higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

CLIENT SERVICE AND HUMAN RELATIONS
NQF LEVEL 3

(11011023)

4 November 2022 (X-paper)
09:00–12:00

This question paper consists of 11 pages.

045Q1N2204

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TIME: 3 HOURS
MARKS: 180

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 question on anew page.
5. Use only a blue or black pen.
6. Write neatly and legibly.

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SECTION A

QUESTION 1

Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.1–1.10) in the ANSWER BOOK.

1.1 In the United States, rubber means a contraceptive device.

1.2 Kenyatta day is a special Kenyan day celebrated on 20 October.

1.3 Décor can also be used as a form of non-verbal communication.

1.4 Flughafen is a German word meaning airport in English.

1.5 The acronym EEA stands for Employment Empowerment Act.

1.6 The Americans use the euro as currency.

1.7 Time management is about losing control and direction of your life.

1.8 Skill is the ability to perform a task inconsistently over a period of time.

1.9 Social injustice means that everyone in the society must be treated fairly.

1.10 Parkinson's law states that work tends to adjust to the time allocated to it.

(10 × 1) **[10]**

QUESTION 2

Choose an item or word from COLUMN B that matches a description in COLUMN A. Write only the letter (A–L) next to the question number (2.1–2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
2.1	Information that should never be revealed	A	pubescent
2.2	The red crescent that represents emergency medical services	B	courting
2.3	Someone who changes what one person says into the language of another person	C	etiquette
2.4	To make sure that the problem was handled well	D	Passover
2.5	Method to satisfy irate client	E	word of mouth
2.6	Religious day celebrated by Jews	F	confidential
2.7	Having reached puberty	G	apologise
2.8	Oral communication	H	follow-up
2.9	Rules of acceptable behaviour	I	cultural symbol
2.10	Trying to win someone's love in order to marry them	J	Christmas
		K	polygamy
		L	interpreter

(10 × 1) **[10]**

QUESTION 3

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 (3.1–3.10) in the ANSWER BOOK.

3.1 A participatory member of a political community is a …

A citizen
B politician
C voter
D communitarian

3.2 Which of the following does not form part of pillars of democracy?

A Minority rule
B Sovereignty of the people
C Constitutional limits on government
D Due process of the law

3.3 SMART stands for:

A Specific Measurable Attainable Realistic Timeframe
B Special Medium Attainable Reliable Timeframe
C Specific Mediate Achievable Reliable Timeframe
D Specific Medium Attainable Realistic Timeframe

3.4 Citizens of one country living in a foreign country are known as:

A Citizens
B Aliens
C Intruders
D Residents

3.5 A medical certificate must be issued and signed by the medical practitioner to authorise extension of leave.

A Sick leave
B Proof of incapacity
C Maternity leave
D Family responsibility leave

3.6 A client from Botswana visiting South Africa.

A Local
B International
C Domestic
D Neighbouring

3.7 Currency used in Portugal.

A Loti
B Euro
C Rand
D Pula

3.8 The traditional way of greeting in isiXhosa.

A Molweni
B Avuxeni
C Sanibonani
D Dumelang

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3.9 Ensures that males and females are treated equally in the workplace.

A Employment Equity Act
B Labour Relations Act
C Legislation
D Basic Conditions of Employment Act

3.10 The aim of Skills Development Act is to:

A Ensure that employees get salary increase
B Develop skills of the workforce
C Employ those who are well skilled
D Penalise the underqualified workforce

(10 × 1) **[10]**

QUESTION 4

Give ONE word or term from the list below for each of the following descriptions and write it next to the question number (4.1–4.10) in the ANSWER BOOK.

important activities; government; reject; urgent activities; SMART; interruptions; Occupational Health and Safety Act; Parkinson's law; annual leave; sick leave; Bill of Rights; discrimination; Employment Equity Act

4.1 … are rights formulated to promote democracy in South Africa.

4.2 ... aims to ensure the implementation of affirmative action.

4.3 All South Africans should …violence.

4.4 People should not question the decisions of the …

4.5 … provides protection at work against hazards arising out of activities of employees in the workplace.

4.6 It is important to be … when setting goals.

4.7 … commonly cause delays and low productivity.

4.8 … states that work tends to adjust to the time available or allocated for it.

4.9 … cycle means that the period of 12 months' employment with the same employer has passed.

4.10 Activities that require your immediate attention are known as …

(10 × 1) **[10]**

TOTAL SECTION A: 40

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SECTION B

QUESTION 5

Gestures are used in all cultures, but their meaning is not the same.

5.1 Explain the meaning of the following gestures in the African culture:

5.1.1 Thumbs up

5.1.2 Nodding head

5.1.3 Looking in the eyes when talking to the elder person

(3 × 2) (6)

Analyse the picture and read the quote below, then answer the questions.



As far as possible, one should try to satisfy the client's different needs in order to make tourists' experiences memorable.

5.2 Analyse the above picture and statement and explain how companies can satisfy the needs of their tourist clients. (4)

5.3 State FIVE basic needs of clients/tourists that need to be satisfied during their visit. (5)

5.4 List and explain FOUR types of tourists and give ONE example of each.

(3 × 4) (12)

5.5 Give any FIVE international groups that like to visit South Africa for a happy experience. (5)

5.6 Tourists often speak foreign languages. If there is no interaction with them, they will not feel welcome.

Explain how you would interact with tourists who do not speak your language. (2 × 2) (4)

5.7 Give any FOUR languages spoken by foreign tourists. (4)
[40]

QUESTION 6

6.1 Look at the picture and then answer the questions.

COVID-19 TOOK A MAJOR TOLL ON HUMAN RIGHTS



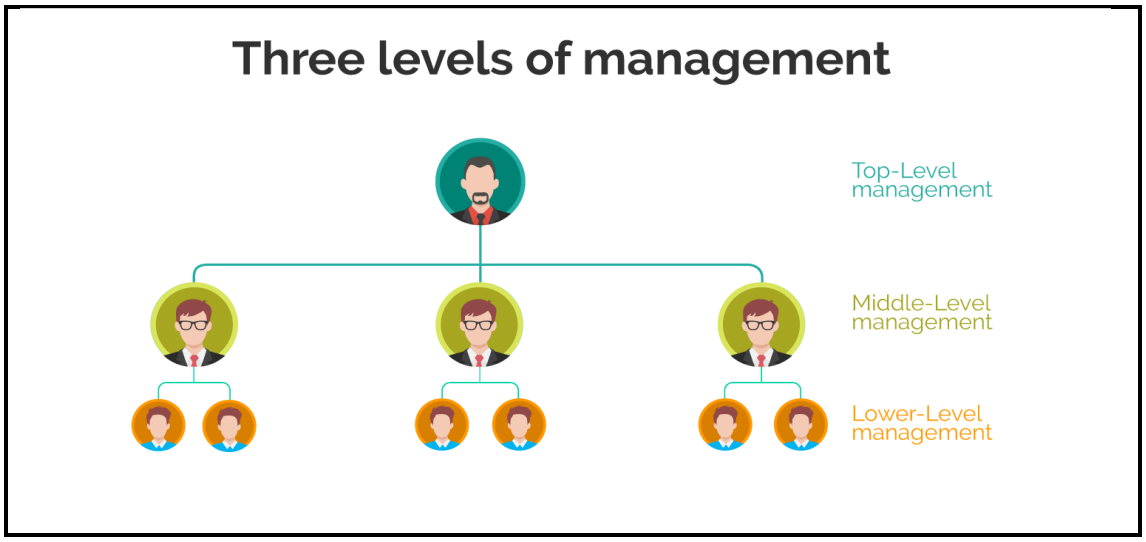
6.1 'COVID-19 took a major toll on human rights.'

Do you agree with the statement about COVID-19 above? Substantiate your answer. (3)

6.2 Give THREE examples of human rights that were severely affected at the start of the COVID-19 pandemic. (3)

6.3 List any TWO values contained in the South African Constitution. (2 × 2) (4)

6.4 Study the following illustrations and answer the questions.



6.4.1 Identify the communication process that occurs between top management and middle management and management on the same level. (4)

6.4.2 Explain TWO negative consequences of poor communication in a business. (4)

6.4.3 Analyse the above organogram and explain the role/function of each level of management. (6)

6.5 Explain the procedure to follow when dealing with a misunderstanding. (2 × 3) (6)

[30]

QUESTION 7

Cultural interaction is often characterised by stereotyping and prejudice, which prevent us from seeing things objectively.

7.1 Define the following terms:

7.1.1 Culture

7.1.2 Stereotyping

7.1.3 Prejudice

7.1.4 Diversity

7.1.5 Traditions

(5 × 2) (10)

7.2 Recommend FOUR guidelines to eliminate conflict arising from cultural differences. (4 × 2) (8)

7.3 Explain the following areas found in the hospitality and tourism industry:

7.3.1 Staff area

7.3.2 Production area

7.3.3 Preparation area

(3 × 2) (6)

7.4 Most people cannot survive on their own; they need constant guidance, encouragement, and support from their support structures.

List FOUR support structures in your own life and indicate the kind of support that you need from them. (4 × 2) (8)

7.5 Discuss the meaning of the following terminology:

7.5.1 Affirmative action

7.5.2 Human dignity

7.5.3 Value system

(3 × 2) (6)

7.6 Write out the acronym CCMA in full. (2)

[40]

QUESTION 8

English people are a bit less conservative, and children sometimes call their parents by their first names. There is more equality between genders among English couples.

8.1 Give any TWO examples of what is considered bad manners in the English culture. (2 × 2) (4)

8.2 In the Western culture, eye contact is very important.

Explain the meaning of the above-mentioned statement by giving examples. (2 × 2) (4)

8.3 List any TWO foods that are preferred by English people. (2)

8.4 Most Westerners do not like having their personal space invaded.

Analyse and support the statement above. (2)

8.5 Study the scenario below and answer the questions.

> Maureen is a student at the University of Limpopo. She is also an employee in one of the local restaurants in the city. She juggles work and school in order to earn a living for her family and to pay her school fees. She recently received a warning at work because of poor service delivery and late coming. Moreover, her studies are suffering as she is underperforming in most of her modules.

8.5.1 Suggest FOUR tools that Maureen can use to manage her time effectively. (4)

8.5.2 List and explain THREE considerations when choosing time management tools. (3 × 2) (6)

8.5.3 From the case study, it is clear that Maureen is struggling financially.

Recommend TWO financial aids that can assist her in pursuing her studies and taking care of her family. (2 × 2) (4)

8.5.4 Give the Act that addresses the skills of the South African workforce. (2)

8.6 List TWO types of leave that are found in the South African workplace. (2)

[30]

TOTAL SECTION B: 140
GRAND TOTAL: 180

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