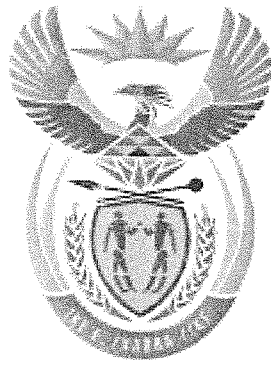
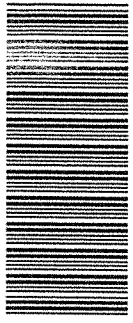


0000000000



# higher education & training

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

N120(E)(N25)H  
**NOVEMBER EXAMINATION**

**NATIONAL CERTIFICATE**

**COMMUNICATION AND HUMAN RELATIONS N6**

(5140306)

**25 November 2014 (X-Paper)**  
**09:00–12:00**

**No dictionaries are allowed.**

**This question paper consists of 9 pages and 1 addendum**

**DEPARTMENT OF HIGHER EDUCATION AND TRAINING  
REPUBLIC OF SOUTH AFRICA  
NATIONAL CERTIFICATE  
COMMUNICATION AND HUMAN RELATIONS N6  
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. Answer each question on a NEW page.
  5. Any rough work must be clearly crossed out.
  6. Write neatly and legibly.
-

**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 A ... is an example of a personal document that you should take along when going for an interview.
- A job application form
  - B municipal account
  - C curriculum vitae
  - D previous payslip
- 1.1.2 ONE of the following is an example of a physiological need:
- A Belonging to a union
  - B Going on a vacation
  - C Receiving an award
  - D Getting a promotion
- 1.1.3 A client who easily gets angry has the following personality type:
- A Phlegmatic
  - B Biliary
  - C Sanguine
  - D Choleric
- 1.1.4 What is the easiest and most affordable method to sell a product/service?
- A Pamphlet
  - B Business card
  - C Radio advertisement
  - D Advertising in a newspaper
- 1.1.5 ONE of a secretary's duties is to ...
- A summarise arguments for or against a motion before putting it to the vote.
  - B ensure that all instructions and decisions are carried out.
  - C count the votes in the absence of a treasurer.
  - D ensure that a meeting is properly constituted.

- 1.1.6 An example of vertical communication is ...
- A the marketing manager needing information from the financial manager.
  - B a secretary from the sales division phoning a secretary from the public relations department.
  - C the head chef giving instructions to the junior chefs.
  - D the receptionist of a hotel speaking to another receptionist about a client who wants to confirm a booking.
- 1.1.7 ONE of the following is an example of a perceptual barrier:
- A Poor eyesight
  - B Intelligence
  - C Snow on the television
  - D The use of slang
- 1.1.8 ONE of the following is a form of verbal communication:
- A Graph
  - B Frown
  - C Sign/symbol
  - D Memorandum
- 1.1.9 Which graph will most likely be used to indicate the increase in sales for the year?
- A Pie chart
  - B Pictogram
  - C Bar chart
  - D Line graph
- 1.1.10 The theory that conflict must be avoided because it is negative and damaging is a/an ...
- A old-fashioned approach.
  - B traditional approach.
  - C behaviour approach.
  - D interaction approach.

(10 × 2) (20)

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 (1.2.1–1.2.5) in the ANSWER BOOK.

- 1.2.1 Visual semiology is communication by means of anything that needs to be heard by the receiver in order to be understood.

- 1.2.2 The circular process of interviewing is when the interviewer and the interviewee continuously change roles as sender and receiver.
- 1.2.3 The purpose of the informative interview is to persuade the respondent to alter his/her perceptions, thoughts and opinions.
- 1.2.4 The type of conflict that exists freely between two or more individuals is called interpersonal conflict.
- 1.2.5 Job analysis is the process of determining and reporting pertinent information relating to the nature of a specific job.

(5 × 2) (10)

1.3 Each of the following sentences relates to a physical aspect of speech. Choose the correct word(s) between brackets and write only the word(s) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

- 1.3.1 Correct (relaxation/breathing) control helps to determine the quality of your voice.
- 1.3.2 Tension in your body is almost always reflected in speech. It is important to practice (relaxation/screaming).
- 1.3.3 When we use our lips, tongue, palate, teeth and lower jaw to form speech, we are making use of (articulation/pronunciation).
- 1.3.4 If you speak through your nose, your voice will have no (resonance/ articulation).
- 1.3.5 How fast or how slow you speak is called (tempo/volume).

(5 × 2) (10)

1.4 Give ONE word or term for each of the following descriptions. Write only the word or term next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

- 1.4.1 Allows someone to vote on behalf of someone else
- 1.4.2 A correction or alteration to the agenda or minutes
- 1.4.3 If there is a deadlock in the voting, the chairperson's vote decides whether it is for or against the motion
- 1.4.4 Record the exact words spoken at the meeting
- 1.4.5 Minimum number of people that must be present for the meeting to proceed

(5 × 2) (10)  
[50]

**TOTAL SECTION A: 50**

**SECTION B****QUESTION 2**

Refer to the attached ADDENDUM and answer the questions.

- 2.1 Identify the following elements of communication as depicted in the case study:
- 2.1.1 Sender (1)
  - 2.1.2 Receiver (1)
  - 2.1.3 Medium (1)
  - 2.1.4 Message (2)
- 2.2 There are TWO possible barriers to the communication process in the case study.  
Identify the barriers and explain why they occurred. (4)
- 2.3 Give ONE example of nonverbal communication that illustrates the emotion that Sarah was experiencing. (1)
- 2.4 Name and explain each of the THREE theories regarding conflict within an organisation. (3 × 2) (6)
- 2.5 Name and explain the type of conflict with which Sarah had to deal. (4)
- 2.6 State any FIVE negative consequences that conflict can have on Riviera Restaurant. (5 × 2) (10)
- 2.7 Sarah was very frustrated after the telephone conversation and took it out on one of the clients who phoned later. A huge argument ensued. Her friend and colleague Jessica was very concerned and decided to give her guidelines in handling interpersonal conflict.  
Name and explain FIVE guidelines that her friend could give her. (5 × 2) (10)
- 2.8 Suggest and explain FIVE ways in which customer complaints can be handled. (5 × 2) (10)

**[50]**

**QUESTION 3**

Sarah, the receptionist, is actually a qualified chef who was unable to get a job suited to her qualification. A new five-star hotel is about to open at the Boardwalk and they are advertising various positions that suit her qualification. She decides to apply for a position as junior chef.

Answer the following questions based on the scenario above.

- 3.1 The candidates who wish to apply for the position of junior chef must submit their CVs to the recruitment agency at the Boardwalk.

Suggest SIX things that Sarah must keep in mind when compiling her CV.

(6 × 2) (12)

- 3.2 Sarah wants to ask her previous employer to act as a reference.

What is a *reference*?

(2)

- 3.3 Sarah should not only rely on the job title alone as that can be very misleading. Her friend Jessica decides to get information about what the job entails.

Give any FIVE reasons why Sarah needs to get information before applying for a job.

(5 × 2)

(10)

- 3.4 Sarah applied for the job and was invited to an interview. She should know that the nonverbal aspects of a person's voice are very important during an interview. It is not only what you are saying that is important but also how you are saying it.

Bearing that in mind, explain in detail how the following nonverbal cues in a candidate's voice can help him/her during an interview:

3.4.1 Register

3.4.2 Tone

3.4.3 Pronunciation

3.4.4 Accent

3.4.5 Style

(5 × 2) (10)

- 3.5 After the interviews there is normally a selection process.

Explain the selection process that the recruitment agency will follow.

(6)

- 3.6 Explain how the following factors may help to motivate employees in a working environment not to become discouraged:
- 3.6.1 Policy
  - 3.6.2 Supervision
  - 3.6.3 Remuneration
- (3 × 3) (9)
- 3.7 Give ONE reason why a company sometimes should make use of a consultant.
- (1)  
[50]

#### QUESTION 4

Refer to the case study in the ADDENDUM and answer the questions.

- 4.1 The manager of Riviera Restaurant was very perturbed by the way the staff is handling clients and decided to workshop them. The AIDA principle for sales was explained to staff.
- Name and explain the FOUR steps of the AIDA principle that can be applied to promote sales at the restaurant.
- (4 × 2) (8)
- 4.2 The manager is especially interested in assisting staff on how they should handle difficult clients.
- Write detailed sentences on how the following aspects can assist staff when dealing with difficult clients:
- 4.2.1 Tact
  - 4.2.2 Empathy
  - 4.2.3 Patience
  - 4.2.4 Assertiveness
  - 4.2.5 Determining expectations
- (5 × 2) (10)



- 4.3 The manager is stressed because none of the plugs is working at the venue that he has booked for the workshop. Furthermore, there are no boards.
- 4.3.1 Suggest ONE of the two options for visual aids that he can use. (2)
- 4.3.2 Explain TWO reasons why he should use the visual aid that you chose in QUESTION 4.3.1 by referring to its advantages. (2 × 2) (4)
- 4.4 The employees of Riviera Restaurant feel there is no need for them to be trained.
- Explain FIVE reasons why they should be trained. (5 × 2) (10)
- 4.5 Identify and explain any THREE barriers that can occur during the training of the staff of Riviera Restaurant. (3 × 2) (6)
- 4.6 The manager needed to replace Sarah and advertised the position. Interviews were held and one successful candidate was chosen. The manager now needs to orientate the new employee.
- Name the TEN steps that should be included in an orientation program. (10)  
[50]

**TOTAL SECTION B: 150**  
**GRAND TOTAL: 200**

**ADDENDUM A**

Sarah Manns is a receptionist at Riviera Restaurant in Port Elizabeth. Lately she has experienced problems because she has a car and a lease agreement that need to be paid and she feels she's not earning enough. While her manager was out, a client phones to complain about the poor service that she had received at the restaurant the previous week.

The client was unhappy because she had discovered a hair in her soup and felt that the waitress, Millicent Shauders, had been rude and had not listened to her complaint.

Ms. Manns battled to understand the client because she was speaking with a heavy German accent. She also became very frustrated with the client because she had a lot on her mind.

When the client repeated her story for the fourth time she could not suppress a sigh. The client then insisted that the manager had to call her back, saying she was tired of dealing with incompetent people.