



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

CLIENT SERVICE AND HUMAN RELATIONS NQF LEVEL 2

(11011022)

**11 December 2020 (X-paper)
09:00–12:00**

This question paper consists of 8 pages.

539Q1N2011

<p>TIME: 3 HOURS MARKS: 150</p>


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 section 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 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 (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 These diseases can spread rapidly through direct contact with infected persons:

- A Infectious diseases
- B Communicable diseases
- C Contagious diseases
- D Headaches 


1.1.2 Company trade secrets are an example of ... information.

- A well-known
- B confidential
- C customer
- D available

1.1.3 Information brochures are used by organisations to ...


- A inform customers about management activities.
- B organise their upcoming events.
- C advertise their products and services.
- D show customers how the organisations are designed.

1.1.4 The ONE statement that is true about disabled people:





- A They cannot do anything. 
- B They are given favours wherever they go.
- C They form part of previously disadvantaged people.
- D They are not allowed to participate in any activities.

1.1.5 Washing hands after visiting a toilet is important because ...

- A germs are spread in this way.
- B it is part of company rules.
- C the manager will notice it.
- D someone will talk about it.

1.1.6 The following should be done concerning accidents in the workplace: 

- A They should not be recorded.
- B Employees should treat themselves.
- C They should be reported to the safety department.
- D Analysis is not necessary.

- 1.1.7 Company policies refer to ...
- A management's activities.
 - B guidelines of conduct expected in the organisation.
 - C ways of disciplining employees.
 - D communication channels in the organisation. 
- 1.1.8 Tourists to the country should be seen as that they ...
- A make a valuable contribution to our economy.
 - B should just be tolerated.
 - C do not have rights when visiting the country.
 - D are not important as they come from other countries.
- 1.1.9 There are ... heritage sites in South Africa that were declared World Heritage Sites by UNESCO.
- A 5
 - B 8
 - C 7 
 - D 9
- 1.1.10 The dress code guides employees on ...
- A their basic conduct in the workplace.
 - B how people should be treated in the organisation.
 - C management styles.
 - D their appearance in the workplace.  (10 × 1) (10)
- 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 Induction is a process of selecting employees.
- 1.2.2 It is not important for an employee to report when he/she is absent from work.
- 1.2.3 Safety is part of essential information to be given to tourists.
- 1.2.4 It is important for staff to know all the facilities in the organisation.
- 1.2.5 Culture is the way in which people do things in an organisation.
- 1.2.6 Sexual harassment should not be reported as it is embarrassing.
- 1.2.7 Tourists bring money into the country. 
- 1.2.8 Tourists need no assistance if they don't understand the local language.

1.2.9 Adjustment of workplace activities is part of a favour to disabled employees.

1.2.10 Hands should be washed once a day.



(10 × 1)

(10)

1.3 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–K) next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Venda traditional dance	A	disability
1.3.2	A group of symptoms which consistently occur together	B	intellectual disability
1.3.3	Attention deficit disorder	C	safety signs
1.3.4	An employee who carries or moves people's baggage	D	python dance
1.3.5	Loss of ability to perform certain everyday activities	E	hazard
1.3.6	A source of danger	F	syndrome
1.3.7	Hazard caused by an object	G	amarula dance
1.3.8	Moving people away from a place of danger	H	porter
1.3.9	Put up in specific places to make sure the work environment is safe	I	evacuation
1.3.10	An employee who looks after people's personal belongings	J	valet
		K	physical hazard

(10 × 1)

(10)

[30]

TOTAL SECTION A:




30

SECTION B

QUESTION 2

2.1 Answer the questions with regard to the picture.





- 2.1.1 Name the contagious disease that is possibly portrayed by the picture.  (1)
- 2.1.2 Is it safe for an employee to go to work when infected with a contagious disease? Substantiate the answer. (3)
- 2.1.3 Explain the procedure to follow when infected with a contagious disease.  (4)
- 2.1.4 Explain how one should wash hands when infected as shown in the picture. (5)
- 2.1.5 State TWO ways in which one can be infected by a contagious disease. (2)
- 2.2 Name FIVE departments found in a macro-organisation. (5)
- 2.3 Explain the importance of product knowledge in an organisation. (5)
- 2.4 Explain the importance of listening skills in the workplace.  (5)


[30]

QUESTION 3



Merlyn is a young lady who recently completed her secondary education in a special school because she is unable to see clearly. She decided to join a TVET college in the area as the college management must accommodate her as she has a right to enroll at a college.

- 3.1 Name FOUR types of disability. (4)
- 3.2 What type of disability does Merlyn have?  (1)
- 3.3 State FIVE general causes of Merlyn's type of disability. (5)
- 3.4 Advise the college management on how to assist Merlyn with regard to the adjustment of facilities and infrastructure. (5 × 2) (10)
- 3.5 A fire started in the hospitality centre due to faulty electrical wires.
Explain the procedure to be followed in case of such an emergency. (4)
- 3.6 Explain the importance of reporting hazards to the relevant personnel. (3)
- 3.7 Explain the procedures to be followed when a guest slips on the floor.  (3)
[30]

QUESTION 4

- 4.1 Name FIVE possible facilities found in a guest room. (5)
- 4.2 Name FIVE additional services available in the tourism/hospitality industry. (5)
- 4.3 State the essential safety information that should be given to tourists. (5 × 2) (10)
- 4.4 Describe cultural similarities and differences between traditional local communities and tourists with regard to the following:
- 4.4.1 Food
- 4.4.2 Clothing
- 4.4.3 Eye contact 
- 4.4.4 Greeting
- 4.4.5 Welcoming guests on arrival (5 × 2) (10)
[30]

QUESTION 5

- 5.1 Explain the personal hygiene of service personnel about the following:
- 5.1.1 Teeth
 - 5.1.2 Beard and moustache
 - 5.1.3 Make-up 
 - 5.1.4 Uniform
- (4 × 2) (8)
- 5.2 Explain what *personal hygiene* is. (2)
- 5.3 Give FIVE examples of body language that blocks effective communication. (5)
- 5.4 Give FIVE examples of behaviour regarded as sexual harassment.  (5)
- 5.5 Explain the importance of introducing a new employee in the workplace. (10)
- (5 × 2) [30]
- TOTAL SECTION B: 120**
GRAND TOTAL: 150