higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

CLIENT SERVICE AND HUMAN RELATIONS
NQF LEVEL 3

6 December 2023

This marking guideline consists of 7 pages.

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SECTION A

QUESTION 1

1.1 C
1.2 B
1.3 D
1.4 C
1.5 C
1.6 A
1.7 C
1.8 A
1.9 B
1.10 D

(10 × 1) **[10]**

QUESTION 2

2.1 False
2.2 True
2.3 True
2.4 False
2.5 False
2.6 True
2.7 False
2.8 True
2.9 True
2.10 True

(10 × 1) **[10]**

QUESTION 3

3.1 D
3.2 G
3.3 J
3.4 M
3.5 B
3.6 C
3.7 E
3.8 A
3.9 L
3.10 I

(10 × 1) **[10]**

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QUESTION 4

4.1 the family unit
4.2 Indian
4.3 negative
4.4 Kosher
4.5 Friday
4.6 Traditional
4.7 Brown
4.8 Egyptian
4.9 boost business image
4.10 Local festivals

(10 × 1) **[10]**

QUESTION 5

5.1 Moral values
5.2 send their children to school
5.3 equality
5.4 Human rights
5.5 Labour Relations
5.6 45
5.7 Framework
5.8 South Africa
5.9 unfair discrimination
5.10 action plan

(10 × 1) **[10]**

TOTAL SECTION A: 50

SECTION B

QUESTION 6

6.1 A mentor is a person who provides guidance to and share experience and knowledge with a junior person about the occupation or workplace.✓✓ (2)

6.2 Induction involves initiation to familiarise a newly appointed candidate to the areas and employment aspects of the workplace.✓✓ Introduction involves being introduced to new people and learning to do a new job.✓✓ (2 + 2) (4)

6.3
- Information on organisational structure, policies and procedures✓✓
- Information on working hours, discipline of work, terms and conditions of the job✓✓
- Introduction to the work stations, training to do the job✓✓
- Handover of uniform and keys✓✓ (4 × 2) (8)

6.4
- It makes the newly appointed employee's life easier because the employee would know who to approach for different reasons.✓✓
- It prevents the employee from getting frustrated by not knowing the company facilities and other logistics expected of him/her.✓✓
- It saves the company costs, including health and safety costs, because the employee can speed up services in the correct manner without any delay.✓✓
- The employee will feel welcome and honoured that the company cares about his/her specific needs.
- Existing employees can easily accommodate and assist the new employee without hesitation.
- Absenteeism can be minimised because the employee will feel comfortable and have a sense of belonging. (Any 3 × 2) (6)

6.5
- The SMART method helps push you further. ✓
- SMART means Specific, measurable, attainable/achievable, realistic, time frame/bound✓ which gives you a sense of direction. ✓
- Helps you to set goals that are specific. ✓
- Helps you to set goals that are realistic and that can be achieved. ✓
- Helps you set timelines for the achievement of the goals. ✓ (Any 5 × 1) (5)

6.6
- Health
- Friends and family
- Career
- Personal growth
- Fun and recreation
- Fitness
- Work/Job (Any 4 × 1) (4)

6.7
- Calendar✓: may be too difficult to carry around✓
- Diary✓: may get lost✓
- Cellphone✓: battery may die or get stolen losing information✓
- Year planner✓: may be too large to be accommodated in the room✓

(Any 3 × 2) (6)

6.8
- Friends
- Family
- Colleagues
- Business contacts (electrician/plumber)
- Pastor (5)

[40]

QUESTION 7

7.1
7.1.1 Bonjour
7.1.2 French
7.1.3 Obrigado
7.1.4 Portuguese
7.1.5 Konnichiwa
7.1.6 Japanese
7.1.7 Ndiyo
7.1.8 Kiswahili
7.1.9 Adios
7.1.10 Spanish

(10 × 1) (10)

7.2
7.2.1 OK/Yes
7.2.2 No/Disagree
7.2.3 Creating distance/Showing no interest
7.2.4 Happy/Pleased
7.2.5 Greeting/Thank you

(5 × 2) (10)

7.3 **Western**

- It is important to maintain eye contact because it shows confidence.✓✓
- It means that you are not hiding anything.✓✓
- Avoidance of eye contact indicates means you cannot be trusted.

African

- Maintenance of eye contact is an indication of disrespect.✓✓
- It means you are not well mannered.✓✓ (Any 4 + 4) (8)

7.4

- Issues around food✓✓
- Issues around time✓✓
- Issues around the position of women✓✓
- Issues around authority✓✓ (4 × 2) (8)

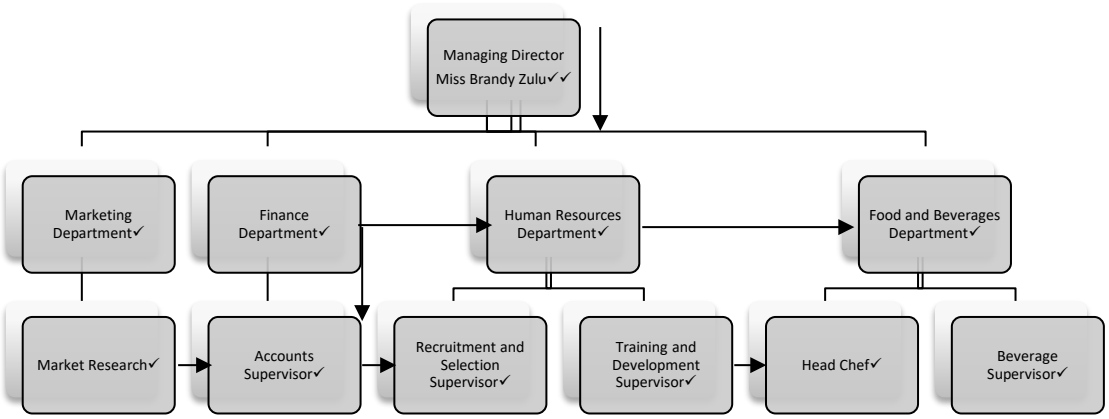
7.5

- Good food
- Friendly service
- Fast service
- Knowledgeable assistance
- Value for money
- Enjoyment and relaxation (Any 4 × 1) (4)

[40]

QUESTION 8

8.1



1 mark for each block
2 marks for managing director and her name (12)

8.2 8.2.1 Clients who come from the same area where the business is situated,✓ e.g. clients in the North-West visiting a lodge in the Northwest✓

8.2.2 Clients who lives in one province but visit business in another province,✓ e.g. clients from the Northern Cape visiting the North-West✓

8.2.3 Clients who come from outside countries sharing a border with South Africa,✓ e.g. clients from Botswana visiting South Africa✓

8.2.4 Clients who come from countries abroad that do not share a border with South Africa,✓ e.g. clients from Argentina visiting South Africa✓

(4 × 2) (8)

8.3 8.3.1 Horizontal communication that occurs between people who are on the same level in the organisation✓✓

8.3.2 Vertical communication that occurs between people who are in different positions, e.g. a message coming from top management down to employees✓✓

(Any relevant 2 × 2) (4)

8.4
- Apologise:✓ Apologise to the client even if the client is at fault.✓
- Explain:✓ Give details about the incident or what led to the situation in a polite manner.✓
- Set things right:✓ Make sure that the issue is sorted – if you cannot help the client, refer him/her to the relevant person.✓ (3 × 2) (6)

[30]

QUESTION 9

9.1 9.1.1 If your lifestyle is balanced, every aspect of your life will be in control. All activities will be taken care of and therefore nothing will be left behind with no frustration.✓✓ (Any relevant answer) (2)

9.1.2 Prioritising can help make decisions about how to use your resources, such as time, effectively.✓✓

OR

Prioritising can help you to decide which of a group of things are the most important so that you can deal with them first.

(Any relevant answer) (2)

9.1.3
- Use an appointment calendar.
- Make and use a to-do list every day.
- Set priorities.
- Determine the best use of time regularly and do such tasks immediately.
- Schedule time for breaks.
- Make time to take care of yourself: sleep, exercise and eat nutritious food to help you stay alert.
- Learn to say no.
- Learn to say later. (Any 4 × 1) (4)

9.1.4 Time management refers to the process of planning✓ and exercising conscious control of the time✓ spent on specific activities in order to increase effectiveness, efficiency and productivity.✓

OR

Time management refers to the act of planning the amount of time✓ you spend on each activity✓. Managing time helps to increase productivity.✓ (Any 3 ×1) (3)

9.2
- You should be careful and never resist the perpetrators.✓✓
- Give the perpetrators what they ask for to save your life.✓✓
- Be still and do not make any sudden movements.✓✓
- If it is safe to do so, press the panic button, call the police/ security/emergency services as they are trained to handle these types of situations. (Any 3 ×2) (6)

9.3
- Staff area
- Client area
- Storage area
- Production area
- Preparation area (3)

[20]

TOTAL SECTION B: 130
GRAND TOTAL: 180

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