



# higher education & training

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Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

## **NATIONAL CERTIFICATE COMMUNICATION AND HUMAN RELATIONS N6**

(5140306)

**4 June 2021 (X-paper)  
09:00–12:00**

**This question paper consists of 11 pages.**

205Q1J2104

**DEPARTMENT OF HIGHER EDUCATION AND TRAINING**  
**REPUBLIC OF SOUTH AFRICA**  
NATIONAL CERTIFICATE  
COMMUNICATION AND HUMAN RELATIONS N6  
TIME: 3 HOURS  
MARKS: 200




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**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 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–G) next to the question number (1.1.1–1.1.7) in the ANSWER BOOK.

<b>COLUMN A</b>		<b>COLUMN B</b>	
1.1.1	Problem with the service a business offers, for example a laundromat failing to wash clothes to the satisfaction of most customers 	A	persuasive interview
		B	informative interview
		C	functional conflict
1.1.2	Lack of resources to perform tasks	D	ad hoc committee
1.1.3	Influencing another party to behave in a certain way	E	progress report
		F	stressor 
1.1.4	Oral conversation between a waiter and customer to gain feedback on services rendered	G	executive committee
1.1.5	Group formed to deal with specific assignments and dissolves after the assignments have been completed 		
1.1.6	Small group of directors appointed by a board of directors to act on behalf of the board		
1.1.7	Informs interested parties how far work has progressed		

(7 × 2) (14)

1.2



## **PASTRY CHEF**

**Sisila Lanka (Pvt) Ltd** is the leading Industrial food management Company in Sri Lanka, having 28 industrial catering units spread over many parts of the country. Presently we serve more than 60,000 main meals per day, maintaining very high food quality and hygiene standards. The Company has provided around 800 direct employment opportunities and is in the process of creating more employment opportunities with its present expansion.

**PASTRY CHEFS - RATHMALANA**

- Should have at least 5 years' experience in a cafe or a hotel environment in a similar position.
- Should be a specialist in pastry and bakery.
- Should have ability to meet deadlines in a fast paced environment.
- Should demonstrate, ability to interact with others and adept at leading and motivating a team
- Willingness to work on different schedules when required
- Ability to train staff would be considered as an added advantage.
- Age between 30- 45

Company provided accommodation is available if necessary

An attractive remuneration package competitive with the industry practices, along with a professional and friendly working environment, awaits selected candidate.

Please forward your CV within 07 days of this advertisement with the position applied to: [sisilalankajobs@gmail.com](mailto:sisilalankajobs@gmail.com) or call Mr. Hemantha for more information 0777312992






**Manager, Human Resources**  
**Sisila Lanka (Pvt) LTD,**  
**No: 50/13, Old Kesbewa Road, Raththanapitiya, Boralesgamuwa**  
[sisilalankajobs@gmail.com](mailto:sisilalankajobs@gmail.com)




Complete the following table by giving an example of each of the following types of information from the advertisement. Write only the answer next to the question number (1.2.1–1.2.8) in the ANSWER BOOK.



	INFORMATION	EXAMPLES	
1.2.1	Job title		(1)
1.2.2	Type of company		(1)
1.2.3	Professional skill required		(1)
1.2.4	Relevant experience		(1)
1.2.5	Other requirements		(2)
1.2.6	Remuneration		(2)
1.2.7	Closing date		(1)
1.2.8	Contact information		(1)

- 1.3 Give the correct term for the descriptions given below or complete the following sentences by writing only the missing word or words next to the question number (1.3.1–1.3.15) in the ANSWER BOOK.
- 1.3.1 Set of rules governing the conduct of an organisation (1)
- 1.3.2 A healthy work environment contributes to a happy employee and high ...  (2)
- 1.3.3 The body's reaction to a change that requires a physical, mental or emotional adjustment (1)
- 1.3.4 Influencing a client's decision to spend more on a product or service than was planned for (2)
- 1.3.5 Any means of disrupting the communication process is a ... (1)
- 1.3.6 A customer who looks around before making a purchase (1)
- 1.3.7 Emotional response to opposition and resistance in achieving what one wants to achieve (2)
- 1.3.8 Holding an emotion inside  (2)
- 1.3.9 A person's ... ability can be a perceptual barrier. (1)
- 1.3.10 A sound that gives emotional meaning to the words of a speaker (1)
- 1.3.11 Public speech is considered to be a/an ... communication. (1)
- 1.3.12 A means used to represent a message for example a company blog (2)
- 1.3.13 Formulation of thoughts into a message (1)
- 1.3.14 A feeling of extreme unhappiness (1)
- 1.3.15 Personality that is calm and has difficulty relating to people outside oneself (1)
- 1.4 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.4.1–1.4.6) in the ANSWER BOOK.
- 1.4.1 Diagonal communication can be explained as communication between a higher level in one department and a lower level in another department.  (1)
- 1.4.2 Motivation is a driving force for good performance in a working environment. (1)
- 1.4.3 The function of an inaugural meeting is to start a new organisation. (1)

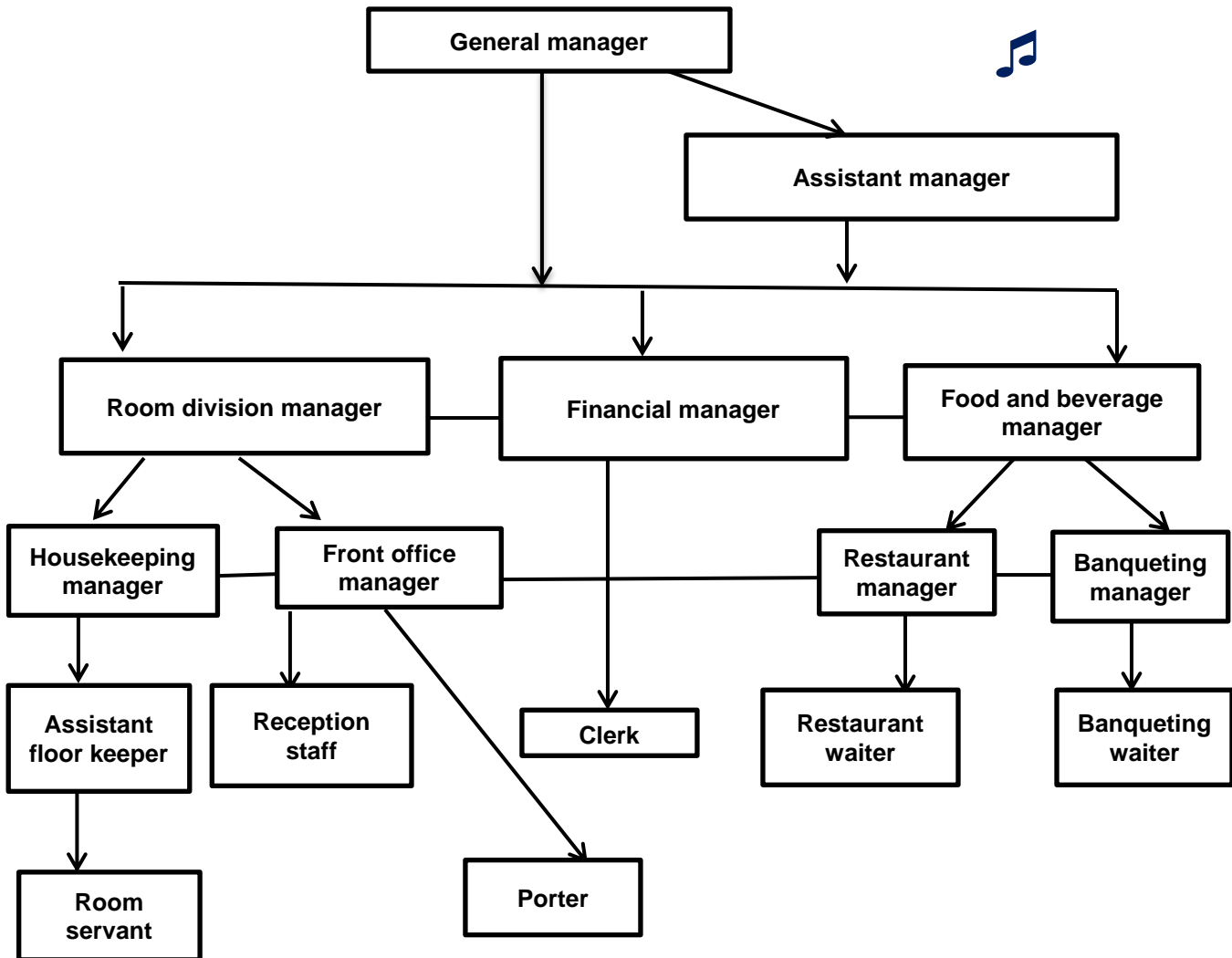
- 1.4.4 A formal alteration to a motion is called an adjournment.
- 1.4.5 Members of a meeting expect a meeting to be led by a well-dressed, well-prepared and well-spoken chairperson. 
- 1.4.6 Compromise is a strategy for dealing with conflict where one refuses to acknowledge that a problem exists.

(6 × 1)

(6)  
**[50]**

**QUESTION 2**



**Channels of communication in an organisation**



2.1 Name and explain THREE common types of communication flow within a more complex organisation. (3 x 3) (9)

2.2 Draw pointing arrows to illustrate the flow of communication from the porter to the general manager. (4)

- 2.3 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–D) next to the question number (2.3.1–2.3.4) in the ANSWER BOOK.


COLUMN A		COLUMN B	
2.3.1	Reception staff informing the housekeeping manager on the number of sleepovers for the next day	A	horizontal
		B	upwards communication
		C	downwards communication 
2.3.2	General manager delegating the assistant manager to address staff members on his/her behalf	D	diagonal communication
2.3.3	Banqueting waiters discussing work challenges with restaurant waiters 		
2.3.4	Porter reporting stolen guest luggage to the front office manager		

(4 × 2)

(8)

2.4

Xolani hopes to be chosen to be a temporary chairperson for the manager's monthly meetings for a period of six months. Apparently, the chairperson has important matters to address with the ad hoc committee, but the secretary is on study leave for five months.



- 2.4.1 Which basic knowledge must Xolani have to be chosen as the ideal chairperson? (3 × 2) (6)
- 2.4.2 Name EIGHT responsibilities and duties of a chairperson. (8)
- 2.4.3 Give EIGHT duties of a secretary before and during a meeting. (8)
- 2.4.4 List FIVE advantages of being a good listener.  (5)
- 2.4.5 Name ONE audio device that will assist the secretary to capture all necessary information during a meeting. Substantiate the answer. (2)


**[50]****TOTAL SECTION A: 100**




**SECTION B**

**QUESTION 3**

<p><b>The most common diner complaints</b></p> <ul style="list-style-type: none"> <li>• Dirty utensils or table</li> <li>• Dirty or ill-equipped restrooms</li> <li>• Impolite or condescending servers</li> <li>• Servers with sloppy appearance or poor hygiene </li> <li>• Meals served at wrong temperature</li> <li>• Meals are not what were ordered</li> </ul>	
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- 3.1 Refer *functional conflict* and *nonfunctional conflict* and give examples that substantiate the given statements. (4)
- 3.2 Give EIGHT tips on how to handle customer complaints.  (8)
- 3.3 Choose a resolution from COLUMN B that matches a complaint in COLUMN A. Write only the letter (A–E) next to the question number (3.3.1–3.3.5) in the ANSWER BOOK.



COLUMN A		COLUMN B	
3.3.1	Impolite server	A	Listen attentively to customer needs and deliver.
3.3.2	Sloppy appearance	B	Present your services in a more attractive way to arouse the interest of customers.
3.3.3	Meals presented is not what customer ordered	C	Remain calm, apologise, rectify the mistake and make sure not to repeat the same.
3.3.4	Dirty restrooms 	D	Always be friendly and professional and aware of body language.
3.3.5	Angry and loud customer over cold meal served to her	E	Always look presentable for work and take pride therein.

(5 x 2) (10)

- 3.4 Name FOUR personality types and differentiate between these types. (4 × 2) (8)
- 3.5 Guided by Maslow's hierarchy of needs, identify the level of needs and explain the type of service normally offered in hotels to fulfil customer satisfaction. (5 × 2) (10)
- 3.6 Explain each of the following theories with regard to conflict:
- 3.6.1 Traditional view
- 3.6.2 Behavioural view
- 3.6.3 Interaction approach (3 × 2) (6)
- 3.7 Briefly explain how each of the following types of conflict is experienced:
- 3.7.1 Management and staff conflict
- 3.7.2 Interpersonal conflict (2 × 2) (4)
- [50]**

#### QUESTION 4

- 4.1 Explain the THREE elements of self-image as it relates to personal branding. (3)
- 4.2 List FOUR traditional media used to advertise posts. (4)
- 4.3 Explain FIVE images that will show professionalism and demand respect in a business-related presentation. (5)
- 4.4 Discuss FOUR aspects of the human voice that improve the sound and give character to it. (4 × 3) (12)
- 4.5 Give a communication space that is suitable in each of the following cases:
- 4.5.1 Having a business-related conversation with a client in an office
- 4.5.2 Political speech to the public in a playground (4)
- 4.5.3 Conversation among friends in various places but not in one venue
- 4.5.4 Frans, who is working in his yard, admires a girl passing in the street and he starts to whistle to get her attention.
- 4.5.5 A hug and a kiss from Frans giving his child assurance and comfort before he leaves her for her first day at school (5 × 1) (5)

- 4.6 List FIVE factors to consider when selecting training aids.  (5 × 2) (10)
- 4.7 When is an orientation training programme necessary? (2)
- 4.8 List FIVE training barriers that could potentially jeopardise the success of a training programme.  (5)
- 4.9 Give FOUR ways to avoid training barriers. (4)

**[50]**

**TOTAL SECTION B: 100**  
**GRAND TOTAL: 200**