



Class Activity:											
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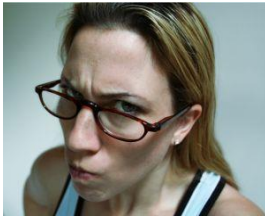
1. You are observing the following people. Name and discuss the 'Personal Space Zones' that are illustrated through the scenarios below. (8)
 - 1.1 Laura meets her very best and trusted girlfriends for drinks after work.
 - 1.2 James is attending a workshop with delegates from different colleges.
2. Define the term 'Personal Space'. (2)
3. Explain the term 'Dehumanisation' by discussing when, why and how one acts to achieve this. (4)
4. List the percentages of elements that make up the total communication package. (6)
5. You are explaining dishes on a menu to a customer. Discuss two 'cheek and chin' gestures that a guest might show to indicate a positive response. (6)

You are the receptionist at a hotel and overhear the telephonic conversation between Sandy, a colleague and a customer. The following is what Sandy said:
"Elephant Inn, good morning!...I don't know sir...I can't do that because it is not my job. You will need to phone the manager....I know it's weird, but that's not my fault. Calm down sir and phone back later"

6. Rewrite Sandy's conversation in a manner that displays excellent customer service. (6)

7. Name the forms and types of communication depicted below. (4)

7.1



7.2



7.3



"Let's ask Corli to join the meeting!"

4.4



Submission date

/ /2022