higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

CLIENT SERVICE AND HUMAN RELATIONS
NQF LEVEL 2

(11011022)

21 November 2023 (Y-paper)
13:00–16:00

This question paper consists of 11 pages.

189Q1N2321

Copyright reserved

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
CLIENT SERVICE AND HUMAN RELATIONS
NQF LEVEL 2
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. Use only a blue or black pen.
5. Write neatly and legibly.

Copyright reserved

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 … relates to how an employee presents himself/herself to the public.

A A professional image
B Dress code
C Self-respect
D The corporate environment

1.1.2 … outline(s) the responsibilities of both employees and employers.

A Disciplinary action
B Company policies
C Personal factors
D Skills development

1.1.3 Altering the timing of an event or meeting is known as …

A cancelling.
B delaying.
C rescheduling.
D planning.

1.1.4 It is called … when employees are aware of services and facilities available to customers.

A code of conduct
B professional conduct
C service delivery
D product knowledge

1.1.5 … can be easily generated when the company promotes its services and facilities.

A Additional income
B Incentives
C Customer service
D Benefits

1.1.6 … is/are developed when employees get to know their colleagues in other departments.

A Interrelationships
B Workmanship
C Colleagueships
D Partnerships

Copyright reserved

1.1.7 The diagram that shows the structure of an organisation and the relationships between different departments and jobs is known as a/an …

A mind map.
B dendrogram.
C pyramid.
D organogram.

1.1.8 A/An … is a condition of the body or mind that makes it difficult for a person with the condition to do certain activities.

A virus
B disability
C contagious disease
D infection

1.1.9 … objectives refer to setting goals for the future that will enable a person to carry out his/her job more effectively.

A Cognitive
B Affective
C Behavioural
D Performance

1.1.10 … is the process of welcoming newly recruited employees and supporting them to adjust to their new roles.

A Mentoring
B Welcoming
C Induction
D Motivation

(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 Hair should always be clean, tidy and well-groomed.

1.2.2 Resources refer to equipment, employees, raw materials and time.

1.2.3 Any employee can make changes or update policies.

1.2.4 Goals need to be sorted and separated into short-term and long-term objectives.

1.2.5 Self-assessment should be carried out every three years to ensure employees are on track.

(5 × 1) (5)

Copyright reserved

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	Workplace	A	concerned with the protection and welfare of employees
1.3.2	Evacuation	B	various beliefs, behaviour, languages, practices and expressions considered unique to the members of specific ethnicities
1.3.3	Occupational health and safety	C	people who work together
1.3.4	Additional services	D	a site where various duties are performed
1.3.5	Cultural differences	E	a measurement of how happy customers are with a company's products or services
1.3.6	Colleagues	F	tasks associated with a person's job description
1.3.7	Client satisfaction	G	customary code of polite behaviour among employees at a workplace
1.3.8	Etiquette	H	the real priorities a person has in life
1.3.9	Personal values	I	an offer to the customer by the supplier for payment of assistance that was not a requirement
1.3.10	Rights and responsibilities	J	the removal of people or things from a dangerous area

(10 × 1) (10)

1.4 Complete each of the following sentences by choosing an option from the list below. Write only the answer next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

greeting; place of interest; facilities; company policies; personal information

1.4.1 ... is information that identifies a person.

1.4.2 Buildings, equipment and services that are provided for a particular purpose are known as …

1.4.3 Guidelines that help employers deal with the health, safety and accountability of employees, are known as …

1.4.4 A … is a polite word or gesture of welcome or a salutation.

1.4.5 A … refers to a site that people visit for pleasure usually when they are on holiday.

(5 × 1) (5)

[30]

QUESTION 2

2.1 Study the image below and answer the questions:



[Source*: www.google.co.za*]

2.1.1 State the problem in the picture above.

2.1.2 State what managers can do to avoid the problem you mentioned in QUESTION 2.1.1.

2.1.3 Explain what junior employees can do when they encounter the type of problematic circumstances in the workplace that you mentioned in QUESTION 2.1.1.

(3 × 2) (6)

2.2 Answer the following questions with regard to the image below:



[Source: *www.google.co.za*]

2.2.1 Name the job represented in the picture. (1)

2.2.2 Name FOUR requirements of a person in the job represented above. (4)

2.2.3 Does the person in the picture need skills development? Give a reason for the answer. (1 + 2) (3)

2.2.4 State the role of management when they identify that an employee needs skills development. (2)

2.2.5 State TWO ways in which employees can measure their progress in the workplace. (2)

2.3 Read the scenario below and answer the questions:

A group of employees from a TVET college had to attend a career development training programme. It was scheduled to take place on 21 April 2022, but due to unforeseen circumstances the training could not continue as planned.

2.3.1 Describe the process to follow when rescheduling an activity. (4)

2.3.2 Give FOUR reasons why an activity may have to be rescheduled.

(4 × 2) (8)

[30]

QUESTION 3

3.1 Choose a disability from the following list to match each explanation given below.

physical disability; intellectual disability; sensory disability

3.1.1 Reduced capacity to learn tasks or process information. It also includes difficulties in reading, problem-solving and intuition.

3.1.2 A person's senses are affected such as sight, hearing, smell, touch, taste and awareness.

3.1.3 A person's mobility is affected. This includes paraplegia, cerebral palsy and polio.

(3 × 2) (6)

3.2 State SIX immediate causes of a physical disability. (6)

3.3 Name TWO social challenges of a person with disabilities. (2 × 2) (4)

3.4 Differentiate between the following:

3.4.1 Harassment

3.4.2 Equipment modification

(2 × 2) (4)

3.5 State FOUR requirements of legislation relating to people with disabilities at a workplace. (4 × 2) (8)

3.6 Name TWO effects of poor listening skills. (2)

[30]

QUESTION 4

4.1 Choose an attraction from the following list that matches each place of interest below:

religious attraction; cultural attraction; natural attraction; historical attraction

4.1.1



[Source*: www.google.co.za*]

4.1.2



[Source: *www.google.co.za*]

4.1.3



[Source: *www.google.co.za*]

4.1.4



[Source: *www.google.co.za*]

(4 × 2) (8)

4.2 Read the case study below and answer the questions:

SOCIAL AND CULTURAL LIFE



The Pedi lived in huts, that were round in shape and known as rondawels. Rondawels were made out of clay mixed with 'boloko' (cow dung) in order to strengthen it. The roofing of the rondawels was made from a particular long, strong type of grass called 'loala'. They would pack the grass in bangles and roof the houses.

Traditional Pedi food consisted of thophi (a meal which is made from maize mixed with a fruit called lerotse), morogo wa dikgopana (spinach cooked and given a round shape and left to dry in the sun).

Bogobe ba mabele, samp and maswi (milk), masonja (mopane worms) were also eaten as well as vegetables and fruits like milo and machilo. In the Pedi culture the chief would wear clothes made of wild animal skin such as leopard and lion to show leadership and he was from the ruling house (moshate).

Ordinary people wore clothes made out of domestic animal skin such as goats, sheep and cows. However, the Pedi have changed their mode of dressing because of the present trends in fashion. There are many spoken dialects of Sepedi but only one written language.

[Source*: www.google.co.za*]

4.2.1 Give the language spoken in this cultural village. (1)

4.2.2 Name FIVE types of traditional food eaten in this culture. (5)

4.2.3 State the difference in clothing attire worn by ordinary people and by the chief. (2 × 2) (4)

4.3 State and explain SIX steps to follow when an employee is introducing himself/herself to a client. (6 × 2) (12)

[30]

QUESTION 5

5.1 Name FIVE additional services that are available to clients at a hotel. (5)

5.2 Give THREE reasons why it is important to greet clients by their names. (3 × 2) (6)

5.3 Give THREE reasons why it is important to explain facilities in the room to guests. (3 × 2) (6)

5.4 State FIVE responsibilities of employees to ensure the well-being of other employees. (5)

5.5 Answer the questions below regarding the following picture:



[Source*: www.google.co.za*]

5.5.1 What can be seen in the above picture? (1)

5.5.2 State SEVEN procedures to be followed when dealing with the type of emergency shown in the above picture. (7)

[30]

TOTAL: 150

Copyright reserved