higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

CLIENT SERVICE AND HUMAN RELATIONS
NQF LEVEL 4

(11011024)

10 November 2022 (X-paper)
09:00–12:00

This question paper consists of 10 pages.

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TIME: 3 HOURS
MARKS: 200

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 black or blue pen.
5. 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 body's natural defence against chocking is …

A sneezing.
B vomiting.
C wheezing.
D coughing.

1.1.2 The nervous system disorder that is characterised by convulsions, is ...

A fainting.
B epilepsy.
C hernia.
D diabetes.

1.1.3 … is an example of interpersonal skills.

A Listening
B Learning
C Planning
D Delegating

1.1.4 … is the ability to share and understand the feelings of a client.

A Sympathy
B Responsibility
C Empathy
D Apathy

1.1.5 The … analysis is a useful tool to determine strengths and weaknesses of employees.

A SMART
B SWIFT
C SWAT
D SWOT

1.1.6 The combination of rescue breathing and chest compression is called cardio … resuscitation.

A respiratory
B vascular
C pulmonary
D muscular

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1.1.7 A/an … is a list of activities clients will do once they reach their holiday destination.

A timetable
B schedule
C itinerary
D program

1.1.8 … is the action or business of promoting and selling products and its features.

A Business promotion
B Advertising
C Sales promotion
D Marketing

1.1.9 A client who demands a refund should be referred to the … manager.

A beverage
B accounts
C events
D purchasing

1.1.10 Employees should be polite and friendly to maintain a … relationship.

A professional
B operational
C organisational
D functional

(10 × 1) (10)

1.2 Albert works at the Ocean Breeze hotel. He has just completed a Level 1 first-aid course and is very excited to share what he has learnt with his colleagues.

Provide the following information regarding second-degree burns to be placed in a brochure that would be presented to kitchen staff:

1.2.1 Definition of second-degree burns (2)

1.2.2 THREE symptoms (3)

1.2.3 THREE causes (3)

1.2.4 FIVE actions to avoid when treating second-degree burns (5)

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1.3 Copy and complete the following table in the ANSWER BOOK filling in the difference between lacerations and fractures:

	LACERATIONS		FRACTURES	
Common causes	1.3.1	(2)	1.3.2	(2)
Treatment	1.3.3	(3)	1.3.4	(3)

(10)

1.4 Give TWO reasons why it is important to identify hazards in the workplace. (2)

1.5 The staff at the Ocean Breeze Hotel check all the elements on the clients itinerary prior to their arrival.

Explain the importance of the above practice to ensure the best service levels. (5)

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QUESTION 2

2.1 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (2.1.1–2.1.10) in the ANSWER BOOK.

2.1.1 All registered service providers of first-aid programmes in South Africa should be certified in terms of the Occupational Health and Safety Act of 1993.

2.1.2 Emergency responses should be investigated after an accident to determine whether appropriate actions were taken.

2.1.3 The act of breathing for a person who is not breathing is called 'log roll method'.

2.1.4 It is not acceptable to ask a client if there is anything else you can do to assist him/her after rendering a service.

2.1.5 Early arrival is an example of a special request made by guests.

2.1.6 When a client enquires about something that relates to another department, take him/her through to the relevant department.

2.1.7 It is not important to stress the benefits of the product because clients do not buy the benefits but the product.

2.1.8 Never lose your temper in a professional relationship.

2.1.9 Fear of speaking up is an example of internal constraint.

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2.1.10 Employees should not be allowed to specify the type of training they need or give inputs on how their training needs should be met.
(10 × 1) (10)

2.2 Give ONE reason for each of the following statements:

2.2.1 Wear a mouthpiece when performing CPR.

2.2.2 Ensure that the airway is open before performing CPR.

2.2.3 Wounds should be washed and bandaged.

2.2.4 Handle fractures with care.

2.2.5 A dry dressing may be applied when treating minor burns.
(5 × 1) (5)

2.3 Albert the first aider at Ocean Breeze hotel had to assist a guest suffering from shock after a fall.

2.3.1 List ONE symptom of a shock. (1)

2.3.2 Describe FIVE steps that he must be follow when treating the guest. (5)

2.4 Give FIVE reasons why it is important that the vital information on a patient's condition must be accurately and clearly communicated. (5)

2.5 The Ocean Breeze Hotel offers a wide range of guest services and facilities.

2.5.1 Name the FOUR ways to promote the products and services offered by the hotel. (4)

2.5.2 Explain the importance of promoting the products and services offered by the hotel. (3)

2.5.3 Recommend SEVEN products and services that international tourists can enjoy when they visit the tourism and hospitality industry in South Africa. (7)

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QUESTION 3

3.1 Give the term/s for each of the following descriptions:

3.1.1 The state in which a person is unable to respond to people and activities and appears to be asleep.

3.1.2 Routinely monitored by a first aider in an emergency situation to check essential body functions.

3.1.3 The first 60 minutes in an emergency situation.

3.1.4 A rhythmical throbbing of the arteries as blood is pushed through, which is felt in the wrists.

3.1.5 The way a person is placed to keep the airway open and to prevent vomit or other liquids from choking the person when he/she is unconscious.

(5 × 1) (5)

3.2 Read the case study below and answer the questions that follow:

Hector and his wife Thuli were pleased with the food and service at Dine & Enjoy Hotel on their first visit. However, on their second visit they waited for 20 minutes before they were attended to. When the waiter came to take their orders, they told him that they have been waiting for a long time. Without listening, the waiter interrupted and asked: 'What can I get for you then?'

The couple ordered drinks that were brought promptly but the food they ordered after that, was served an hour later. It was cold and looked as though it was prepared quite a while before it was served. Thuli complained and the response was that it was not cold when it was brought to their table. Hector called for the manager who came half an hour later. He was defensive and said there was nothing he could do as they were experiencing load shedding.

3.2 State SEVEN points on how the complaint should have been handled by the manager to satisfy Hector and his wife. (7)

3.3 The waiter and the manager did not interact with the couple in a friendly and courteous manner.

3.3.1 State SIX areas in which the manager and the waiter should improve when interacting with clients. (6)

3.3.2 Motivate each area mentioned in QUESTION 3.3.1 by giving an example from the case study. (6)

3.4 State SEVEN key active listening techniques that the waiter should learn to become an active listener. (7)

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3.5 Give FIVE reasons why it is important to maintain a professional relationship with external clients. (5)

3.6 Name FOUR types of surveys that the manager can use to obtain feedback from Hector and Thuli and other clients. (4)
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QUESTION 4

4.1 Choose an item from COLUMN B that matches a description in COLUMN A. Write only the letter (A–F) next to the question number (4.1.1–4.1.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
4.1.1	The force that drives workers to perform even better	A	action plan
4.1.2	Educational activities within a company created to enhance the knowledge and skills of employees	B	coaching
4.1.3	A list of steps that must be taken to achieve a specific goal	C	motivation
4.1.4	The process of sharing experience and learning advice with those who have less experience in the job	D	counselling
4.1.5	The process of providing training and guidance to help develop the individuals' skills and performance in a job	E	mentoring
		F	training and development

(5 × 1) (5)

4.2 Give the possible meanings of the following gestures used in South Africa:

4.2.1 Nodding your head up and down slowly. (2)

4.2.2 Shaking your head from left to right. (3)

4.2.3 Finger drumming (2)

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4.3 Copy and complete the following table in the ANSWER BOOK. Sort the needs given below into the correct column, according to Maslow's hierarchy of needs.

balanced meals; success; clean water; fresh air; relationships; rest; feeling of accomplishment; shelter; safety and security; warmth

4.3.1 **PHYSIOLOGICAL NEEDS**	4.3.2 **PSYCHOLOGICAL NEEDS**
(6)	(4)

(10)

4.4 All employees should always be aware of the policies and procedures of the company when assisting clients with information.

State EIGHT types of information that staff should not disclose to clients. (8)

4.5 Define *communication*. (3)

4.6 Name FIVE types of body language that can influence communication with clients at Dine & Enjoy hotel. (5)

4.7 Name TWO communication methods that is used to convey messages to clients. (2)

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QUESTION 5

5.1 Explain the purpose of an action plan. (5)

5.2 Study the job advert below and answer the questions that follow:

Job Advert
Hotel receptionist required for the Dine & Enjoy Hotel
The successful candidate must have excellent customer service and organisational skills

5.2.1 Describe FIVE skills that is required for the above job. (5)

5.3 Questionnaires can be used to evaluate the performance of staff in the workplace.

5.3.1 Define the term *questionnaire.* (3)

5.3.2 Assess the use of questionnaires by explaining the following:

(a) THREE advantages (3)

(b) THREE disadvantages (3)

5.3.3 Name TWO other methods that can be used to evaluate the performance of staff. (2)

5.4 One of the major causes of underperformance in the workplace is demotivation.

Give FIVE reasons why employees may not feel motivated to perform their daily tasks according to their job description. (5)

5.5 The manager of Dine & Enjoy hotel planned a training programme without involving staff members after receiving several complaints from regular clients.

Explain the impact this decision can have on the staff at Dine & Enjoy hotel. (5)

5.6 Name TWO types of verbal feedback that can be received from unhappy clients. (2)

5.7 Suggest FIVE tips the hotel can follow to improve the process of handling client complaints. (5)

5.8 The Dine & Enjoy Hotel always provides guests with the hotels contact details when they check out for future reference. (2)

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TOTAL: 200

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