higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

CLIENT SERVICE AND HUMAN RELATIONS
NQF LEVEL 2

15 November 2024

This marking guideline consists of 8 pages.

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QUESTION 1

1.1	1.1.1	A		
	1.1.2	D		
	1.1.3	B		
	1.1.4	A		
	1.1.5	C		
	1.1.6	D		
			(6 × 1)	(6)
1.2	1.2.1	True		
	1.2.2	False		
	1.2.3	True		
	1.2.4	True		
	1.2.5	True		
			(5 × 1)	(5)
1.3	1.3.1	F		
	1.3.2	G		
	1.3.3	I		
	1.3.4	A		
	1.3.5	J		
	1.3.6	C		
	1.3.7	D		
	1.3.8	B		
	1.3.9	E		
	1.3.10	H		
			(10 × 1)	(10)
1.4	1.4.1	good code of conduct		
	1.4.2	Induction		
	1.4.3	Macro-organisations		
			(3 × 1)	(3)

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1.5
- Physical appearance: The employee should always be clean, tidy and well presented, and a name badge should be clearly visible.
- Company image: The employee should reflect a professional image in terms of appearance and actions. They should portray the image intended by the organisation.
- Body language: The employee's body language should correspond with what they are saying. Facial expressions and posture need to give the impression of eagerness and interest.
- Physical gestures: The gestures of the employee should be open and flowing, they should be aware of cultural issues relating to eye contact, shaking hands and giving space.
- Verbal communication: The employee should try to be aware of volume and tone of voice, speed of speech and pronunciation of words.
- Clients' special needs: The employee should be aware of any mobility difficulties or other special needs of clients, and whether they need assistance.
- Clients' potential needs: The employee should give their full attention to approaching clients and consider any additional needs clients may have.

(Any 3 × 2) (6)
[30]

QUESTION 2

2.1 2.1.1 African local community/Bapedi/Amazulu
2.1.2 Western/European community

(2 × 2) (4)

2.2 2.2.1 African local community: Each culture has some type of cooked grain as their staple diet to make porridge. Domestic animals are kept for meat. Vegetables are dependent on natural vegetation. Most African cultures have a traditional type of beer.✓

Western/European community: Most cultures use grain to make bread as their staple diet. Domestic animals are kept and wild animals are hunted, dairy products, grilled meat. Most cultures have traditional cheese, vegetables are dependent on natural vegetation. Most European cultures have a traditional form of wine or beer.✓ (2)

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2.2.2 African local community: Most clothing was made of animal skin, as the climate was generally hot, clothing was minimal, headgear was also worn often to distinguish between tribe members or rituals or celebrations. Nowadays people wear mainly Western clothing, except at special occasions.✓

Western/European community: Animal skins were used to make shoes, hats and thick coats. Most European cultures had an elaborate traditional dress, as the climate was cooler and required more clothing. Most cultures had a traditional type of headgear. Nowadays all cultures wear similar fashions and designs.✓

(2 × 2) (4)

2.3 2.3.1 Western handshake (2)

2.3.2
- To greet and to acknowledge a person
- Formal gesture often used when people do not know each other very well
- Most appropriate form of greeting to use in a business environment (Any 2 × 2) (4)

2.4 2.4.1 Inappropriate touching (1)

2.4.2 It is unprofessional. (2)

2.4.3 Yes (1)

2.4.4
- Verbal sexual harassment
- Nonverbal sexual harassment
- Sexual favouritism
- Victimisation and intimidation
- Unwelcome physical contact of a sexual nature (5 × 1) (5)

2.4.5
- Because nobody likes to have their personal space invaded
- Because of cultural differences space may be required
- Because it makes people uncomfortable (Any 2 × 1) (2)

2.4.6
- You will make your client and colleagues feel uncomfortable.
- Your colleagues and clients might be offended, thinking you do not respect them.
- You might upset your clients, to such an extent that they take the business somewhere else.
- It might cause conflict in your working environment.
- It can lead to misinterpretation of intentions. (5 × 1) (5)

[30]

QUESTION 3

3.1 3.1.1 Running late for work/a special occasion/business meeting (2)

3.1.2
- Arriving on time
- Assessing how you spend your time
- Creating a to-do list
- Prioritising lists/activities
- Scheduling time
- Avoiding procrastination
- Setting expectations with colleagues
- Incorporating breaks into your day (Any 5 × 1) (5)

3.1.3
- You will be friendly towards colleagues and clients.
- You will make sure your work is thorough and well done.
- You will provide excellent service.
- Clients will be happy and do business with you again in future.
- You will gain respect.
- You will be able to interact with other people.
- You will have self-confidence. (Any 5 × 1) (5)

3.1.4
- They will feel comfortable and secure.
- It improves productivity.
- It increases employee engagement.
- It raises employee satisfaction.
- It improves employee productivity.
- It leads to a higher employee retention rate. (Any 5 × 1) (5)

3.1.5
- It enhances communication.
- People enjoy talking to someone who listens.
- It improves your understanding.
- It builds trust and strong relations.
- It helps to resolve conflict.
- It prevents missing important information.
- It helps to build more knowledge.
- It helps to identify problems.
- It helps being innovative and creative. (Any 5 × 1) (5)

3.2 A person smoking in the office (2)

3.3
- Ensure that employees who do not want to be exposed to tobacco in the workplace, are protected.
- Allow employees to smoke without being victimised or treated badly.
- The smoking area must be ventilated.
- Only smoke in designated areas.
- Smokers may have smoke breaks.
- The employer has the right to prohibit smoking in the workplace completely. (6)

[30]

QUESTION 4

4.1 Physical (1)

4.2
- Visual impairment – when a person is blind and cannot see.
- Hearing impairment – when a person cannot hear at all.
- Mobility impairment – (amputation, paraplegia, cerebral palsy, stroke) sometimes a person finds it hard to use their body if it is deformed.

(3 × 2) (6)

4.3
- Some may have existed since birth.
- It could be the result of an accident.
- It can be a virus or injury suffered later in life.
- It can be an injury to the spinal cord.
- It may be the result of polio disease.

(Any 3 × 2) (6)

4.4
- Changing training materials and systems, e.g. providing large-print handouts for a person who is visually impaired
- Adapting facilities to make them accessible, e.g. providing a wheelchair-accessible toilet for persons who use wheelchairs
- Adapting or changing equipment, e.g. providing a headset telephone for a person who has lost the use of a hand
- Re-assigning tasks, e.g. reallocating the job of carrying things around from a person walking with crutches to another co-worker
- Adjusting leave arrangements, allowing a person with a spinal cord injury extra paid sick leave

(Any 4 × 2) (8)

4.5
- Employment Equity bill requires that employers provide reasonable accommodation to enable a person with disabilities to compete with abled employees
- To break down the barriers and to promote understanding
- To give equal opportunities and corresponding respect
- To grow a sense of confidence in the persons with disabilities and cultivate a sense of belonging

(Any 2 × 2) (4)

4.6
- Negative attitude
- Stigmatisation
- Ignorance
- Employer's doubt
- Limited knowledge
- Limited resources
- Lack of emotional and physical support

(Any 5 × 1) (5)

[30]

QUESTION 5

5.1
- Personal contact numbers
- Residential addresses
- Identity numbers
- Banking details
- Family details
- Remuneration details (Any 5 × 1) (5)

5.2 A positive first impression can lead to a loyal customer or repeat business. It can also result in a great working relationship with an employee. (2)

5.3 5.3.1 Unhappy or angry customer/client (2)

5.3.2 Because the complaint will receive immediate attention so that it is resolved quickly (2)

5.3.3
- Listen to customers.
- Find out about the guest's background.
- Find out about special needs that the guests might have.
- Find out about the guest's preferences.
- Find out about the guest's interests.
- Collect feedback regularly.
- Personalise customer communications.
- Develop customer service standards.
- Resolve disputes quickly. (Any 2 × 1) (2)

5.3.4
- You will save a lot of time later for other colleagues who might be called to explain how facilities work.
- You will also prevent guests from damaging the facilities through incorrect use.
- You will avoid embarrassment later on when guests realise they did not know how a facility worked.
- Guests will become aware of and use all the facilities, making their stay more comfortable and enjoyable. (4)

5.3.5
- Air conditioners and heaters
- Television with DStv
- A telephone
- A bathroom with bathtub, shower, basin and toilet
- A minibar
- A kettle and coffee station
- A safe (Any 2 × 1) (2)

5.3.6
- Fires
- Hazardous chemicals
- Slips, trips and falls
- Injury from incorrect manual handling (Any 3 × 1) (3)

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5.3.7 The CEO sets up a health and safety committee with a representative from each department. Once a hazard has been identified, it is reported immediately to the relevant safety representative so that it is rectified as soon as possible to prevent injury or accident. All reports should be followed up, to ensure that action is taken. (2)

5.3.8
- The right to information, e.g. health and safety hazards in the workplace
- The right to participate in health and safety inspections
- The right to comment on legislation and make representations
- The right not to be victimised, e.g. workers cannot be dismissed because they participated in workplace inspection (Any 3 × 2) (6)

[30]

TOTAL: 150

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