



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N140(E)(N23)H

NATIONAL CERTIFICATE

COMMUNICATION AND HUMAN RELATIONS N6

(5140306)

23 November 2018 (X-Paper)

09:00–12:00

NO dictionaries are allowed.

This question paper consists of 8 pages.

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. Use a BLACK or BLUE pen.
 5. Leave at least THREE lines after each question.
 6. Start each section on a NEW page.
 7. 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 (1.1.1–1.1.8) in the ANSWER BOOK.

1.1.1 You are willing to ensure that the customer leaves perfectly happy, this should show the customer that ...

- A you care only for money.
- B the customer is the one who determines what 'right' is.
- C you're willing to keep going until you get it right.
- D you're the owner of the business.

1.1.2 The basic set of rules and principles controlling all the activities of the organisation is called the ...

- A constitution.
- B Bible.
- C honorarium.
- D agenda.

1.1.3 The following are signs of stress:

- A Smile
- B Focus
- C Achiever
- D None of the above

1.1.4 Companies do not want to spend money on fruitless training programmes. The effectiveness of training programmes is evaluated by observing ...

- A selection of new employees.
- B behaviour of trainees.
- C during the second training.
- D how much trainees have learned.

1.1.5 A new employee can be introduced to fellow existing employees through ...

- A Induction.
- B training.
- C recruitment.
- D on the job training.

1.1.6 Which factors suggest a strong work ethic to keep the company functioning at its peak?

- A Ignorance and responsibility
- B Integrity and discipline
- C Good teamwork, functional conflict and threats
- D Healthy competition and frustrations

1.1.7 CV stands for ...

- A customer values.
- B clear voice.
- C curriculum vitae.
- D constitution vitae.

1.1.8 Lesson facilitation for the blind and visually-impaired students can be successfully achieved through the use of which learning aid?

- A Flip chart
- B Television
- C Digital recorder
- D Chalk board

(8 × 2) (16)

1.2 Choose a/an item/word from COLUMN B that matches a/an description/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	Low self-image	A	grumpy and irritable person
1.2.2	Consultant	B	moody individuals
1.2.3	Secretary	C	collect information
1.2.4	Unwritten laws	D	phlegmatic
1.2.5	Choleric	E	expert adviser
1.2.6	Bilious	F	guide the meeting
1.2.7	Sometimes uninterested but calm character	G	very confident
1.2.8	Chairperson	H	perform administrative tasks
1.2.9	Sanguine	I	unrealistic goals
1.2.10	Interviewer's responsibility	J	common laws

(10 × 2) (20)

1.3 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

- 1.3.1 Consonant sounds are represented by the letters A,E,O,U.
- 1.3.2 The golden rule of customer service is to keep customers happy.
- 1.3.3 Determining the training need will give an indication on what the training should cover.
- 1.3.4 Capability of assessing yourself and others realistically shows good judgement.
- 1.3.5 Pitch refers to slowness and the fastest way of expressing emotions.
- 1.3.6 A covering letter is a formal note directed to members of an organisation to notify them of a particular subject.
- 1.3.7 Constitutions are unwritten rules that govern organisations.
- 1.3.8 You can teach yourself to be a better communicator by understanding the contributing factors of communication.
- 1.3.9 Moving restlessly about the office or not being able to sit still is an example of behaviour related to positive non-verbal communication.
- 1.3.10 Functional conflicts are conflicts that disrupt the operation of an organisation and are traditionally avoided.

(10 × 1) (10)

1.4 Give a brief definition for each of the following:

- 1.4.1 Motion
- 1.4.2 Adjournment
- 1.4.3 Proxy
- 1.4.4 Ad hoc committee

(4 × 1) (4)
[50]

QUESTION 2

2.1 Read the following statements and answer the questions.

To live effectively in this world, to achieve our goals and make a difference, we need to market ourselves in a way that interests the other person you intend to have a relationship with. The job market is more competitive than ever. You may not get an interview if your marketing ability has no impact.

- 2.1.1 Name FOUR other ways besides a CV that could generate leads towards for an interview. (4)
- 2.1.2 When you market yourself you want others to see who you are and show interest in you.
Suggest communicative ways that interests the listener and draws positive attention to you and stand out. (3)
- 2.1.3 What is a *curriculum vitae*? (2)
- 2.1.4 Name SIX mistakes candidates make on their CV. (6)
- 2.1.5 Compose SIX tips on how to complete a very good application form. (6 × 2) (12)
- 2.2 Name FOUR types of training. (4)
- 2.3 Discuss relevant reasons why employers see benefits to train their employees. (5 × 2) (10)
- 2.4 Name SEVEN barriers that could impede the effectiveness of training. (7)
- 2.5 Stipulate the aims of using audiovisuals in business. (2)

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

SECTION B**QUESTION 3**

- 3.1 A business in the food and beverage industry we strives to achieve customer satisfaction.
- Explain how customers may want to satisfy the following needs:
- 3.1.1 Physiological need
- 3.1.2 Social needs (2 × 1) (2)
- 3.2 Give SIX reasons why communication is important in the hospitality business. (6)
- 3.3 Name SIX practical hints for overcoming communication barriers. (6)
- 3.4 Discuss the following dimensions of self-image, with reference to the way people think of themselves:
- 3.4.1 Physical dimension
- 3.4.2 Intellectual dimension (2 × 2) (4)
- 3.5 The employees in the food and beverage industry work in a stressful environment.
- Name FIVE ways in which they can learn to cope. (5)
- 3.6 3.6.1 Design an organogram for the food and beverage department and show the THREE directions of internal communication flow. Use the following job titles: (7)
- Cook, food and beverage manager, head waiter, head chef
- 3.6.2 Discuss the chain of relation with regard to communication flows illustrated in QUESTION 3.6.1. (3)
- 3.7 General meetings may be attended by all members of the organisation.
- Name FOUR types of general meetings. (4)
- 3.8 Briefly explain the FOUR requirements for a legal meeting. (4)
- 3.9 Name THREE duties of a chairman in a meeting. (3)
- 3.10 Determine the FOUR reasons why it is important to deliver good service to clients. (4)
- 3.11 Explain how a sale representative should handle a customer who is browsing without the intention of making a purchase. (2)

[50]

QUESTION 4

- 4.1 Good communicators know that what they say is often less important than the way they say it.
Explain how to use voice techniques to your advantage. (5)
- 4.2 Non-verbal behaviour could be a deciding factor in your continued employment during a disciplinary hearing.
- 4.2.1 Suggest THREE non-verbal communicative actions that should be followed during a disciplinary hearing. (3)
- 4.2.2 Name TWO non-verbal habits that will give the wrong impression during a disciplinary hearing. (2)
- 4.3 State SIX guidelines that should be followed by the interviewer when dealing with conflict between two employees. (6)
- 4.4 You have identified that some of your fellow employees lack a good self-image.
- 4.4.1 Highlight FOUR signs of poor self-image that you have picked up. (4)
- 4.4.2 Give FIVE tips on how to nurture the growth of a positive self-image. (5)
- 4.5 Point out FIVE roles that an employer should play to minimise frustrations in the workplace. (5 × 2) (10)
- 4.6 Discuss the following factors as the cause of stress in the workplace:
- 4.6.1 Work under load
- 4.6.2 Family relationship (2 × 2) (4)
- 4.7 Explain the importance of communication in a modern society. (6)
- 4.8 Write FIVE habits that discourage a good office relationship between the employer and employees. (5)
- [50]**
- TOTAL SECTION B: 100**
GRAND TOTAL: 200