

EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT

EXEMPLAR 001 - MEMORANDUM

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|---|--|
| STUDENT NAME & SURNAME | |
| ID NUMBER | |
| EISA REGISTRATION NUMBER | |
| ASSESSMENT CENTRE | |
| ASSESSMENT CENTRE ACCREDITATION NUMBER | |
| QUALIFICATION | Occupational Qualification: Service Station Attendant |
| SAQA ID | 99708 |
| CREDITS | 28 |
| PAPER | |
| DATE OF EISA | DD/MM/YYYY |
| DURATION OF THEORY EXAM | 2 HOURS |
| DURATION OF PRACTICAL EXAMINATION | 2 HOURS |
| TOTAL MARKS | 70 |
| PASS MARK | 53 |

GENERAL EISA RULES

1. Students are **only** allowed to use the supplied EISA booklets.
2. Students are **only** allowed to use a black pen for their answers.
3. Students to ensure that their name, surname and EISA registration number appears on the front of your EISA booklet.
4. This is a closed book examination; therefore, no other material or belongings are to be brought into the assessment centre. Should you bring any other material or belongings into the assessment centre, you will be required to leave such at the front of the assessment centre examination room. The assessment centre will not be held liable for any loss or damage to property brought into the assessment centre examination room.
5. All EISA booklets must be handed back to the invigilator intact. No pages may be torn off from the EISA booklet. The removal of EISA booklets from the examination room is prohibited.
6. Students may make use of a calculator in this EISA.
7. Unless this is an online examination where access to a computer will be made available to you; the use of any communication devices, including smart watches, cell phones, tablets, iPads, headphones, and laptops are prohibited.
8. All cell phones are to be switched off for the duration of the EISA.
9. The invigilator will not assist you with the explanation of questions related to the EISA.
10. Students are prohibited from conversing in any manner with other students.
11. Students may not leave the examination venue within one hour of the start of the examination and in the last 10 minutes of the allotted examination period.
12. Students who are found to be disruptive and unruly in the assessment centre will be requested to leave the assessment centre by the invigilator.

I HEREBY CONFIRM THAT I HAVE READ THE ABOVE EISA RULES AND DECLARE THAT I UNDERSTAND AND ACCEPT THE RULES.

Question 1

Provide a level of service that encourages customer loyalty

(34 Marks)

- 1.1.1 Whilst working on the forecourt as a service station attendant, an irate customer complains to you that she has been waiting for the past 20 minutes for her tyres pressure to be checked because there is only one tyre pressure gauge working. Explain how you would respond to the customer

(3 marks)**Allocate half a mark for each of the following points**

- Apologise to the customer for the delay in serving her.
- Highlight that you value her complaint because it is valid and important to your service station.
- Politely inform her that there is only one tyre pressure gauge working and this is what is causing the delay.
- Explain to her that you will kindly serve her once her turn comes as you are assisting customers on a first come first served basis.
- Indicate to the customer how many people are ahead of her.
- Duly inform your supervisor of this complaint and the need to get the other tyre pressure gauges working.

- 1.1.2 A motorist drives into the forecourt of your service station. She indicates to you that she has been driving on an untarred road and her car need a wash. You explain to her that you do not offer that service at your service station and what you can only do is to wash her front and rear windscreen and side mirrors. The customer insist that you must do it because you have the water and squeegee that you can use to wash her car. Explain the four (4) steps that you would follow in dealing with this customer.

(4 marks)**Allocate one (1) mark for each the following steps**

- Politely apologise to the customer for the situation that she finds herself in and show her that you are concerned about her situation.
- Indicate to the customer that you do not offer a car wash service at the service station.
- Inform her of the nearest place where her car could be washed.
- Offer to wash her front and rear windscreens and the side mirrors

1.2 Match the statement in Column A with the most appropriate answer in Column B (6 Marks)

| # | COLUMN A | COLUMN B | ANSWER |
|-------|---|-----------------------------|------------------------------------|
| 1.2.1 | Thulani and Alex are always quarrelling about how certain activities are supposed to be done on the forecourt | Teamwork | Conflict |
| 1.2.2 | At the beginning of each and every day all the service station staff meet to discuss the plan for the day | Conflict | Common purpose |
| 1.2.3 | The staff working at the service station always work together to complete their tasks and responsibilities | Intercultural communication | Teamwork |
| 1.2.4 | Maphelo is so proud to be one of the Attendants at Sunshine Service Station. He is very loyal and proud of his workmates. | Motivation | Team spirit |
| 1.2.5 | John, Peter, and Paul are from different cultures and backgrounds, but they work very well together | Team spirit | Intercultural communication |
| 1.2.6 | The service station manager meets with all staff members and encourages them to work hard | Common purpose | Motivation |

1.3 Read the following three scenarios and answer the questions that follow.

SCENARIO 1:

On one Tuesday morning as you were busy refuelling a customer's car, the customer immediately started making a call on her mobile phone. You immediately informed her not to make the call on the forecourt but she refused arguing that making calls on a mobile phone poses no danger to anyone so there is no need to switch it off.

SCENARIO 2:

Thulani is a regular customer at your Service Station. He works for a parcel delivery company and as such he is always in a hurry to complete all his deliveries before midday. On one Monday morning he pulls up on the forecourt and asks you to fill up his tank with petrol. He tells you that he is in a hurry and as such he will not switch off his engine as he always does when he is not in a hurry.

SCENARIO 3:

A well know Uber driver pulls up on the forecourt of the service station where you work as a Service Station Attendant. As you are filling up his tank with diesel, he starts shaking the car as way to ensure that the tank gets more fuel. You advise him to stop doing that, but he refuses to stop, arguing that it's a tried and tested method to fill up the tank with more fuel.

1.3.1 Please answer the following questions based on Scenario 1:

1.3.1.1 Explain why the situation highlighted in Scenario 1 is unsafe. (2 marks)

1.3.1.2 What would you say to this customer? (2 marks)

1.3.1.3 How can unsafe practices like these be prevented in future? (3 marks)

Allocate two (2) marks for explaining that the situation in Scenario 2 is unsafe as making phone calls whilst on the forecourt poses the risk of igniting a fire. The use of a mobile phone on the forecourt could potentially cause a spark and ignite a fire on the forecourt as fuel is highly flammable.

Allocate two (2) marks for the explanation that the Service Station Attendant will give to the customer such as the following:

- Politely request the customer to stop using her mobile phone.
- Kindly showing the customer, the sign that indicates that the use of mobile phones on the forecourt is not allowed.
- Explaining to the customer that it is one of the service station's health and safety protocols that mobile phones must not be used on the forecourt (1 mark).
- Politely apologise to the customer for the inconvenience (2 marks).

Allocate three (3) marks for explaining that such unsafe practices can be prevented having clear signage and warning customers that the use of mobile phones on the forecourt is strictly prohibited. Another preventative measure is to advise all Service Station Attendants to inform customers not to use their mobile phones on the forecourt.

1.3.2 Please answer the following questions based on Scenario 2:

1.3.2.1 Explain why the situation highlighted in Scenario 2 is unsafe. (2 marks)

1.3.2.2 What would you say to this customer? (2 marks)

1.3.2.3 How can unsafe practices like these be prevented in future? (3 marks)

Allocate two (2) marks for explaining that the situation in Scenario 2 is unsafe as leaving the engine running poses a number of risks at the forecourt. There is the danger that the car may move whilst being refuelled. Secondly, an unauthorised person such as a child or a robber can drive the car away. Lastly, a running engine poses the risk of igniting a fire.

Allocate two (2) marks for the explanation that the Service Station Attendant will give to the customer such as the following:

- Politely ask the customer to switch off the vehicle's engine immediately
- Explain the danger of the leaving the engine running whilst the car is being refuelled.

Allocate two (3) marks for explaining that such unsafe practices can be prevented having clear signage and warning that all engines must be switched off during refuelling. Another preventative

measure is for all Service Station Attendants to immediately ask drivers to switch off their engines before refuelling their cars.

1.3.3 Please answer the following questions based on Scenario 3:

1.3.3.1 Explain why the situation highlighted in Scenario 3 is unsafe. **(2 marks)**

1.3.3.2 What would you say to this customer? **(2 marks)**

1.3.3.3 How can unsafe practices like these be prevented in future? **(3 marks)**

Allocate two (2) marks for explaining that the situation in Scenario 3 is unsafe as shaking the car as way of ensuring that the fuel tank takes in more fuel is an unsafe practice as you may end up overfilling the tank. Overfilling the tank can cause the petrol to go into the evacuation system which is designed to remove vapour from the fuel tank. Overfilling can also cause spillage from the fuel cap. Overfilling also takes up the air space that must be left above the fuel to allow for expansion when temperature rises and, also for fuel to recirculate from the engine

Allocate two (2) marks for the explanation that the Service Station Attendant will give to the customer such as the following:

- Politely ask the customer to immediately stop moving or shaking the car whilst it is being refuelled
- Explain that it is the service station's standard operating procedure for the engine to be switched off during refuelling and also for motorists to disembark from their vehicles during the refuelling process.
- Explain the need for customers to adhere to service station danger warning signs.
- Explain to the customer the fact that an engine left running as the car is being refuelled could potentially ignite a fire.
- Indicate to the customer the fact that if the car engine is left running, there is the risk of the car getting into uncontrolled movement. This could result in injury to people and/or destruction of property.
- Possibility of thieves/criminals driving off in the customer's car.
- The sound of the running engine may distract operations of the service station.
- Petrol is a highly flammable liquid and unlike diesel, it releases a vapour that can easily be ignited by static electricity. Diesel is a stable liquid at normal outdoor temperatures and does not vaporise. Diesel only begins to vaporise at very high temperatures (for example, above 100 degrees Celsius).

Allocate three (3) marks for explaining that such unsafe practices can be prevented having clear signage and warning customers that the moving or shaking of the car whilst refuelling is not allowed at the service station. Another preventative measure is for all Service Station Attendants to inform their customers that shaking or moving their cars during refuelling is not permitted at the service station.

Question 2

Provide safe forecourt services

(36 Marks)

Question 2.1

Refuelling a vehicle should be an organised and systematic process. As a Service Station Attendant, briefly identify and list the nine (9) steps that you need to adhere to when refuelling a vehicle such as a BMW sedan, as generally accepted in the industry. (9 Marks)

| Allocate one (1) mark for each of the following steps |
|---|
| <ul style="list-style-type: none">• Direct the customer to the closest available pump (1 mark).• Attend to the customer as fast as possible (1 mark).• Greet and welcome the customer in a friendly manner and ask him/her to switch off their engine (1 mark).• Confirm the amount and grade of fuel (1 mark).• Show the customer that the pump reading shows zero. Place the fuel cap on top of the fuel pump and not on top of the car (1 mark).• Programme the fuel dispenser before inserting the nozzle into the fuel tank and then dispense the fuel (1 mark).• Offer to check the customer's oil (1 mark).• Offer to clean the customer's windscreen (1 mark).• Ask for payment, finalise the transaction and say thank you and goodbye to the customer (1 mark). |

Question 2.2

Just like refuelling a vehicle, checking, and topping up a vehicle's engine oil should be done in an organised and systematic manner. As a Service Station Attendant, briefly identify and list the nine (9) steps that you must follow to when checking and topping up the engine oil of a Mazda 626 sedan, as generally accepted in the industry. (9 Marks)

| Allocate one (1) mark for each of the following steps |
|--|
| <p>Step 1: Ask the customer to switch off the engine (1 mark).</p> <p>Step 2: Check whether the customer needs oil by removing the dipstick and cleaning it and then putting it back in. Pull it out again and check the engine oil level (1 mark).</p> <p>Step 3: Show the customer the dipstick if oil needs to be topped up. Every dipstick has some way of indicating the proper oil level, whether it be two pinholes, the letters L and H (low and high), the words MIN and MAX, or simply an area of crosshatching. If the top of the oil "streak" is</p> |

between the two marks or within the crosshatched area, the level is fine. If the oil level is below the low or MIN mark, you need to replenish the oil **(1 mark)**.

Step 4: When taking out the dipstick watch out for sharp edges or hot surfaces to avoid scratches and burns **(1 mark)**.

Step 5: Take extra care when opening the oil can to avoid spillages **(1 mark)**.

Step 6: Take care when pouring the oil into the engine and use a funnel to avoid spillage **(1 mark)**.

Step 7: Put the oil cap back on engine filler point. Check the dipstick again to ensure that the oil is now at the required level **(1 mark)**.

Step 8: Clean any oil spillage with a paper towel and close the bonnet of the car **(1 mark)**.

Step 9 Put the bottle in the rubbish bin **(1 mark)**.

Question 2.3

There are reported incidents of vehicles catching fire during the process of refuelling and as a Service Station Attendant, you need to take extra precaution when you are refuelling cars. Identify and explain any three (3) correct safety measures that you need to observe when refuelling a vehicle such as a Toyota Quantum minibus. **(9 Marks)**

Allocate three (3) marks to any of the following the safety measures up to a maximum of nine (9) marks.

- Make sure there is no one smoking.
- Make sure there is no one using a mobile phone.
- Advise the customer to switch off their engine and disembark from the car.
- The customer service attendant must programme the fuel dispenser before inserting the nozzle into the fuel tank.
- The customer service attendant must place the fuel cap on top of the fuel pump not on top of the car.
- The customer service attendant must not fill the tank past the first/automatic click.
- The moving or shaking of the car whilst refuelling could help displace any pockets of air that might have been trapped within the fuel tank, which could (potentially) allow the vehicle to hold a bit more fuel. However, the danger of moving or shaking the car whilst refuelling is that you may end up overfilling the tank. Overfilling the tank can cause the petrol to go into the evacuation system which is designed to remove vapour from the fuel tank. Overfilling can also cause spillage from the fuel cap. Overfilling also takes up the air space that must be left above the fuel to allow for expansion when temperature rises and also for fuel to recirculate from the engine.

Question 2.4

The process of accepting bulk fuel delivery is a high-risk activity. As a Service Station Attendant, identify and list any seven (7) safety measures do you need to observe when accepting delivery of fuel on a busy and sunny day? In your answer briefly explain how you could apply any two (2) of these safety measures at the service station where you work. **(9 Marks)**

Allocate seven (7) marks for the safety measures correctly identified and two (2) marks for the application of any two (2) of the safety measures.

- Ensure that access into the site is clear and access to delivery points is safe and free of obstacles.
- Ensure that dip points are properly closed.
- The fuel storage tanks must be checked to ensure that they have enough capacity to receive the requested quantity. Quantities of the fuel in the underground tank must be checked by way of dips before offloading begins.
- Assist if the delivery driver needs to reverse.
- Make sure that no part of the truck blocks the exit or is of a danger to customers.
- The driver must have the bill of lading paperwork to make the delivery.
- It must be clear which tank the driver is delivering the product into.
- All tanks must be clearly marked with identity collars/plates.
- Place two fire extinguishers, one at each end of the vehicle.
- The driver must be able to see the delivery point, meter and breathers.
- The hose must not go under the truck.
- No smoking or open flames near the delivery.
- Driver must make the delivery.
- The truck must be switched off and the handbrake turned on during the offloading process.
- Keep people away from the area.
- Spillage and overfilling must be prevented during the filling of the storage tanks
- Manholes must be closed.
- Equipment must be put away.
- All the relevant documentation must be completed (collect invoice and the bill of lading or meter tickets).
- Final quantity of product in the underground tanks must be checked by way of dips to verify against what is on the delivery instructions.
- The attendant must ensure that the cap of the filling point of each underground storage tank is locked with a captive key lock after all the fuel has been dispensed.
- Safety checks must be performed around the entire vehicle to make sure than no items have been left lying around before the truck drives off.
- Clear the exit route out of the station.

- Make the site ready for normal use when the deliveries and transfers are complete.
- Clean up the delivery area if there are any leaks or spillages.

(TOTAL MARKS FOR THE EXAM: 70)

MARK ALLOCATION GRID (For use by the Assessor only)

| QUESTION | MARK | MARKS AWARDED |
|--------------------|-----------|---------------|
| 1.1.1 | 3 | |
| 1.1.2 | 4 | |
| 1.2.1 | 1 | |
| 1.2.2 | 1 | |
| 1.2.3 | 1 | |
| 1.2.4 | 1 | |
| 1.2.5 | 1 | |
| 1.2.6 | 1 | |
| 1.3.1 | 7 | |
| 1.3.2 | 7 | |
| 1.3.3 | 7 | |
| Total Q1 | 34 | |
| 2.1 | 9 | |
| 2.2 | 9 | |
| 2.3 | 9 | |
| 2.4 | 9 | |
| Total Q2 | 36 | |
| GRAND TOTAL | 70 | |

ASSESSOR DETAILS

| | |
|------------------------------------|--|
| ASSESSOR NAME & SURNAME | |
| REGISTRATION NUMBER | |
| SIGNATURE | |
| DATE | |

INTERNAL MODERATOR DETAILS

| | |
|-------------------------------------|--|
| MODERATOR NAME & SURNAME | |
| REGISTRATION NUMBER | |
| SIGNATURE | |
| DATE | |