higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

CLIENT SERVICE AND HUMAN RELATIONS
NQF LEVEL 3

XX February 2020

This marking guideline consists of 7 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	D; C		
	1.1.2	D; H		
	1.1.3	D; A		
	1.1.4	D; B		
	1.1.5	B; E		
	1.1.6	D; D		
	1.1.7	C; F/H/B		
	1.1.8	D; I		
	1.1.9	B; J		
	1.1.10	C; G		
			(10 × 2)	(20)
1.2	1.2.1	False		
	1.2.2	True		
	1.2.3	True		
	1.2.4	False		
	1.2.5	True		
	1.2.6	True		
	1.2.7	True		
	1.2.8	False		
	1.2.9	False		
	1.2.10	True		
			(10 × 1)	(10)
1.3	1.3.1	D		
	1.3.2	C		
	1.3.3	B		
	1.3.4	D		
	1.3.5	A		
	1.3.6	C		
	1.3.7	B		
	1.3.8	C		
	1.3.9	D		
	1.3.10	C		
			(10 × 1)	(10)
				[40]

TOTAL SECTION A: 40

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SECTION B

QUESTION 2

2.1
- The business will suffer profit loss.
- Clients will go elsewhere and never come back.
- Clients will talk bad about the business and influence others not to use the facilities.
- The business can close down.
- Staff turnover will result in poor service. (Any relevant 4 × 2) (8)

2.2
- Problems will be addressed to avoid future complaints.
- Clients' loyalty will be won.
- It helps to remain competitive in the market.
- Management will solve problems which they did not know existed.

(Any relevant 3 × 2) (6)

2.3
- Good day/afternoon sir/madam.
- Welcome to the Royal Hotel.
- How may I assist you? (3)

2.4
- The client can cause a big scene.
- The client can leave without saying anything.
- The client may raise his/her voice at staff. (3 × 2) (6)

2.5
- Avoiding misunderstanding and conflicts
- Not offending others
- Understanding and accommodating others' cultures
- Offering and meeting clients' needs and expectations (Any relevant 2 × 1) (2)

2.6 In African culture avoidance of eye contact is a sign of respect, while in Western culture avoidance of eye contact is seen as rude or a sign of dishonesty and not paying attention. (Any relevant 2 + any relevant 2) (4)

2.7
- Employees' personal information
- Financial statements and plans
- Recipes and marketing strategies (Any ONE) (1)

[30]

QUESTION 3

3.1 The following key word(s) can be used as a response in the paragraph:
- Frustration
- Has no more ideas
- Stressed
- Overworked
- Has too much work (Any relevant 4 × 1) (4)

3.2 Time management is the ability to take charge of your daily activities✓ while achieving goals✓. (2)

OR

Time management is the ability to take charge of your daily activities✓ and finding time to do things that are important to you.✓

3.3
- Set goals and state them as problems.
- Write a list of actions to follow.
- Prepare a time line.
- Allocate resources.
- Identify problems that may occur.
- Develop a strategy for monitoring success.
- Assign tasks.
- Estimate costs of a particular project and expenses that will be required to make it successful.
- Implement the plan. (Any 8 × 1) (8)

3.4 Maintaining a satisfying balance between work responsibilities, family commitments, career and leisure activities (2)

3.5.1 The manager should;
- Draft a roster in advance
- Employ more casual workers during busy functions
- Have a database of standby casual workers
- Have multiskilled workers who can perform different activities
- Plan for employees to work flexible hours, as indicated on the roster (5)

3.5.2
- Encourage legal time out or leave
- Encourage team-building events
- Short breaks should be encouraged throughout the completion of tasks
- Engage the team in drawing up a flexible work schedule
- Motivate and applause employees for good work done
- Maintain consistency in decision making (Any relevant 4 × 1) (4)

3.6
- Diary
- Calendar
- Weekly planner
- To-do list
- Activity log (Any relevant 5 × 1) (5)

3.7
- Do important things first
- Have list of tasks to be achieved at specific period of time.
- Follow your schedule to minimise destructions.
- Relocate to a place where destruction can be minimal.
- Set priorities.
- Have someone to assist with less important issues or activities.
- Use an appointment calendar.
- Learn to say ‘No’. (Any 6 × 1) (6)

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3.8
- Prepares the new employee for the new working environment
- Avoids loss of time and resources
- Familiarises the new employee with the facilities and staff members
- Makes the new employee's job easy and feel welcome and comfortable
- Makes it easy for the new employee to get support where necessary
- Arranges necessary equipment, stationary, safety wear and office essentials to be available and in good working order (Any 4 × 1) (4)

[40]

QUESTION 4

4.1 4.1.1 Promotes equal employment opportunities and fair treatment in employment

4.1.2 Deals with all aspects of relations between an employer and employee in the work place

4.1.3 Regulates overall human-resource development in the workplace

4.1.4 Regulates the right to fair labour practices

(4 × 2) (8)

4.2 4.2.1 Commission for Conciliation, Mediation and Arbitration
4.2.2 Sector Education and Training Authority
(1 mark to be allocated for any 2 correct words) (2 × 2) (4)

4.3 4.3.1 Paid leave for an employee who has been employed for more than four months whereby the employee's child is born or sick or in the event of death of the employee's spouse, parents, child or sibling.

4.3.2 An employer may not require or permit an employee to work overtime for more than three hours a day or ten hours a week except by agreement.

4.3.3 When an employer terminates an employee's contract due to breach of contract.

(3 × 2) (6)

4.4 4.4.1
- Armed robbery
- Hostage situation
- Bomb threats
- Hijackings
- Riots and strikes (Any 3 × 1) (3)

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4.4.2
- Do not panic.✓
- Follow the perpetrators' instructions✓ and do as they say.✓
- Give them anything they want✓ and press the panic button or call emergency personnel as soon as they leave.✓
- Describe them properly so that they can be traced.✓

(Any relevant 6 × 1) (6)

4.4.3
- Staff area/room
- Production area
- Preparation area
- Storage area
- Client area

OR

- Behind the reception desk
- Behind the bar area
- Behind the cashier's desk

(Any 3 × 1) (3)

4.5 IsiZulu (2)

4.6
- Rice
- Chicken
- Noodles
- Eggs

(Any relevant 3 × 1) (3)

[35]

QUESTION 5

5.1 Communication is a process whereby the sender constructs a message and sends it through a channel or medium using verbal or nonverbal forms.✓ The receiver receives and decodes the message, responds and gives feedback.✓ (2)

5.2 A sender constructs a message✓✓ and sends it through a channel (telephone, letter, face to face).✓✓ The sender and receiver use a verbal message (words) and nonverbal signals (facial expressions/gestures).✓✓ The receiver should then interpret and understand the message.✓✓ The receiver gives feedback to the sender.✓✓ (10)

5.3 Horizontal communication occurs between staff on the same level,✓ for example chefs are talking to each other,✓ while vertical communication occurs between different power levels,✓ for example a manager giving instructions to receptionists.✓ It takes place from top to bottom and vice versa. (2 + 2) (4)

5.4
- The message was not formulated clearly enough.
- The sender and receiver do not understand each other.
- The receiver did not hear the message clearly.
- The sender and the receiver have different perceptions.
- The message was distorted by the medium used.
- There is a language barrier. (Any relevant 5 × 1) (5)

5.5
- Apologise
- Explain
- Set things right (3 × 2) (6)

5.6
- Facial expressions (smile, frowning)
- Body posture
- Eye contact
- Hand gesture
- Body language
- Colours
- Symbols (Any 4 × 1) (4)

5.7
- Local clients
- Domestic
- Neighbouring clients
- International clients (4)

[35]

TOTAL SECTION B: 140
GRAND TOTAL: 180

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