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 2020 (X-paper)
09:00–12:00

This question paper consists of 9 pages.

041Q1S2026

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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. Start each question on a new page.
5. Use only a black or blue pen.
6. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 Choose a continent from COLUMN B and a greeting from COLUMN C that matches a country in COLUMN A. Write only the letters (A–J) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK. (Example: 1.1.11 D I)

COLUMN A		COLUMN B		COLUMN C	
1.1.1	Germany	A	South America	A	Bonjour
1.1.2	England	B	Asia	B	Hola
1.1.3	France	C	Africa	C	Guten Tag
1.1.4	Spain	D	Europe	D	Goedendag
1.1.5	China	E	North America	E	Nǐ hǎo
1.1.6	Netherlands			F	Goeiedag
1.1.7	South Africa			G	Habari
1.1.8	Italy			H	Good day
1.1.9	Japan			I	Ciao
1.1.10	Kenya			J	Konnichiwa

(10 × 2) (20)

1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

1.2.1 During the Umkhosi woMhlanga unmarried maidens dance to win the favour of the python god who controls rain and fertility.

1.2.2 A chapel is a building in which Christians worship.

1.2.3 Verbal communication is the activity of conveying messages and ideas through spoken words.

1.2.4 Customer complaints should be ignored and not taken seriously.

1.2.5 Religion and rituals are part of culture.

1.2.6 Retrenchment occurs when an employer can no longer afford to employ an employee.

1.2.7 The person being accused by a complainant is the respondent.

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1.2.8 Picketing and demonstration with permission is illegal in a workplace.

1.2.9 Support structures are responsible for dealing with labour disputes and discrimination.

1.2.10 Prioritising is a tool to ensure that important activities do not get left out.

(10 × 1) (10)

1.3 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 (1.3.1–1.3.10) in the ANSWER BOOK.

1.3.1 The acronym SMART stands for …

A specific, measurable, action-based, reliable, time frame.
B special, measurable, action-based, realistic, time frame.
C specific, meaningful, attainable, reliable, time frame.
D specific, measurable, achievable, realistic, time-bound.

1.3.2 Currency used in Namibia:

A Namibian loti
B Namibian shilling
C Namibian dollar
D Namibian pula

1.3.3 Jewish people eat food which is …

A Halal
B Kosher
C Protein free
D Dairy free

1.3.4 A system of correcting the ill-treatment of previously disadvantaged groups:

A Democracy system
B Equality system
C Value system
D Affirmative action system

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1.3.5 Which of the following are values that underpin the South African constitution?

A Human dignity and supremacy
B Human rights and racialism
C Human dignity and sexism
D Human dignity and moral



1.3.6 An example of Venda attire:

A Sari
B Uphephethu
C Gwana
D Xibelana

1.3.7 People who do not eat animals and animal products are known as:

A Vegetarians
B Vegans
C Allergens
D Lacto-ovo vegetarians



1.3.8 Which cultural group dominates in the Northern Cape:

A Indians
B AmaZulu
C Tswana
D Bapedi

1.3.9 A special day celebrated by Muslims is called:

A Passover
B Christmas
C Deepavali
D Eid ul-Fitr

1.3.10 Client care means ...



A assisting clients with a few bookings.
B providing clients with managerial information.
C having empathy and sympathy for clients.
D attending to particular client needs.

(10 × 1) (10)
[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

Read the scenario below and answer the questions.

James Baker is a manager at the Royal Hotel in Gauteng. His employees are from different cultural backgrounds, including Venda, Zulu, Tswana and English and they sometimes disrespect each other because they all believe that their culture is superior to the other.

One evening Mr and Mrs Baloyi, who are regular clients, visited the Royal Hotel to celebrate their anniversary. Zandy, a Zulu receptionist, greeted the couple and maintained eye contact as a professional standard of the hotel. While Zandy was checking the Baloyi's in, she answered a social phone call. A few seconds after the phone call ended, Tumisho, her colleague, came and they spoke loudly in front of the Baloyi's. The couple was not comfortable with listening to Zandy's private conversations while she was checking them in. They were annoyed with Zandy's inconsistent professional behaviour and left immediately without saying a word.

2.1	Explain the impact of losing regular clients like the Baloyi's.	(4 × 2)	(8)
2.2	Why are clients' complaints and feedback good for an organisation?	(3 × 2)	(6)
2.3	Explain the standard procedure the Royal Hotel could adopt for greeting clients appropriately.		(3)
2.4	Apart from leaving the restaurant without saying a word, list THREE ways the Baloyi's could respond to Zandy's inconsistent professional behaviour.		(6)
2.5	Why is it important for the staff of the Royal Hotel to be considerate about each other's culture?		(2)
2.6	What is the role of eye contact in African culture compared to Western culture?	(2 + 2)	(4)
2.7	Which information about the Royal Hotel must staff keep confidential?		(1)
			[30]

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QUESTION 3

Study the picture below and answer the questions.



3.1 Interpret and write a short paragraph about the picture. (4)

3.2 Define the term *time management*. (2)

3.3 Based on the answer to QUESTION 3.2 explain EIGHT steps to develop an action plan to prioritise activities. (8)

3.4 What is a *balanced lifestyle*? (2)

3.5 A busy restaurant manager finds it difficult to handle his roster as 50% of his employees did not show up to work the day after a busy function.

3.5.1 Explain ways in which this manager can deal with his stress levels. (5)

3.5.2 Explain ways in which managers can increase the productivity of employees by minimising stress and encouraging a balanced life. (4)

3.6 List FIVE time-management tools. (5)

3.7 Identify SIX ways that managers can deal with interruptions and unscheduled tasks when they are busy and need to meet company targets. (6)

3.8 Give FOUR reasons why induction in an organisation is important. (4)

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QUESTION 4

4.1 What is the purpose of each of the following Acts:

4.1.1 Employment Equity Act

4.1.2 Labour Relations Act

4.1.3 Skills Development Act

4.1.4 Basic Conditions of Employment Act

(4 × 2) (8)

4.2 Write each of the following abbreviations in full:

4.2.1 CCMA

4.2.2 SETA

(2 × 2) (4)

4.3 Explain each of the following contract terms:

4.3.1 Family responsibility leave

4.3.2 Overtime

4.3.3 Termination of employment

(3 × 2) (6)

4.4 Prevention is better than cure – especially where safety and security is concerned.

4.4.1 List THREE types of violent situations. (3)

4.4.2 Give SIX guidelines to follow if violent situations occur. (6)

4.4.3 Name THREE business areas that must be protected from criminals. (3)

4.5 Which language is mainly spoken in South Africa? (2)

4.6 Name THREE popular types of food eaten by Chinese people. (3)

[35]

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QUESTION 5

5.1 Define the term *communication.* (2)

5.2 Explain the communication process or cycle. (10)

5.3 Differentiate between *horizontal communication* and *vertical communication*. (2 + 2) (4)

5.4 Give FIVE reasons why misunderstanding occurs during communication between clients and staff. (5)

5.5 Explain the procedure to follow when misunderstanding occurs between clients and staff. (3 × 2) (6)

5.6 List FOUR forms of nonverbal communication. (4)

5.7 Name FOUR types of clients that can visit the Big Hole in Kimberley. (4)

[35]

TOTAL SECTION B: 140
GRAND TOTAL: 180

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