



**CLIENT SERVICES AND HUMAN RELATIONS
NQF LEVEL 4**

TASK: 1 (Test)
TOPIC: 1
MARKS: 50

TASK DATE: -----
TIME: 50 MINUTES

INSTRUCTIONS

1. Read all the questions carefully and answer all the questions.
2. Start each question on a **NEW** page.
3. Number the answers according to the numbering system used in the question paper.
4. Write neatly and legibly.
5. Take note of mark allocation per question.
6. Draw a line after every completed question.

SECTION B: LONG QUESTIONS

QUESTION 5

Compare the difference between the following training and development needs in the organisation:

Micro level (2)

Macro level (2)

Grant has recently joined the Protea Hotel-Sandton. You've been given the task of mentioning Grant for a two-week period. Grant asks you to explain certain terms he doesn't understand. Explain the following terms to Grant:

Remuneration (1)

Resources (1)

Feedback (1)

Evaluation (1)

Motivation (1)

1.1.1 Describe ways to identify training needs or gaps in work performance. Explain how the manager can become aware of gaps in a (employees) waiter's work performance? (4)

Name the reasons why gaps in work performance could arise. (5)

1.1.2 Explain the importance of identifying key strengths and weaknesses of individuals. (7)

1.2.1 Identify individual constraints. (6)

Name FOUR types of resources. (4)

What is a constraint? (2)

1.2.2 State three key constraints that are experienced by some organisations when having to provide training for their employees. (6)

1.2.3 Why should managers consider both the employee's and the company's constraints when planning training and development of staff? (10)

1.2.4 Explain the importance of recognising key strengths and weaknesses of individuals in the organisation. (4)

When planning for training what principles of learning should a manager consider? (5)

1.3.1 Explain why staff should be involved in designing and implementing action plans to bridge their own performance gaps. (10)

1.4.1 Discuss why it is important to give employees feedback on the training they took part in. (6)

**1.5.1 Explain the role of the manager in the training and development of staff in terms of:
Training needs (3)**

Finance (5)

Training resources (3)

Time

(4)

1.6.1 Identify work environment that can lead to poor work performance. (6)

Identify the psychological environment that will make the employee go to work or not. (5)

List FOUR factors that can influence the work performance of a worker. (4)

Discuss the THREE categories of work performance problems.

1. Skills and Knowledge problems: (4)

2. Motivation problems: (4)

3. Work environment problems: (6)

**Explain the aspects of the work environment with a negative impact.
Discuss the aspects of poor performance due to lack of training needs. (8)**

1.6.2 When is a lack of training the cause of poor performance in the workplace? (4)

1.6.3 Explain the importance of distinguishing between work environment and training needs as the cause of poor work performance. (6)

1.7.1 List client complaints that may suggest training needs, making use of client's complaints. (7)

1.7.2 List client complaints that may suggest a lack of knowledge of new procedures implemented. (2)

1.7.3 List client complaints that may suggest a lack of operational knowledge of new equipment. (2)

How can you obtain feedback? (3)

1.7.4 Identify methods to evaluate staff performance. (8)

1.7.5 Compare current performance to desired performance. (4)

CURRENT PERFORMANCE:

DESIRED PERFORMANCE:

1.7.6 Identify training and development required. (9)

1.8.1 Identify through discussion with individuals the cause for poor performance including but not excluding training need, lack of motivation, dissatisfaction, misunderstanding, workplace conflict or the lack of resources.

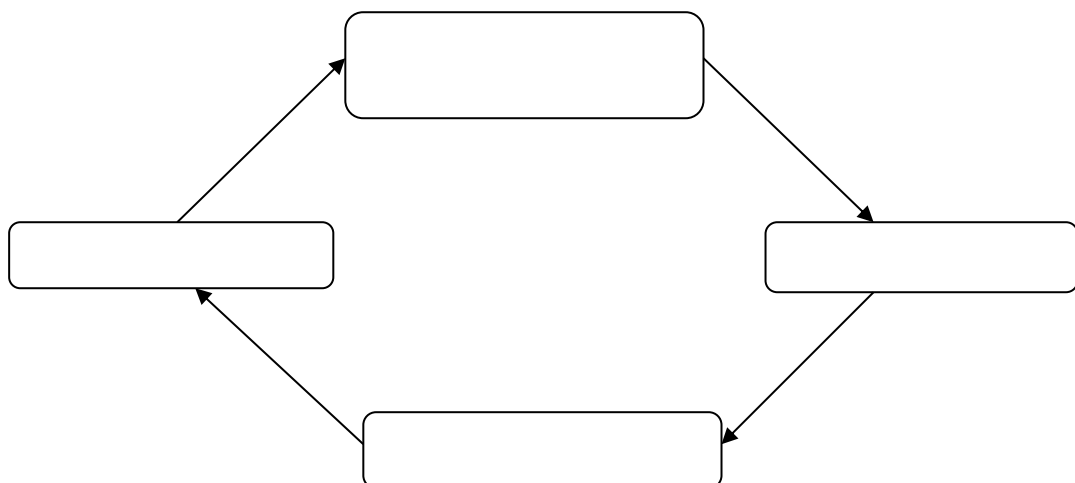
1.8.1 Identify through discussion with individuals the cause of poor performance. (8)

1.8.2 List performance issues. (8)

1.9.1 Identify the factors affecting each performance issue and state whether they are due to training needs or are environment issues. (8)

1.9.2 Identify appropriate action to resolve each of the issues. (4)

1.10.1 Draw up and implement action plans to meet the required training needs to fill the performance gaps. (5)



Identify the recommendations for training taking the company considerations into account. (8)

1.11.1 Identify methods to determine the transfer of knowledge into the workplace after the training. (4)

1.11.2 Explain the methods identified. (4)

What does conducting reviews mean? (1)

Explain the methods identified to review staff.

(6)
