



(NCV) NATIONAL CERTIFICATE VOCATIONAL

**Client Services and Human Relations L3
Learning Activity 1**

1. The students must identify the main population groups within their community, workplace and province.
2. They must describe the culture of each group with reference to language, food and drink preferences, traditions, beliefs and religion. They may use the table below as a guide.

Group	Language and meaning of certain gestures	Typical food and drink	Rituals/customs /traditions	Religion

(25)

Learning Activity 2

Students must choose one European country and one African country and compare their etiquette rules. Aspects they should consider include: dress etiquette, business negotiations, business meeting etiquette, dining etiquette, gift giving etiquette and general communication and relations etiquette.

(25)