higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

CLIENT SERVICE AND HUMAN RELATIONS L2
NQF LEVEL 2

(11011022)

8 November 2018 (X-Paper)
09:00–12:00

This question paper consists of 8 pages.

NCV

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. 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 correct answer and write only the letter (A–D) next to the question number (1.1.1–1.1.5) in the ANSWER BOOK.

1.1.1 Fresh breath can be maintained by …

A keeping the mouth shut.
B brushing teeth with water.
C using mouth wash and toothpaste.
D drinking water regularly.

1.1.2 A company's image is NOT described by …

A Information brochures
B Premises
C Staff uniform
D Lack of resources

1.1.3 … is NOT an appropriate step to solve a problem.

A Find different solutions.
B Identify the problem.
C Evaluate the different solutions.
D Listen to one party.

1.1.4 A method which is NOT used to evaluate your own skills

A Self-evaluation
B Objectives evaluation
C Performance appraisal
D Psychometric tests

1.1.5 Telephone skills are most suitable for …

A cleaners.
B security guards.
C receptionist.
D maintenance officers.

(5 × 1) (5)

1.2 Mr Jojo booked a hotel room for him and his girlfriend; his wife found out about it and went straight to the hotel. On arrival, his wife introduced herself to the receptionist and asked the booking details of her husband. The receptionists in charge refused to give her the required information and told her that they were not allowed to disclose clients' information, as it was regarded as confidential.

1.2.1 Did the receptionist respond correctly to Mr Jojo's wife? Motivate your answer. (2)

1.2.2 Explain the consequences of disclosing (giving out) clients' information. (3 × 2) (6)

1.2.3 Explain the term *confidential information.* (2)

1.3 Give FIVE examples of negative body language that may block effective communication. (5)

1.4 Describe any FIVE types of behaviour that can be considered sexual harassment in the workplace. (5)

1.5 Discuss how new employees benefit if they attend a well-organised or successful induction programme (5)

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QUESTION 2

2.1 Choose a term/phrase from COLUMN B that matches the description in COLUMN A. Write only the letter (A–F) next to the question number (2.1.1–2.1.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
2.1.1	Being familiar with what you have in your organisation	A	unforeseen circumstances
2.1.2	Different things or values that different people or groups of people may have	B	organisational culture
2.1.3	Guidelines on the type of clothes to be worn in an organisation	C	professional image
2.1.4	Power failure when printing documents at reception	D	product knowledge
2.1.5	People see the company surroundings and its employees as clean, neat, friendly and helpful	E	dress code
		F	ethical diversity

(5 × 1) (5)

2.2 Explain how you should take care of the following while working:

2.2.1 Hair (4)

2.2.2 Teeth (3)

2.3 State why hospitality and tourism staff should maintain high standards of personal hygiene at all times. (2)

2.4 List FIVE general ways in which contagious diseases can be spread from one person to another. (5)

2.5 Give FIVE guidelines for a hotel receptionist regarding dress code. (5)

2.6 Name FIVE types of leave that you are entitled to take at work. (5)

2.7 State the type of leave that you should take when accompanying your child to his or her graduation ceremony. (1)

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QUESTION 3

3.1 Complete the following sentences by choosing a word/term from the list below. Write only the word/term next to the question number (3.1.1–3.1.5) in the ANSWER BOOK.

quadriplegic; blind; hearing organisation; deaf; water; DEAFSA; alcohol; amputee

3.1.1 Sign language is suitable for … people.

3.1.2 Pregnant woman should NOT be given … to drink.

3.1.3 An … is someone who has lost one or more parts of his body.

3.1.4 Someone who is paralysed in both his arms and legs and cannot move either his arms or his legs is called a …

3.1.5 The organisation that protects the rights of people with hearing impairments is called ...

(5 × 1) (5)

3.2 A vacant switchboard operator position is advertised in a hotel and disabled people are also encouraged to apply. Jones, who has a vision impairment disability, sees the advertisement and applies for the position. He is successful in the job interview and is appointed as a switchboard operator.

3.2.1 State the type of disability that Jones has. (1)

3.2.2 Explain what the cause of Jones's disability could be. (5)

3.2.3 Describe how a hotel can modify its facilities to accommodate Jones during interviews and other working activities. (5)

3.3 An employer is responsible for maintaining a workplace that is free from harassment based on disability.

Discuss FIVE steps that an employer can take to prevent disability-based harassment in the workplace. (5 × 2) (10)

3.4 List FOUR examples of jobs that a disabled person can perform in the tourism and hospitality industry. (4)

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QUESTION 4

4.1 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (4.1.1–4.1.5) in the ANSWER BOOK.

4.1.1 French is one of the most spoken languages in Europe.

4.1.2 South Africa has ten official languages.

4.1.3 English is one of the most spoken languages in South Africa.

4.1.4 Oliver Tambo is one of the anti-apartheid activists.

4.1.5 Safety awareness is not important to tourists.

(5 × 1) (5)

4.2 Describe to a friend what they would see if they visit the following heritage sites:

4.2.1 Mapungubwe National Park

4.2.2 Robben Island

4.2.3 Kruger National Park

4.2.4 Table Mountain

4.2.5 Hector Peterson Memorial

(5 × 2) (10)

4.3 Name any five types of personal information that you as an employee cannot disclose to tourist about your colleagues. (5)

4.4 Describe the aspects that receptionists should be aware of when preparing to introduce themselves to clients or tourists. (5)

4.5 Describe the correct way of transporting guests' luggage safely, following organisational procedures. (5)

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QUESTION 5

5.1 Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (5.1.1–5.1.5) in the ANSWER BOOK.

5.1.1 This is used to extinguish small fires

5.1.2 This act controls payments to employees who were injured or who contracted a disease while being at their workplace

5.1.3 Moving people away from a place of danger

5.1.4 The committee that approaches an inspector when the employer fails to resolve issues or concerns of employees' injuries within a reasonable time frame

5.1.5 The use of pictures without words that convey a message about safety. People speaking different languages should understand

(5 × 1) (5)

5.2 Describe the following types of hazards and give an example of each:

5.2.1 Behavioural hazard

5.2.2 Chemical hazard

(2 × 2) (4)

5.3 List FIVE situations that can cause accidents in the workplace. (5)

5.4 Explain how to deal with a client's complaint that you cannot resolve yourself. (5)

5.5 Describe FIVE ways in which you can improve communication with clients in the organisation. (5 × 2) (10)

5.6 Define the term *hazard.* (1)

[30]

TOTAL: 150

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