higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

CLIENT SERVICE AND HUMAN RELATIONS
NQF LEVEL 3

(11011023)

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

This question paper consists of 10 pages.

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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. Write neatly and legibly.

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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 A system of government where the people of the country elect who they want to be their leader and decide how they want to live:

A Democracy
B Bureaucracy
C Autocracy
D Plutocracy

1.1.2 Citizens of one country who live in a foreign country are known as …

A residents.
B aliens.
C occupants.
D land lords.

1.1.3 Values in the South African Constitution are …

A racism and sexism.
B equality and human dignity.
C unfair discrimination and human rights.
D affirmative action and equality.

1.1.4 Supremacy of the Constitution means it …

A is of a high quality.
B is only applicable to the youth.
C does not cater for black people.
D has the most highest authority in the country.

1.1.5 Every adult citizen has the right to ...

A vote in elections for any legislative body established in terms of the constitutions.
B make people brutal by frequent exposure to violence.
C unfair labour practices.
D promote hatred that is based on race, gender or religion that encourages harm.

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1.1.6 Language spoken by Kenyans:

A Swahili
B Nihongo
C Hindi
D Hebrew

1.1.7 A mosque is a building in which … worship.

A Hindus
B Jews
C Islamic people
D Muslims

1.1.8 When Spanish people greet, they say:

A Guten Tag
B Hola
C Bonjour
D Hello

1.1.9 Which one of the following is considered a *staff only* area?

A Kitchen
B Bar
C Foyer
D Lounge

1.1.10 The acronym SMART stands for:

A Special Measurable Action-plan Reliable Time Frame
B Specific Measurable Action-based Realistic Time Frame
C Special Memorable Action-based Realistic Time Frame
D Specific Measurable Automatic Reliable Time Frame

(10 × 1) (10)

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1.2 Choose a/an item/word from COLUMN B that matches a description in COLUMN A. Write only the letter (A–L) next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	Effective time-management tool	A	mediation
1.2.2	Introduction to work station or training about the job	B	riot
1.2.3	A backup plan one could use if something goes wrong with planning	C	diary
1.2.4	A practice of unfairly giving a job to somebody because that person is related to you	D	citizen
1.2.5	Negotiations between employees and employers about wages and working conditions	E	contingency plan
1.2.6	A more experienced person in the working place who can assist a new employee to understand the job and adapt easily in the organisation	F	debate
1.2.7	Everyone has the right not to have his/her possessions seized	G	privacy
1.2.8	A resident of the country with the right to vote	H	rights
1.2.9	A group of people who get together and behave violently because they are unhappy about something	I	collective bargaining
1.2.10	A way of resolving conflict	J	mentor
		K	induction
		L	nepotism

(10 × 1) (10)

1.3 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

1.3.1 Movements with your hands and body also form part of communication.

1.3.2 A person's culture is the way in which he/she does things in his/her group.

1.3.3 A country's population groups are the different ethnic groups that make up the people in the country.

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1.3.4 The currency in China is called a shilling.

1.3.5 Cultural differences often result in misunderstandings and conflicts.

1.3.6 Halaal is food that Jewish people may eat.

1.3.7 In Japan a smile is not always a sign of happiness.

1.3.8 Swati and Tsonga are Nguni groups.

1.3.9 Animal husbandry refers to farming animals.

1.3.10 People who travel from countries that share a border with South Africa are called neighbouring clients.

(10 × 1) (10)

1.4 Give ONE word/term for each of the following descriptions by choosing a word/term from the list below. Write only the word/term next to the question number (1.4.1–1.4.15) in the ANSWER BOOK

thobela; bribery; hostage situation; sexual harassment; riots; bomb threats; unauthorised access; confidential information; hijacking; armed robbery; incapacity; kosher; chapatti; moral values; legal rights; sari; nations queen; internal communication; buddy; kilts; modjadji

1.4.1 People armed with guns enter a building and demand goods or money

1.4.2 Traditional Scottish garment in tartan check worn by men

1.4.3 Forcefully touching a woman's body in such a way that she becomes uncomfortable

1.4.4 Accepting some kind of reward, such as money in exchange for a favour

1.4.5 A perpetrator gains access to a building and keeps a number of people captive

1.4.6 A suspicious item in a very suspicious area

1.4.8 Information that may not be shared with anyone

1.4.9 Rain Queen in Limpopo

1.4.10 When one is unable to work due to medical condition/conditions

1.4.11 Food permitted for Jewish people

1.4.12 Fried bread eaten by Indian people

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1.4.13 It means 'Hello' in Sepedi

1.4.14 A set of basic rules and decent, beneficial habits people should live by

1.4.15 Indian traditional garment

(15 × 1) (15)
[45]

TOTAL SECTION A: 45

SECTION B

QUESTION 2

2.1 Read the following case study and answer the questions.

Maite works as a receptionist at Mphephu Hotel in Limpopo. The hotel is usually very busy during Easter and the festive season. One morning, Maite was busy at his desk and did not recognise a client approaching. Maite did not greet the client and the client therefore threw down a copy of his bill on Maite's desk with an angry expression. The client said: 'I'm very disappointed that you overcharged me. I demand a refund immediately!' Maite looked at the bill and saw with relief Sonti, his colleague, prepared the bill. 'Well, this is not my fault. You will have to wait for Sonti. Her shift starts this afternoon.'

'Can I speak to the manager, now?' the client shouted. 'You should have checked your bill before you left the premises. The manager will not be able to help you. You should rather wait and speak to Sonti, sir. It is your responsibility to check any transactions before you leave,' Maite replied. The client looked ready to explode. 'How dare you blame me for your incompetence? Am I supposed to do your job? I want to speak to the manager.'

2.1.1 Identify FOUR mistakes Maite made. (4)

2.1.2 Describe SEVEN methods Maite could have used to satisfy and correctly deal with the irate client. (7)

2.1.3 Explain to Maite how complaints and clients feedback can be used positively for the organisation. (2)

2.1.4 Describe how Maite should have greeted the client in a polite and friendly manner according to company policy. (2)

2.1.5 When should Maite refer a client's complaints to the appropriate staff member? (4)

2.1.6 Explain to Maite what the effect on staff and business will be of losing regular clients. (5)

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2.2 Explain the following types of rights:

2.2.1 Legal rights

2.2.2 Moral rights

2.2.3 Human rights

(3 × 2) (6)
[30]

QUESTION 3

3.1 Read the scenario below and answer the questions.

> Leeto just got a job as a receptionist at the Blue Moon City Lodge in Sandton in December. Blue Moon is a very busy lodge, especially during the festive season. She arrived early on her first work day, as requested. She was instructed to go to the reception desk immediately to start work. It was very busy and there was no time for induction.
>
> She was very confused because the clients and staff did not know her. The clients had queries and concerns which she could not handle and she did not know where to start or whom to ask for help. She also did not know the building itself. She was frustrated and her first day at work turned into a disaster.

3.1.1 (a) Do you think Leeto was welcomed properly? (1)

(b) Motivate your answer. (3)

3.1.2 Explain the importance of familiarising new staff with the work place. (4)

3.1.3 Explain to the front office manager the importance of checking that a new staff member understands his/her responsibilities. (4)

3.2 Identify THREE general security measures you will put in place in a business to avoid unauthorised access. (3)

3.3 Identify ONE support structure that will be useful for a newly appointed junior receptionist at a game lodge. (1)

3.4 Explain the purpose of the following Acts:

3.4.1 Basic Conditions of Employment Act

3.4.2 Employment Equity Act

3.4.3 Labour Relations Act

3.4.4 Skills Development Act

3.4.5 Affirmative Action

(5 × 2) (10)

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3.5 A client is a source of revenue for the business and therefore the source of salaries.

In order to maintain or increase revenue, suggest FOUR ways in which you can try to maintain a good reputation. (4)

3.6 South Africa is regarded as a rainbow nation.

3.6.1 Identify THREE reasons why South Africa is regarded as a rainbow nation. (3)

3.6.2 Explain the meaning of cultural diversity. (2)

3.6.3 Identify FIVE languages spoken by South Africans in Limpopo. (5)

[40]

QUESTION 4

Non-verbal communication makes use of different gestures like maintaining or avoiding eye contact.

4.1 List FIVE gestures and forms of body language (except eye contact) that can be used during non-verbal communication. (5)

4.2 Eye contact is interpreted differently in different cultures. The way in which African cultures interpret eye contact differs from the way in which the Western culture interprets it. Tabulate the different meanings/interpretations of eye contact in these two cultures as follows:

WESTERN CULTURE	AFRICAN CULTURE

(4 × 2) (8)

4.3 List the problems that may arise from cultural differences. (6)

4.4 Name SIX neighbouring countries of South Africa. (6)

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4.5 Which population group dominates in the following provinces?

4.5.1 Mpumalanga

4.5.2 KwaZulu-Natal

4.5.3 North West

4.5.4 Eastern Cape

4.5.5 Free State

(5 × 1) (5)
[30]

QUESTION 5

5.1 Recommend FIVE tools you can use to manage your time effectively. List the advantages and disadvantages for each tool. Tabulate your answer as follows:

TIME-MANAGEMENT TOOL	ADVANTAGES	DISADVANTAGES

(5 × 3) (15)

5.2 List FIVE safety tips for tourists when travelling around South Africa. (5)

5.3 Why it is not advisable to pick up suspicious items? (3)

5.4 What is a *balanced life style*? (2)

5.5 Client satisfaction is regarded as vital in the tourism and hospitality industry.

Identify FIVE ways in which you can improve customer satisfaction in your organisation. (5)

5.6 Misunderstanding occurs when a message is not correctly interpreted.

List FIVE reasons why some messages are not correctly interpreted. (5)
[35]

TOTAL SECTION B: 135
GRAND TOTAL: 180

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