higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

CLIENT SERVICES AND HUMAN RELATIONS
NQF LEVEL 3

2 December 2024

This marking guideline consists of 7 pages.

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SECTION A

QUESTION 1

1.1 True
1.2 False
1.3 True
1.4 True
1.5 False
1.6 False
1.7 True
1.8 True
1.9 False
1.10 True

(10 × 1) **[10]**

QUESTION 2

2.1 I
2.2 J
2.3 H
2.4 G
2.5 B
2.6 F
2.7 A
2.8 C
2.9 M
2.10 D

(10 × 1) **[10]**

QUESTION 3

3.1 D
3.2 C
3.3 B
3.4 A
3.5 C
3.6 A
3.7 C
3.8 C
3.9 D
3.10 B

(10 × 1) **[10]**

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QUESTION 4

4.1	September	(1)
4.2	Communication	(1)
4.3	Misunderstanding/miscommunication	(1)
4.4	Western Cape	(1)
4.5	English✓ and Afrikaners✓	(2)
4.6	Amaxhosa/Amazulu/Amandebele/Amaswati✓✓	(2)
4.7	Diwali	(1)
4.8	Ethnocentricity/ethnocentrism	(1)
		[10]

TOTAL SECTION A: 40

SECTION B

QUESTION 5

5.1 5.1.1 The Basic Conditions of Employment Act (2)

5.1.2 Everyone has the right to strike if:

- The dispute has been referred to Bargaining Council or CCMA.
- A certificate that the dispute remains unresolved has been issued.
- 30 days have lapsed since the referral.
- 48 hours written notice of strike is given to the employer or the organisation (Any 3 × 2) (6)

5.1.3

- Overtime – an employer may not require an employee to work overtime, except by agreement, and not more than three hours overtime a day or ten hours overtime per week
- Meal interval –a break of one continuous hour for an employee who works more than 5 hours.
- An agreement in writing may reduce the meal interval to not less than 30 minutes for an employee who works less than 6 hours a day
- Annual leave – 21 consecutive days can be taken by an employee who has been in 12 months of employment with the same employer
- Pay on Sundays – an employer must pay the employee double the employee's hourly wage.
- Termination of employment − a contract can be terminated on notice not less than:
  1 week, if the employee has been employed for 4 weeks or less
  2 weeks, if the employee has been employed for more than 4 weeks to 1 year
  30 days, if the employee has been employed for more than 1 year

(Any 5 × 2) (10)

5.1.4 The Commission of Conciliation, Mediation and Arbitration (CCMA) (2)

5.2 5.2.1 Swahili

5.2.2
- Chapatti – (fried bread served with vegetables or stew)
- Ugali – (mash made of corn maize, served with greens)

5.2.3 Christians/Roman Catholics

5.2.4 Africa

(4 × 2) (8)

5.3 5.3.1
- Local client✓ – a client who comes from the same area where the business is situated,✓ e.g., a client in Mbombela stays at a lodge in one of the national parks in Mpumalanga.
- Domestic client✓ – a client who lives in one province, but visits an establishment in another province,✓ e.g., a client from the Eastern Cape visits the North West province.
- Neighbouring client✓ – a client that comes from a country that shares a border with South Africa,✓ e.g., clients from Mozambique who visit South Africa.
- International client✓ – clients who come from abroad, or countries that do not share a border with South Africa,✓ e.g., clients from Cameroon who visit South Africa. (4 × 2) (8)

5.3.2
- Vertical communication – communication that occurs between staff members of different power levels,✓ when a manager gives instructions to his subordinates.✓
- Horizontal communication – communication that occurs between staff members with the same powers,✓ e.g., employees sharing ideas during a meeting✓ (2 × 2) (4)

[40]

QUESTION 6

6.1
- To ensure that clients return to the business
- The business can close down
- The business can lose income or profit
- The business cannot afford developments or improvement
- High turnover of employees (Any 4 × 2) (8)

6.2 6.2.1 The client has been overcharged – the finance department

6.2.2 The booking has been cancelled – front of house/ reception department

6.2.3 Dirty room with unclean linen – housekeeping department/ reception department

6.2.4 The lights in the hotel room are not working – maintenance department/reception department

6.2.5 The food order is delayed – food and beverage department/ restaurant

6.2.6 The waitress is rude – food and beverage department/restaurant (6 × 1) (6)

6.3 6.3.1 Rastafarians – vegetarian/vegan dishes
6.3.2 Jewish – kosher dishes, no pork dishes, non-alcoholic beverages
6.3.3 Christian members – individual preferences – vegetarian or meat dishes, alcoholic and/or non-alcoholic beverages (3 × 2) (6)

6.4 6.4.1 Meaning 'OK'
6.4.2 Angry or you do not understand/confused
6.4.3 Happy/excited
6.4.4 Not interested
(4 × 2) (8)

6.5 6.5.1
- To assist employees to understand their role in the organisation
- To prevent assumptions that may result in poor performance
- To form healthy interpersonal relationships
- To solve problems
- To save time and increase productivity (2 × 2) (4)

6.5.2 Induction involves giving new employees information about:
- Organisational structure, policies and procedures
- Working hours, discipline of work, terms and conditions of the job

The introduction involves giving new employees information about:
- Informal rules of the organisation and explain who is who in the company
- Calling a sectional meeting, to meet close colleagues

(Any 2 × 4) (8)
[40]

QUESTION 7

7.1 7.1.1 Confidential information refers to information that cannot be shared with anyone,✓✓ e.g., clients' personal information,✓ business management strategies,✓ company trade secrets, recipes, financial records, and employee's personal information (Any 2 × 2) (4)

7.1.2
- Clients' information could be exposed to perpetrators.
- Fraudulent activities may take place.
- It may cause some embarrassment if such information is leaked to social media.
- The client may feel disrespected and undermined. (Any 3 × 2) (6)

7.2 7.2.1

- It shows that you are interested in the conversation.
- It is an indication that you are focused and willing to assist.
- It portrays a sense of confidence and loyalty.
- It shows respect.
- It shows that you are paying attention (5 × 2)

7.2.2

- Be sensitive to and conscious of intercultural differences.
- Be flexible and open-minded when dealing with people of other cultures.
- Examine your own stereotypes and get to know people, for themselves.
- Talk to employees or colleagues to learn about their culture.
- Learn as much as you can about different cultures.
- Talk openly and constructively about the differences you discover.
- Be open-minded and be willing to accept new ideas.
- Remember that different does not mean bad.
- Try to see the world from a perspective, other than your own.

(Any 5 × 2)
(2 × 10) (20)
[30]

QUESTION 8

8.1 8.1.1

- Human dignity, the achievement of equality and the advancement of human rights and freedom.
- Non-racialism and non-sexism.
- Supremacy of the Constitution and the rule of law.
- Universal adult suffrage, a national common voters roll, regular elections and a multi-party system of democratic government, to ensure accountability, responsiveness and openness. (4 × 2) (8)

8.1.2 Human rights refers to the fundamental✓ and basic rights✓ we have as members of the human race.✓

OR

Human rights are standards that recognise and protect the dignity of all human beings. (3)

8.2 8.2.1

- Calendar
- Diary
- Weekly/year planner
- Watch
- Cell phone (Any 4 × 1) (4)

8.2.2 A balanced lifestyle is the ability to maintain a balance between work responsibilities, family commitments, career, leisure activities and other personal commitments. (2)

8.2.3
- Relative
- Lecturer
- Church members
- Business contacts
- Friends
- Colleagues (Any 4 × 1) (4)

8.3 8.3.1
- Bomb threats
- Hijacking situation
- Hostage situation
- Riots and strike
- Armed robbery (Any 3 × 1)

8.3.2
- Install burglar doors
- Hire security personnel
- Install panic buttons
- Install cameras
- Have access control
- Install alarm systems and armed response
- Put fire extinguishers in place (Any 3 × 1)

8.3.3
- Client area
- Production area
- Preparation area
- Staff area
- Storage area (Any 3 × 1)

(3 × 3) (9)
[30]

TOTAL SECTION B: 140
GRAND TOTAL: 180

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