



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

**CLIENT SERVICE AND HUMAN RELATIONS
NQF LEVEL 3**

(11011023)

**11 December 2020 (Y-paper)
13:00–16:00**

This question paper consists of 9 pages.

541Q1N2011



<p>TIME: 3 HOURS MARKS: 180</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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QUESTION 1


Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.1–1.10) in the ANSWER BOOK.

- 1.1 Muslims pray at the mosque on Fridays.
- 1.2 Managers never deal with clients in an organisation.
- 1.3 Food is part of culture. 
- 1.4 Body language should correlate with verbal communication to ensure effective interaction.
- 1.5 'To set things right' is one of the procedures followed if a misunderstanding occurs.
- 1.6 Staff that go an extra mile can improve client satisfaction.
- 1.7 The language spoken in Haiti is Creole.
- 1.8 Staff knowledge about clients' culture enables them to meet clients' needs.
- 1.9 The Employment Equity Act focuses on eliminating fair discrimination. 
- 1.10 Nepotism refers to offering a job to the most qualified candidate.

(10 × 1)

[10]**QUESTION 2**

Complete the following sentence by writing only the missing word or words next to the question number (2.1–2.8) in the ANSWER BOOK





- 2.1 A/An ... is something you want to achieve.
- 2.2 ... is a state of producing more outputs within a short period of time.
- 2.3 Elimination of unfair discrimination is corrected by ...
- 2.4 A/An ... is a person who shares work experiences and provide guidance to a junior person.
- 2.5 ... is information that may not be shared with any other person.
- 2.6 ... is the way in which a group of people live, believe and their traditions.
- 2.7 Effective communication occurs when a ... is correctly interpreted and understood by the... and feedback is given to the ...
- 2.8 ... people are ancient Japanese warriors. 

(10 × 1)

[10]

QUESTION 3

Choose a word/description from COLUMN B that matches a description in COLUMN A. Write only the letter (A–K) next to the question number (3.1–3.10) in the ANSWER BOOK

COLUMN A		COLUMN B	
3.1	The status entitled to the one born in the country	A	multitasking
3.2	The ability to organise your day in such a way that you get most of your expected tasks done	B	negligence 
3.3	The rate at which people leave their jobs within the company and new ones are employed for the same jobs	C	staff-turnover
3.4	The ability to perform more than one activity at a time 	D	bill of rights
3.5	Rights laid down by law and can only be defended in the court of law	E	citizenship
3.6	Ensures that males and females are dealt with equally in workplace	F	time management
3.7	A legal document which every South African citizen should have	G	legal rights
3.8	The proscriptive and prescriptive beliefs, that affect ethical behaviour of a person or are basis of their intentional activities	H	value system
3.9	Causing harm to another and not providing reasonable level of care 	I	Employment Equity Act
3.10	The right to privacy 	J	identity document
		K	Skills Development Act


(10 × 1)

[10]

QUESTION 4

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 (4.1–4.10) in the ANSWER BOOK

4.1 The currency used in Spain is:


- A Euro
- B Rand 
- C Loti
- D Swiss Franc

4.2 The continent Kenya is found in ...

- A Europe.
- B Asia.
- C Africa.
- D South America.

4.3 A vegetarian dish contains...

- A poultry.
- B nuts.
- C dairy.
- D meat.

4.4 Language spoken by people who come from Maseru: 

- A Sepedi
- B Setswana
- C Sesotho
- D Selobedu

4.5 English traditional drinks include:

- A Ginger beer
- B Tea and coffee
- C Beer
- D Sorghum beer

4.6 The major source of income in a business:

- A Employees
- B Managers 
- C Suppliers
- D Clients

4.7 Non-confidential information in a company includes:

- A Operating hours
- B Company recipes
- C Managers cell number
- D Company budget



4.8 According to statistics, South Africa often receives visitors from this country:

- A USA
- B India
- C Canada
- D Australia

4.9 If complaints are not handled sensitively and positively, the organisations can...

- A gain long life customer.
- B have a decline in profit.
- C have a great reputation.
- D result in low staff turnover.

4.10 Cultural norms do not address...




- A how we behave when eating.
- B who walks in front when entering a room.
- C how we greet strangers.
- D who is born first.



(10 × 1) [10]

TOTAL SECTION A: 40

SECTION B**QUESTION 5**

- 5.1 Molemo Lodge recently appointed two candidates to fill the chef and receptionist positions. They both have to go through an induction process in order to align themselves with the company's recruitment requirements.
- In a tabular form, compare the difference between an induction and introduction of new employees.
(4 × 2)  (8)
- 5.2 Identify SIX basic needs of international tourists in hospitality and tourism establishment. (6)
- 5.3 Explain what is meant by *anticipating clients' needs*. (2)
- 5.4 Body language gives different impression and meaning to the receiver of the message.
- Give FIVE examples of nonverbal communication and ONE meaning or explanation attached to each. (5 × 2) (10)
- 5.5 Name and describe FOUR types of clients.  (4 × 2) (8)
- 5.6 List SIX countries that South Africa shares borders with.  (6)
[40]



QUESTION 6

- 6.1 Describe the responsibilities and rights of employees and employers in terms of the Labour Relations Act. (5 × 2) (10)
- 6.2 Describe the rights and responsibilities that every South African citizen is entitled to. (9)
- 6.3 Define the following terms:
- 6.3.1 Democracy
- 6.3.2 Unauthorised access
- 6.3.3 Balanced lifestyle
- 6.3.4 Action plan (4 × 2) (8)
- 6.4 What should you keep in mind when choosing time management tools? (4)

- 6.5 List FOUR time management tools that can be used to manage daily activities. (5)
- 6.6 Explain the procedure that should be followed in an employment dispute before it reaches the CCMA. (4)


**[40]**

QUESTION 7

- 7.1 There are many violent situations that can occur in the workplace that may lead to injury and loss of life.
List and explain FIVE violent situations that can take place in the workplace. (5 × 2) (10)
- 7.2 Premises of a business can be divided according to the functions of each area.
Identify THREE areas that can be found in tourism and hospitality business. (3)
- 7.3 Identify FOUR values contained in the South African constitution. (4)
- 7.4 Which incidents can lead to value conflict in society. (3)
- 7.5 Discuss the role of the following government institutions in the society:
- 7.5.1 Human Rights Institute
- 7.5.2 Public protector 
- 7.5.3 Aids legal network South Africa (3 × 2) (6)
- 7.6 Welcoming and greeting clients professionally motivates lasting first impression and client satisfaction.
Design an appropriate standard procedure used in a face to face or telephonic hotel greeting. (4)
- 7.7 To which relevant personnel or department in a hotel would you refer the following clients' complaints:
- 7.7.1 Wrong food order has been served
- 7.7.2 Incorrect billing on the invoice
- 7.7.3 Linen and bathroom towels are dirty
- 7.7.4 There is no hot water in the shower 
- 7.7.5 The receptionist at the front desk is rude

(5 × 2) (10)
[40]

QUESTION 8

- 8.1 Cultural differences have different meaning regarding eye contact.
Differentiate the meaning of maintaining eye contact according to Western culture and African culture. (4 × 2) (8)
- 8.2 Manto visited Nkwe Lodge to make reservation. At the reception there was no one to assist her and she became angry and irritated. After a while the receptionist appeared to assist Manto as she was about to leave. 
- 8.2.1 How should the receptionist deal with Manto's irritation? (5 × 2) (10)
- 8.2.2 Explain what would happen if customers' need like Manto's are not met (2)
- [20]**

TOTAL SECTION B: 140
GRAND TOTAL: 180