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**(NCV) NATIONAL CERTIFICATE VOCATIONAL**

**Client Services and Human Relations Level 2  
Topic 3: Client Service in cultural context  
Test**

**1. Briefly explain the following terms:**

- (a) Hospitable
- (b) Confidential information (2)

**2. Describe the factors to consider, when greeting a client in the hospitality and tourism industry. (7)**

**3. Explain the steps to follow when greeting a client (during initial introduction). (6)**

**4. Complete the following sentences:**

*When dealing with clients, after the initial introduction:*

- (a) Keep \_\_\_\_\_ out of the workplace.
- (b) Treat everyone \_\_\_\_\_.
- (c) Follow basic \_\_\_\_\_ and maintain a courteous demeanour.
- (d) Do not allow personal preferences, e.g. \_\_\_\_\_ and \_\_\_\_\_ to interfere when dealing with clients.
- (e) Always have \_\_\_\_\_ attitude at work.
- (f) Be aware of your posture, body language and \_\_\_\_\_.
- (g) When dealing with foreigners, ask a colleague to act as an \_\_\_\_\_ (10)

**5. Identify client information that should not be disclosed. (6)**

**6. Mention three situations where a client's personal information might be necessary to disclose. (3)**

**7. Briefly explain how to deal appropriately with a client's personal information (3)**

**Total: 37 marks**