higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N70**(E)**(J8)H

NATIONAL CERTIFICATE

CATERER CLIENT RELATIONS N5

(10070295)

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09:00–12:00

This question paper consists of 9 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
CATERER CLIENT RELATIONS N5
TIME: 3 HOURS
MARKS: 200

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. 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 (1.1.1–1.1.5) in the ANSWER BOOK.

1.1.1 To motivate a person is to …

A know the manager's name.
B pay his/her bills.
C move or activate him/her.
D treat yourself to a weekend.

1.1.2 What is it called when a manager allocates duties, authority and responsibility to subordinates with the purpose of easing the manager's duties?

A Discipline
B Decision-making
C Delegation
D Selecting

1.1.3 What should you be prepared to do when serving clients?

A Be lazy
B Walk the extra mile
C Come to work late
D Love the manager

1.1.4 Which management task is stated to be the basis of all the management tasks?

A Leading
B Organising
C Planning
D Control

1.1.5 When dealing with a complaint, which of the following actions is appropriate?

A Always defend yourself
B Say that this it is not your problem
C Go away and leave the customers alone
D Be polite and act appropriately

(5 × 2) (10)

1.2 Indicate whether the following statements are TRUE or FALSE. Choose the answer and only write 'true' or 'false' next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

1.2.1 If the invitation states 19:30 for 20:00, one may arrive anytime between the times stated.

1.2.2 As you are working for commission, it is permissible for one to steal one's colleagues' clients.

1.2.3 If it is impossible to reach something at the end of the dinner table, you may stretch to get it.

1.2.4 Always be tactful and control your temper – even when dealing with the most difficult clients.

1.2.5 The guest of honour arrives last and leaves first.

1.2.6 One should manipulate one's colleagues to allow oneself the best deals.

1.2.7 It is a woman's privilege to extend her hand in greeting.

1.2.8 As an employee one should be supportive and helpful to one's employer.

1.2.9 When serving clients, one should be prepared to walk the extra mile.

1.2.10 An older person is introduced to a younger person.

(10 × 2) (20)

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1.3 Choose a word(s) from COLUMN B that matches a description in COLUMN A. Write only the letter (A–E) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Proper and correct behaviour regarding personal grooming, dress and decorum	A	planning
		B	world view
1.3.2	When the perceived, experienced and irreconcilable differences within individuals or between two or more individuals lead to intervention or opposition	C	cultural communication
		D	conflict
		E	etiquette
1.3.3	Communication across cultural boundaries		
1.3.4	Something that could help us to make critical decisions which will shape our future		
1.3.5	Forms the basis of all management.		

(5 × 2) (10)

1.4 Choose the correct word(s) from those given in brackets. Write only the word(s) next to the question number (1.4.1–1.4.4) in the ANSWER BOOK.

1.4.1 One should strive to be (subjective/objective) when dealing with problem situations.

1.4.2 One should focus on the (facts/person) during a conflict situation.

1.4.3 One should be (aggressive/assertive) in your approach during conflict.

1.4.4 In a conflict situation, one should send (an I message/a you message).

(4 × 1) (4)

1.5 Determine which of the following is an example of a positive or a negative result of conflict. Choose the answer and write only 'positive' or 'negative' next to the question number (1.5.1–1.5.3) in the ANSWER BOOK.

1.5.1 Maria is on a go-slow since the manager addressed her poor work performance.

1.5.2 The conflict between two restaurants resulted in very favourable food specials.

1.5.3 After Mr Bolton was dissatisfied with service at your restaurant, he left to eat at a different restaurant.

(3 × 2) (6)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 Why is effective communication so important when doing the following?

2.1.1 Dealing with a complaint from a client. (2)

2.1.2 Responding to an enquiry. (2)

2.2 Explain the difference between functional and dysfunctional conflict and give an example of each. (6)

2.3 Employees should know how to address problems with management. What would you as an employee do in the following instances?

2.3.1 You feel that you are wrongly accused of poor conduct. Would you lodge a grievance or start disciplinary procedures? (2)

2.3.2 Motivate your answer to QUESTION 2.3.1 and distinguish clearly between the TWO procedures. (4)

2.4 State FOUR requirements for successful planning. (4)

2.5 In a large organisation it is important for one person to make all the decisions. Authority and responsibility need to be delegated to subordinates to enable them to make certain decisions and perform tasks.

2.5.1 Name THREE elements of delegation. (3)

2.5.2 Name FIVE principles of delegation required in the work situation. (5)

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2.6 Communication can be defined as a tow-way process whereby information is sent from one person through a channel to another who in turn reacts by providing feedback.

Identify the seven elements of communication. Write only the element next to the question number (2.6.1–2.6.7) in the ANSWER BOOK. (7)

2.7 Give TWO examples of the following as applicable to the hospitality industry.

2.7.1 Written communication (2)

2.7.2 Oral communication (2)

2.8 Name FOUR ways in which the success of communication can be measured. (4)

2.9 Define the following terms:

2.9.1 Evaluation

2.9.2 Verbal communication

2.9.3 Motivation

(3 × 2) (6)

2.10 Give ONE example of non-verbal communication that illustrates the emotion of sadness. (1)

[50]

QUESTION 3

3.1 Rose, a new consultant, sets high, unattainable standards, is aggressive and domineering, and reacts very negatively on criticisms. Does she have a good or a poor self-image? (2)

3.2 If one realizes that s/he may have a problem with self-image, provide FOUR hints one how one could improve one's self-image? (8)

3.3 Give TEN hints to help one manage stress levels. (10)

3.4 Mavis answers the telephone in the office.

Explain to Mavis how she should respond to a call. List FOUR words that she should use. (4)

3.5 Define the term *etiquette*. (2)

3.6 Give FIVE tips on personal care that one should adhere to. (5 × 2) (10)

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3.7 Explain why the following may cause problems in intercultural communication, and give client-service related examples of each.

3.7.1 Ethnocentricity

3.7.2 Perception

3.7.3 Stereotyping

3.7.4 Discrimination

(4 × 2) (8)

3.8 Explain why one should be knowledgeable about the following matters with regard to orders:

3.8.1 Territoriality

3.8.2 Time

3.8.3 Space

(3 × 2) (6)

[50]

QUESTION 4

4.1 Effective communication is to get a sender's exact ideas across to a receiver. The writer must know and understand words and their meanings.

4.1.1 State THREE functions of language. (6)

4.1.2 Give FIVE hints on taking down telephone message. (10)

4.2 Define the following terms:

4.2.1 Quotations

4.2.2 Telephone message

4.2.3 Business letter

4.2.4 Price list

4.2.5 Leadership

(5 × 2) (10)

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4.3 You have been appointed as assistant restaurant manager. One of your duties is to help with menu development. Use the list of items below to design/develop a THREE course menu for a dinner to be served on 25 December 2018 at R150 per person.

List of food items to be served:

- Creamy mussel soup
- Grilled beef fillet served with mashed potatoes
- Red wine sauce
- Apple tart with cinnamon custard
- Coffee

Present the menu on a NEW PAGE in the ANSWER BOOK.

MARK ALLOCATION:
- Label
- Frame
- Clean/Neat
- Spacing
- Date

CORRECT ALLOCATION OF FOOD:
- First course
- Main course
- Third course

(24)
[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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