higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N70**(E)**(N19)H

NATIONAL CERTIFICATE

CATERER CLIENT RELATIONS N5

(10070295)

19 November 2018 (X-Paper)
09:00–12:00

Calculators may NOT be used.

This question paper consists of 10 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 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.1–1.10) in the ANSWER BOOK.

1.1.1 The procedure to suspend members must be dealt with in the constitution of the organisation.

1.1.2 A congress is a public meeting.

1.1.3 The minutes must be written in the present tense.

1.1.4 The agenda is the working programme of a meeting.

1.1.5 The duration of a cocktail party is usually from 18:00–20:00.

1.1.6 The hostess must ensure that no guest is allergic to the food served.

1.1.7 Guests must introduce themselves at a dinner party.

1.1.8 During a meal with several courses, you use the cutlery starting from the outside.

1.1.9 When you eat food like peas and rice you may turn your fork around and use it like a spoon.

1.1.10 Lift the glass when pouring champagne.

(10 × 2) (20)

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

COLUMN A		COLUMN B	
1.2.1	Symbols	A	the Indians wear white while in mourning
1.2.2	Attitudes	B	the care for the elderly in the extended family is part of the way certain cultures live
1.2.3	Ideals and Customs	C	South Africa participates in creating a greener environment
1.2.4	Habit	D	Chinese participate in the annual dragon boat races
1.2.5	Beliefs	E	Western societies shake hands when greeting
1.2.6	Norms	F	the national flag
1.2.7	Incapacity	G	when someone disagrees with Grace she becomes violent and assaults them
1.2.8	Misconduct	H	Jane and Mary never manage to see eye to eye on any matter in the office
1.2.9	Incompetence	I	Donald is still in the hospital after a car accident
1.2.10	Incompatibility	J	Ruth was sent on a second training course to be able to do internet bookings but she still cannot cope

(10 × 2) (20)

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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 (1.3.1–1.3.5) in the ANSWER BOOK.

1.3.1 The following is a form of verbal communication:

A Graph
B Frown
C Sign/symbol
D Memorandum

1.3.2 A man has the ability to think and reason. This equips him to think about himself and to form a concept or image of himself. This is known as:

A Interpretation
B Self-image
C Positive emotion
D Stimulus

1.3.3 Information found on a telephonic message taken by someone else:

A The weather outside
B The health of a caller
C Educational status
D Name of the person who called

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

A Control
B Fixing
C Planning
D Leading

1.3.5 What forms the basis of al managerial behaviour?

A Saying this is not my problem
B Be polite
C Put the customer first
D Tell the person to leave the company

(5 × 2) (10)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 Explain the following barriers to effective communication and give clients related example for each.

2.1.1 Semantic barrier

2.1.2 Physical barrier

2.1.3 Psychological barrier

2.1.4 Physiological barrier

2.1.5 Perception barrier

(5 × 2) (10)

2.2 Identify the types of communication in each of the following scenarios:

2.2.1 The client could not understand Grace as she pronounced the words circumstances and brochures in a funny way.

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

2.2.3 When greeting Grace the French tourist bowed and kissed her hand .

2.2.4 You will be able to recognise the flight attendants by the uniforms they wear.

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

(5 × 1) (5)

2.3 Maslow formulated the hierarchy of needs.

List the needs, starting with the most basic need. (5 × 1) (5)

2.4 Name the FOUR typical personality types. (4 × 1) (4)

2.5 Name TWO ways in which you would be able to observe the emotions of a client or a colleague. (2 × 1) (2)

2.6 Name FOUR characteristics of a good self-image. (4 × 1) (4)

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2.7 Explain what is expected of all the employees, regarding the following:

2.7.1 Hygiene

2.7.2 Posture

2.7.3 Health

2.7.4 Loyalty

2.7.5 Punctuality

(5 × 1) (5)

2.8 What should be kept in mind when introducing the following people to each other:

2.8.1 Men and women

2.8.2 Titles

2.8.3 Married couples

(3 × 1) (3)

2.9 Define the term *etiquette*. (2)

2.10 During a telephone conversations 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 the following:

2.10.1 Volume

2.10.2 Tempo

2.10.3 Tone and voice

(3 × 2) (6)

2.11 State FOUR rules that one should adhere to when dealing with outgoing calls.

(4 × 1) (4)

[50]

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QUESTION 3

3.1 Explain why the following can cause problems in inter-cultural communication and give a related example of each one:

3.1.1 Prejudice

3.1.2 Discrimination

3.1.3 World view

3.1.4 Stereotyping

(4 × 3) (12)

3.2 It is of importance and ideal that all clients should be addressed in their own languages, it is also impossible in a travel office dealing with clients from all over the world.

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

3.2.1 Pronunciation and articulation

3.2.2 Connotation

3.2.3 Choice of language in the reception of a hotel in South Africa

(3 × 2) (6)

3.3 Jane is a Tsonga lady who qualified as a teacher and originally joined the hotel as their assessor and facilitator. She is a member of the Methodist Church.

Name TWO subcultures to which Jane belongs. (2 × 1) (2)

3.4 Explain why the following matters may cause problems and poor communication in intercultural relations, especially when the communicator has no knowledge about the cultural differences:

3.4.1 Time

3.4.2 Space

3.4.3 Kinesics

(3 × 2) (6)

3.5 Distinguish between *cultural communication* and *cross-cultural communication*. (2 × 2) (4)

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3.6 Telephone message:

Mrs Human, phoned Jane. Because Jane was not available, Mary took the message.

Mrs Human: I have phoned Mike Mkhize on the number on 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 him to book a room in your Hotel on the 15 February 2017, for my Valentine celebration? I would also like to know where 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.

LAYOUT	LANGUAGE	CONTENT
4	**6**	**10**

(20)
[50]

QUESTION 4

4.1 Mrs Morgan took up the offer and booked for 8 days in the Zandela Hotel. But they are dissatisfied as they did not get their discount and had to pay R3 900, which they believe was the full price without receiving their free days. They caused quite a stir in the office, shouted at Suzan, threatening her with legal action for misleading advertising. The amount was actually for 6 days only and the free days were already included in the price.

List FIVE points in which way Mrs Morgan should lodge her complaints. (5 × 2) (10)

4.2 Explain FIVE ways in which Suzan should respond to the above enquires. (5 × 2) (10)

4.3 What is the difference between *functional* and *dysfunctional* conflict? (2 × 2) (4)

4.4 Gabriel and Mike have to share a desk in the office. There is not enough space for both their administrative material. Gabriel is a tidy person who prefers a specific space for everything, while Mike could not be bothered. Although Gabriel tried to explain to Mike to be organised, he just does not listen. Gabriel has a university degree Mike a certificate in catering and hospitality services.

Name FIVE reasons for conflict as it occurs in the scenario above. (5 × 2) (10)

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

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4.6 Name TWO problems that may arise when grievance procedure are not followed. (2 × 1) (2)

4.7 Name FIVE alternative solutions management should consider instead of retrenching employees. (5 × 1) (5)

4.8 List FIVE ways to define *sexual harassment*. (5 × 1) (5)
[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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ADDENDUM

EXAMINATION NUMBER: | | | | | | | | | | | | | |

3.6

Telephone message/Telefoonboodskap

ZANDELA HOTEL

To: _____

From: _____

Date: _____

Message

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Signature/Handtekening:_____ (20)

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