higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N70**(E)**(M31)H

NATIONAL CERTIFICATE

CATERER CLIENT RELATIONS N5

(10070295)

31 May 2019 (X-Paper)
09:00–12:00

This question paper consists of 11 pages and 1 addendum.

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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 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–J) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.1.1	Ray was sent on a second internet-booking course, but he just cannot cope.	A	misconduct
1.1.2	Thomas is still in hospital after a car accident.	B	incapacity
1.1.3	Mary and Joyce never manage to see eye to eye on any matter in the office.	C	incompatibility
1.1.4	When someone disagrees with John, he becomes violent and assaults them.	D	incompetence
1.1.5	Study of the immediate experience of organisms influenced by previous experience	E	planning
1.1.6	State of mental tension and worry caused by problems in a particular situation	F	telegram
1.1.7	Proper and correct behaviour towards personal grooming, dress and department	G	protocol
1.1.8	Body of diplomatic etiquette – all conventional formulae and rules acknowledged in diplomatic circles	H	etiquette
1.1.9	Quick and efficient method of conveying a message to anybody who has a postal address or a telephone	I	stress
1.1.10	Forms the basis of all management tasks	J	perception

(10 × 1) (10)

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

1.2.1 The guest of honour arrives last and leaves first.

1.2.2 Always be tactful and control your temper even with the most difficult client.

1.2.3 You must stretch to reach something you need at the end of a dinner table.

1.2.4 It is permissible to steal your colleague's clients if you are working for commission.

1.2.5 If the invitation states 13:30 for 14:00 you can arrive any time between the times stated.

1.2.6 You have to manipulate your colleagues to get yourself the best deals.

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

1.2.8 As an employee one must support and help your employer.

1.2.9 An older person should be introduced to a younger person.

1.2.10 When serving clients you have to be prepared to walk the extra mile.

(10 × 1) (10)

1.3 Choose the correct word or words from those given in brackets. Write only the word or words next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

1.3.1 A (facsimile/memorandum) is a short note which is always used within an organisation.

1.3.2 (Norm/Culture) refers to the accepted pattern of behaviour.

1.3.3 (Procedure/Protocol) is described as a body of diplomatic etiquette.

1.3.4 (A skin rash/Stress) means that we feel unable to handle a particular situation.

1.3.5 (Oral/Written) communication includes all spoken words between a sender and receiver.

1.3.6 Intrapersonal communication is communication within (oneself/an object).

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1.3.7 You should strive to be (subjective/objective) when dealing with problematic situations.

1.3.8 You should focus on the (facts/person) during a conflict situation.

1.3.9 You should be (aggressive/assertive) in your approach during conflicts.

1.3.10 In a conflict situation you should send a/an (I/you) message.

(10 × 1) (10)

[30]

TOTAL SECTION A: 30

SECTION B

QUESTION 2

Suzan is working at Magvin Hotel. She phones Ika at South Africa Hotel to enquire about available accommodation in the hotel on 24 December 2017. Ika informs her that the rooms are fully booked for the entire December. That was what Suzan could make out as the connection was breaking up.

2.1 Give an example from the scenario for each of the following elements in the communication process:

2.1.1 Decoder

2.1.2 Message

2.1.3 Encoder

2.1.4 Feedback

2.1.5 Code

2.1.6 Medium

2.1.7 Barrier

(7 × 1) (7)

2.2 Explain each of the following barriers to effective communication and give a relevant example of each:

2.2.1 Semantic barrier

2.2.2 Physical barrier

2.2.3 Psychological barrier

2.2.4 Physiological barrier

2.2.5 Perceptual barrier (interest)

(5 × 2) (10)

2.3 2.3.1 Which message would the receiver believe when the verbal and nonverbal messages are contradictory?

2.3.2 Give a relevant example of such situation.

(2 × 2) (4)

2.4 Identify the type of nonverbal communication in each of the following scenarios:

2.4.1 The client could not understand Sandra as she pronounced the words 'circumstances' and 'brochures' in a funny way.

2.4.2 The client shook her head in disbelief when she realised what Sandra was trying to say.

2.4.3 A French tourist bowed and kissed Sandra's hand in greeting.

2.4.4 You will be able to recognise chefs by the uniforms they wear.

2.4.5 A restaurant is indicated by a sign showing a plate with a knife and fork on either side.

(5 × 1) (5)

2.5 Explain the terms *direct verbal communication* and *indirect verbal communication* and give a relevant example of each. (2 + 2) (4)

[30]

QUESTION 3

3.1 Explain the term *nature of motives*. (4)

3.2 Suzan should look presentable while working in the front office.

List and discuss FIVE points regarding appearance and care that Suzan should follow. (5 × 2) (10)

3.3 Identify the dimensions of self-image in each of the following situations:

3.3.1 Sarah dresses in a way that it will definitely draw the attention of her male colleagues.

3.3.2 Sarah's marks were the highest in the hospitality class.

3.3.3 If there is a problem with a plug or any equipment, John will solve the problem.

3.3.4 Although Peter is an introvert, he is one of the top consultants at the office.

3.3.5 Sarah has a good figure, but she regards herself as too skinny.

(5 × 1) (5)

3.4 Name FIVE characteristics of a good self-image. (5)

3.5 Define the term *stressor.* (2)

3.6 3.6.1 How would you observe the emotions of a client or a colleague? (1)

3.6.2 Give THREE examples to substantiate the answer in QUESTION 3.6.1 (3)

[30]

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QUESTION 4

4.1 Explain what is expected of all employees regarding each of the following:

4.1.1 Hygiene

4.1.2 Posture

4.1.3 Health

(3 × 2) (6)

4.2 What would be expected of staff members regarding each of the following:

4.2.1 Loyalty

4.2.2 Punctuality

4.2.3 Initiative

(3 × 2) (6)

4.3 What should be kept in mind when introducing the following people:

4.3.1 Men and women

4.3.2 Titles

4.3.3 Married couples

4.3.4 Yourself

(4 × 1) (4)

4.4 Define each of the following terms:

4.4.1 Etiquette

4.4.2 Protocol

(2 × 2) (4)

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4.5 During a telephone conversation with a client the consultant must remember that it is not direct communication and he/she has to rely completely on the voice to get the message across.

What should the consultant keep in mind regarding each of the following:

4.5.1 Volume

4.5.2 Tempo

4.5.3 Tone of voice

(3 × 2) (6)

4.6 State FOUR rules that one should adhere to when dealing with outgoing calls. (4)
[30]

QUESTION 5

5.1 Explain why each of the following can cause problems in intercultural communication and give ONE relevant example of each as explanation:

5.1.1 Prejudice

5.1.2 Discrimination

5.1.3 World view

5.1.4 Stereotyping

(4 × 2) (8)

5.2 Although the ideal situation is to address every client in their own language, it is impossible in a travel office dealing with clients from all over the world.

Explain how you could hamper communication and how you should try to prevent it regarding each of the following:

5.2.1 Pronunciation and articulation

5.2.2 Connotation

5.2.3 Choice of language in a South African travel office

(3 × 2) (6)

5.3 Sally is a Northern Sotho lady who qualified as a lawyer and originally joined the firm as their legal advisor. She is a member of the ZCC.

Name the FOUR subcultures to which Sally belongs. (4)

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5.4 Explain why one should be aware that each of the following matters may cause problems and poor communication in intercultural relations if the communicator is not knowledgeable about the differences:

5.4.1 Time

5.4.2 Space

5.4.3 Kinesics

5.4.4 Proxemics

(3 × 4) (12)
[30]

QUESTION 6

6.1 Mrs Benedict phoned Sarah, but because she was not available, Maria took the message.

Mrs Benedict: I have phoned Peter Mashamba on the number in your fax message several times. The only reaction is that the number you have dialled does not exist. Would it be possible for you to contact him as we would like two seats on 24 December 2017 from Johannesburg to Bloemfontein and two seats for the return journey on 6 January 2018? I would also like to know how I can pay for the booking. I appreciate your effort.

Write the telephone message on the ADDENDUM (attached) and staple it to the inside cover of the ANSWER BOOK.

MARK ALLOCATION		
Layout	**Language**	**Content**
4	6	10

(20)

6.2 Briefly explain your understanding of each of the following:

6.2.1 Technical skills

6.2.2 Interpersonal skills

(2 × 2) (4)

6.3 Give SIX reasons for planning. (6)
[30]

QUESTION 7

7.1 Name FIVE causes of conflict in the working environment. (5)

7.2 What is the difference between a *grievance procedure* and a *disciplinary action*? (2 + 2) (4)

7.3 Name THREE problems that may arise when grievance procedures are not addressed. (3)

7.4 Name FIVE alternative solutions management should consider instead of retrenching. (5)

7.5 Define the term *sexual harassment*. (3)
[20]

TOTAL SECTION B: 170
GRAND TOTAL 200

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ADDENDUM **EXAMINATION NUMBER:** | | | | | | | | | | | | | |

6.1 **TELEPHONE MESSAGE**

ZAMNDELA HOTEL

To: _____

From: _____

Date: _____

Time: _____

Message:

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Signature: _____

[20]

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