × 1) **[10]**

QUESTION 4

Complete the following sentence or sentences/paragraph or paragraphs by writing only the missing word or words next to the question number (4.1–4.8) in the ANSWER BOOK.

4.1 South Africans are encouraged to celebrate their culture and the diversity of their beliefs and traditions on the 24th of … every year.

4.2 A process of constructing a message and sending it to the receiver, through a channel, and the receiver sends feedback to the sender, is called …

4.3 … can be prevented if the sender speaks clearly.

4.4 Cape Town is located in the … province.

4.5 In South Africa, the white population is made up of the … and the … groups.

4.6 … and … are Nguni ethnic groups.

4.7 The biggest Hindu celebrations are … or the festival of lights.

4.8 … is the belief that your culture is superior to other cultures.

(10 × 1) **[10]**

TOTAL SECTION A: 40

SECTION B

QUESTION 5

5.1 Read the case study below and answer the questions.

> The Maluju Hotel is a five-star hotel that is very busy, especially during peak seasons. It accommodates both domestic and international tourists. Many of the employees at the hotel are not happy about their conditions of employment. The employees have voiced their complaints, informally, on several occasions, but the employer does not take their demands seriously; now they are planning to embark on a strike. Some of their complaints include having to work extra hours, without compensation; sometimes they do not get a lunch break, and they are often called on to return to work during their annual leave.

5.1.1 Mention the Act that regulates the right to fair labour practices. (2)

5.1.2 List THREE basic guidelines that employees should follow before they can embark on strike and picketing. (3 × 2) (6)

5.1.3 Explain the following terms:

(a) Overtime

(b) Meal interval

(c) Annual leave

(d) Pay on Sundays

(e) Termination of employment

(5 × 2) (10)

5.1.4 Recommend the institution that can help to solve the employees' disputes. (2)

5.2 Explain the following aspects with regard to Kenyan culture.

5.2.1 Official language

5.2.2 Food and drink preference

5.2.3 Religion

5.2.4 Continent

5.3 The tourism and hospitality industries receive different types of clients.

5.3.1 List and explain FOUR types of clients that visit the above-mentioned industries. (4 × 2) (8)

5.3.2 Differentiate between *vertical* and *horizontal* communication with an example for each. (2 × 2) (4)

[40]

QUESTION 6

Client satisfaction is very important in every business. Anticipating clients' needs should be taken seriously, in order to win over most of the potential clients.

6.1 Discuss the FOUR impacts of losing a regular client. (4 × 2) (8)

6.2 Mention the department in a hotel to whom you would refer the following clients' complaints:

6.2.1 The client has been overcharged

6.2.2 The booking has been cancelled

6.2.3 Dirty room with unclean linen

6.2.4 The lights in the hotel room are not working

6.2.5 The food order is delayed

6.2.6 The waitress is rude

(6 × 1) (6)

6.3 Name the type of dish you will serve the following clients in a hotel restaurant:

6.3.1 Rastafarians

6.3.2 Jewish

6.3.3 Christians

(3 × 2) (6)

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6.4 When clients are asked questions, they may respond verbally and non-verbally.

Determine what the following non-verbal responses from clients mean.

6.4.1



6.4.2



6.4.3



6.4.4



(4 × 2) (8)

6.5 Read the scenario below and answer the questions.

Mercy just got a post at the Newlands Travel Agency. She has to start work with immediate effect, without undergoing induction. She is devastated, because she does not know where to start and where to go should she need assistance. On her first day, she wanted to ask a few questions, but her manager did not give her the opportunity; instead, she just gave her the office keys and said to her, 'Good luck and all the best.'

6.5.1 Give TWO suggestions to Mercy's manager, as to why he should encourage new employees to ask questions on their first day. (2 × 2) (4)

6.5.2 Differentiate between the *introduction* and the *induction* of new staff into the organisation by giving two points for each method. (4 × 2) (8)

[40]

QUESTION 7

7.1 In today's world, social media has become of particular interest, especially for the younger generation, because of the global use of technology. An employee can simply post a client or business associate's confidential information and pictures, without the client's consent.

7.1.1 Explain the term *confidential information,* with the aid of TWO examples. (2 × 2) (4)

7.1.2 Give THREE consequences for exposing clients' confidential information. (3 × 2) (6)

7.2 Cultural differences often result in misunderstandings and conflict in the workplace. Communication plays a vital role in a diverse business environment.

7.2.1 Explain FIVE reasons why eye contact is important in a business environment.

7.2.2 Suggest FIVE approaches that you could use to prevent intercultural barriers during communication in the workplace.

(2 × 10) (20)

[30]

QUESTION 8

8.1 Value conflict is common in South Africa, because of the diversity with regard to culture, religion, race, background, lifestyle, etc.; however, we have one government that should be the custodian of the values and principles that should be common to all South Africans.

8.1.1 List FOUR values contained in the South African Constitution and the Bill of Rights. (4 × 2) (8)

8.1.2 Describe the term *human rights.* (3)

8.2 **TIME WASTED MAY NEVER BE REGAINED AGAIN**



8.2.1 Give FOUR time management tools that can be used to manage time effectively. (4)

8.2.2 Describe the concept of a *balanced lifestyle.* (2)

8.2.3 Mention FOUR support structures, in your own life, that you use to maintain a balanced lifestyle. (4)

8.3 Violent situations can happen anywhere, anytime and anyhow.

8.3.1 List THREE possible violent situations that can happen in the workplace.

8.3.2 Give THREE security measures that can be put in place to ensure a high level of safety in the workplace.

8.3.3 List THREE areas that need to be secured against perpetrators in a business.

(3 × 3) (9)

[30]

TOTAL SECTION B: 140
GRAND TOTAL: 180

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