higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

CLIENT SERVICE AND HUMAN RELATIONS
NQF LEVEL 2

(11011022)

27 February 2018 (X-Paper)
09:00–12:00

This question paper consists of 9 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.

NCV

SECTION A

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 Which ONE is NOT regarded as a good hygienic principle?

A Washing hands regularly
B Taking care of your body
C Blowing your nose in food production area
D Wearing polished shoes

1.1.2 When a male employee is absent from work because his wife gave birth, he should apply for the following:

A Maternity leave
B Annual leave
C Special leave
D Paternity leave

1.1.3 The manner in which you walk, stand or sit is called …

A professionalism.
B posture.
C good behaviour.
D appearance.

1.1.4 Tiny microorganisms capable of causing diseases:

A Cross-contamination
B Microorganisms
C Influenza
D Germs

1.1.5 Assessing how well a particular job has been done:

A SWOT analysis
B Evaluation
C Self-appraisal
D Skills development

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1.1.6 Movement towards achieving a particular objective:

A Goals
B Career planning
C Prioritising
D Progress

1.1.7 This organisation has many different departments:

A Pub
B Macroorganisation
C Microorganisation
D Motel

1.1.8 The following is NOT regarded as a quality that identifies attitude:

A Good posture
B Attending to personal issues
C Open minded towards change
D Optimistic language

1.1.9 Deals with manufacturing in the organisation:

A Administration department
B Production department
C Quality assurance department
D Customer service department

1.1.10 Organisational welcome greeting in the workplace:

A Handshake
B Kissing
C Bowing down
D Hugging

(10 × 1) (10)

1.2 Induction is an ongoing process of familiarising new and old employees with the present position of the organisation.

State the benefits of well-executed induction. (5)

1.3 List FIVE contagious diseases that prevent an employee to go to work. (5)

1.4 State the correct dress code for a receptionist. (5)

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1.5 Explain each of the following terminologies:

1.5.1 Organogram

1.5.2 Facilities

1.5.3 Resources

1.5.4 Product

1.5.5 Services

(5 × 2) (10)

1.6 State FIVE kinds of body language that improve effective communication. (5)

[40]

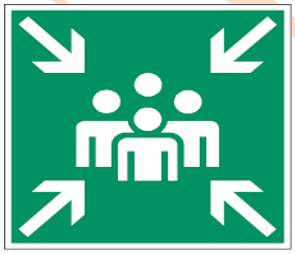
QUESTION 2

2.1 Identify the following health and safety signs:

2.1.1



2.1.2



2.1.3



2.1.4 

2.1.5 

2.1.6 

2.1.7 

(7 × 1) (7)

2.2 Explain the importance of demonstrating room facilities to clients. (5)

2.3 Identify situations in the tourism or hospitality sector that may cause danger to people in the workplace. (4)

2.4 State FOUR duties of health and safety officer representatives in the workplace. (4)

2.5 Explain sexual harassment under each of the following headings:

2.5.1 Unwelcome physical contact of a sexual nature

2.5.2 Verbal sexual harassment

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2.5.3 Nonverbal sexual harassment

2.5.4 Victimisation and intimidation

2.5.5 Sexual favouritism

(5 × 2) (10)

2.6 Explain ways in which one can apply ethical values at work. (5)

2.7 Explain how an organisation and its employees can portray a professional image at first glance that will have a lasting effect on clients. (5)
[40]

QUESTION 3

3.1 Choose a description from COLUMN B that matches an item in COLUMN A. Write only the letter (A–G) next to the question number (3.1.1–3.1.6) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.1.1	Amputee	A	stiff and difficult movement
3.1.2	Spastic	B	cannot move the lower half of body, including legs
3.1.3	Athetoid	C	involuntary and uncontrolled movement
3.1.4	Ataxic	D	cannot move arms or legs
3.1.5	Quadriplegics	E	cannot see
3.1.6	Paraplegics	F	loss of body parts
		G	disturbed sense of balance and depth perception

(6 × 1) (6)

3.2 Read the scenario below and answer the questions.

Lerato Mmushi decided to open an events management company as part of youth empowerment. She wanted to employ all people without discrimination of any kind. Lerato also aimed to attract international clients who may need to host their events in our country. As the business grew, she decided to expand by adding new products and services to her business. She then advertised different vacant positions that needed to be filled.

3.2.1 List at least FIVE employment opportunities suitable for disabled people in Lerato's organisation. (5)

3.2.2 Which law protects the employment of disabled people in the workplace? (1)

3.2.3 Explain to Lerato the purpose of the law which is named in QUESTION 3.2.2. (2)

3.3 Lerato employed two employees with a vision impaired disability.

Which type of disability is associated with vision impairment? (1)

3.4 Explain the type of disability mentioned in QUESTION 3.3. (2)

3.5 Explain THREE physical implications that are faced by people with the disability mentioned in QUESTION 3.3. (3)

3.6 Suggest any FIVE causes of disability. (5)

3.7 Explain how Lerato's company can adjust/modify its facilities to accommodate people who are vision impaired. (5)

[30]

QUESTION 4

4.1 Explain each of the following terms:

4.1.1 Rituals

4.1.2 Culture

4.1.3 Personal space

(3 × 2) (6)

4.2 Give FIVE examples of information about the organisation, employees or clients which is not supposed to be disclosed. (5)

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4.3 Explain why confidential information in an organisation cannot be disclosed to anyone. (5)

4.4 In 1972 UNESCO declared certain world heritage sites.

Identify SEVEN declared world heritage sites in South Africa. (7)

4.5 Name FIVE activists who were imprisoned on Robben Island, a maximum security prison for anti-apartheid activists. (5)

4.6 List SIX important pieces of information about safety that you can give to tourists for whom tours or events are being organised. (6)

4.7 Maximum care and attention apply when dealing with guests' luggage.

Explain the recommended ways for handling guest luggage according to OHSA. (6)

[40]

TOTAL : 150

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