higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

CLIENT SERVICE AND HUMAN RELATIONS
NQF LEVEL 2

(11011022)

10 November 2022 (Y-paper)
13:00–16:00

This question paper consists of 12 pages.

207Q1N2210

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TIME: 3 HOURS
MARKS: 150

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 blue or black pen.
6. Write neatly and legibly.

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QUESTION 1

1.1 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 (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 The company … is a design that is used as an official sign to identify the company and its products and services.

A logo
B image
C brochure
D signs

1.1.2 A/An … analysis refers to the process of identifying a person's strengths, weaknesses, opportunities and threats.

A needs
B SWOT
C training
D evaluation

1.1.3 The setting of goals for the future which will enable a person to carry out their jobs more effectively, is known as …

A progress
B achievable goals
C performance objectives
D realistic measures

1.1.4 … objectives are structured towards improving employees' skills and motivating future performance.

A Organizational
B Evaluative
C Career
D Developmental

1.1.5 A diagram that shows the structure of a company, as well as the relationships and relative ranks of its parts.

A Managerial chart
B Organizational chart
C Organic chart
D Employment chart

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1.1.6 A/An … programme refers to the training of a new employee that entails explaining how a company operates and works.

A induction
B learnership
C internship
D development

1.1.7 … service refers to supporting consumers to ensuring that their needs are satisfied.

A Quick
B Business
C Customer
D Slow

1.1.8 A/An … is a formal process that has to be followed when an employee lodges a formal complaint against an employer or another person in the organisation.

A grievance procedure
B employment procedure
C code of conduct
D workplace procedure

1.1.9 Refers to places that holds the assets of a particular group of people, which are passed from one generation to the next.

A Cultural headquarters
B Cultural heritage
C Religious heritage
D Historical headquarters

1.1.10 ... are costs that are added to the basic fee paid for the room when staying at an establishment.

A Reasonable costs
B Included costs
C Maintenance fee
D Room service fee

(10 × 1) (10)

1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

1.2.1 Certain types of intellectual disabilities may not have obvious physical signs, such as depression.

1.2.2 Appointed supervisors and managers should NOT have sufficient experience in their fields to supervise activities and improve safety standards.

1.2.3 Every organisation is obliged to enforce the Occupational Health and Safety Act.

1.2.4 Employees should be aware of any areas which are inaccessible to wheelchairs and inform clients in advance where necessary.

1.2.5 Mobility-related issues deal with money that is brought into the country for the establishment of industries and businesses.

(5 × 1) (5)

1.3 Choose a description from COLUMN B that matches an item in COLUMN A. Write only the letter (A−J) next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Prejudice	A	an assessment that is conducted in order to evaluate a candidate's interests, attitudes, personality and mental ability
1.3.2	Harassment	B	a physical disability that affects a person's mobility
1.3.3	Psychometric testing	C	certainty in relation to the affairs of the country
1.3.4	EEA	D	a person who oversees or controls the actions or work of another person
1.3.5	Political stability	E	a factor that provides motivation for an employee to improve their performance
1.3.6	Paraplegia	F	preconceived opinion that is not based on reason or actual experience
1.3.7	Subordinate	G	a person, working in a company, who is not aware of the roles and responsibilities of different departments and therefore cannot answer the customers' questions
1.3.8	Supervisor	H	aspires to create a diverse workforce, which is largely representative of the South African population
1.3.9	Ignorant employee	I	a person who works under another's supervision or has a lower ranking in a company
1.3.10	Incentive	J	torment, by subjecting someone to interference or intimidation

(10 × 1) (10)

1.4 Complete the following sentences by choosing the word or words in the list below. Write only the answer next to the question number (1.4.1 – 1.4.5) in the ANSWER BOOK.

carbon dioxide fire extinguisher; reasonable accommodation; water fire extinguisher; ethical diversity; premiums; long-term objective

1.4.1 … is when different opinions and ways of doing things are based on factors such as culture, religion, age and sex.

1.4.2 A payment made to an insurance company to cover the cost of insurance is known as …

1.4.3 … is something you want to accomplish in the future, and which require time and planning.

1.4.4 ... refers to making a small adjustment in the workplace to assist those with a disability to perform their tasks more easily.

1.4.5 … extinguishes fire by removing oxygen from the fire.

(5 × 1) (5)

[30]

QUESTION 2

2.1 Define the term *disability*. (2)

2.2 Identify the disability represented in the image below: (2)



[www.google.co.za]

2.3 Name FIVE physical implications associated with the above disability. (5)

2.4 Induction is the process of introducing new employees to the company culture and processes.

State THREE reasons why it is important to induct new employees at a workplace. (3 × 2) (6)

2.5 Explain the purposes of the following induction methods:

2.5.1 Guided tour of the organisation, with introductions to various employees

2.5.2 Comprehensive introduction to the position and detailed job description

2.5.3 Team building and social gatherings

(3 × 2) (6)

2.6 Outline FOUR duties of a job coach. (4)

2.7 Suggest FIVE characteristics that an employee with a positive attitude should demonstrate. (5)

[30]

QUESTION 3

3.1 Explain the activity taking place in the image below.

3.1.1



(2)

[www.google.co.za]

3.1.2 Suggest any TWO reasons for assisting clients with their luggage in a hotel. (2 × 2) (4)

3.1.3 Explain TWO ways in which you would safeguard the client's luggage in a hotel. (2 × 2) (4)

3.1.4 State THREE reasons for explaining the amenities in a hotel room to a client. (3)

3.1.5 Suggest SEVEN examples of body language that facilitate positive communication. (7)

3.2 In the unlikely event of a client injuring himself or herself, immediate action needs to be taken.

Describe any THREE immediate safety procedures to be taken in order to protect the employee, the organisation and the client in the the workplace.

(3 × 2) (6)

3.3 What do you see in the image below? (2)



[www.google.co.za]

3.4 Explain why this type of behaviour is regarded as inappropriate in a work environment? (2)

[30]

QUESTION 4

4.1 South Africa has SEVEN World Heritage Sites:

4.1.1 List the SEVEN World Heritage Sites found in South Africa. (7)

4.1.2 Classify the above-mentioned World Heritage Sites into the following categories: cultural heritage site, natural heritage site and mixed heritage site.

(7 × 1) (7)

4.2 Identify the cultural groups represented in the images below:

4.2.1



[www.google.co.za]

4.2.2



[www.google.co.za]

4.2.3



[www.google.co.za]

4.2.4



[www.google.co.za]

4.2.5



[www.google.co.za]

4.2.2



[www.google.co.za]

(6 × 1) (6)

4.3 Indicate the provinces where the following cultures are found:

4.3.1 Culture 4.2.1

4.3.2 Culture 4.2.2

4.3.3 Culture 4.2.3

4.3.4 Culture 4.2.6

(4 × 1) (4)

4.4 A group of cultural tourists from Europe will be visiting South Africa in December. Upon their arrival, they wish to be welcomed and accompanied by a tour guide.

List SIX factors the tour guide should consider when introducing him- or herself to clients. (6)

[30]

QUESTION 5

5.1 Identify the type of workplace hazard that is represented in the image below:

5.1.1



(2)

[www.google.co.za]

5.1.2 Indicate the cause of the above-mentioned workplace hazard. (2)

5.1.3 Explain why it is important to respect other people's space in a work environment when using the above solution. (4 × 1) (4)

5.1.4 Explain the importance of dealing with workplace accidents immediately. (2)

5.2 Describe FOUR advantages of positive listening skills when interacting with clients. (4)

5.3 Explain any SIX ways to deal with unexpected guests that visit the organisation. (12)

(6 × 2)

5.4 Name FOUR examples of a physical disability. (4)

[30]

TOTAL: 150

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