higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

APPLIED MANAGEMENT N6

(4090576)

20 November 2023 (X-paper)
09:00–12:00

This question paper consists of 6 pages

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
APPLIED MANAGEMENT N6
TIME: 3 HOURS
MARKS: 200

INSTRUCTIONS AND INFORMATION

1. Answer all the questions.
2. Read all the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. Start each section on a new page.
5. Use only a blue or black pen.
6. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 Indicate whether the following statements are TRUE or FALSE by writing 'True' or 'False' next to the question number (1.1.1–1.1.10) in the ANSWER BOOK. Correct the FALSE statements.

1.1.1 Discipline is a process of recruiting staff members.

1.1.2 Conceptual skills refer to an ability to use tools and equipment.

1.1.3 Management is the art of getting things done through people.

1.1.4 Management uses different resources to achieve its goals.

1.1.5 Employees join trade unions chosen by the employer.

1.1.6 Every employee in the workplace must work overtime.

1.1.7 An employee is entitled to a paid leave during maternity leave.

1.1.8 Pay day and the remuneration package should be made clear and transparent to both the employer and employee.

1.1.9 Grievance procedures must be known to the employer and not necessarily by employees.

1.1.10 The Occupational Health and Safety Act ensures that employees are paid while on sick leave.

(10 × 2) (20)

1.2 Describe the following terminologies:

1.2.1 Task

1.2.2 Occupation

1.2.3 Control

1.2.4 Standardised recipe

1.2.5 Validity of the system

1.2.6 Consumer orientation to marketing

1.2.7 Social responsibility

1.2.8 Social media marketing

1.2.9 Publicity

1.2.10 Advertising

(10 × 2) (20)

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1.3 Choose an item from COLUMN B that matches the description in COLUMN A. Write only the letter (A–D) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

COLUMN A		COLUMN B
1.3.1	Sift the dry ingredients together	A 
1.3.2	Mix all ingredients together	B 
1.3.3	Leave the dough to rise	C 
1.3.4	Check if the dough has risen to desired level	D 
1.3.5	Remove from the warming place to the oven	

(5 × 2) (10)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 List SIX grounds on which an employee's services could be terminated. (6)

2.2 Define the term *human resources management*. (2)

2.3 Briefly describe the selection process. (4)

2.4 Give FOUR practical uses of a job analysis in the workplace. (4 × 2) (8)

2.5 Explain the relationship between productivity and a work study. (2 × 2) (4)

2.6 Discuss how legislation, such as the Labour Relations Act of 1995, has influenced the relationship between the employer and the trade union. (4 × 2) (8)

2.7 List FIVE hospitality management functions and support each with a relevant example. (5 × 2) (10)

2.8 Describe the concept, job specification, in detail. (4)

2.9 Compile a simple job description for a sous chef. (4)
[50]

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QUESTION 3

3.1 Describe the following concepts:

3.1.1 Work measurement (3)

3.1.2 Method study (2)

3.2 The use of a carefully prepared questionnaire could be used to collect job analysis information.

Design FIVE possible questions that could be found in such a questionnaire. (5 × 2) (10)

3.3 Explain EIGHT ways to achieve efficient workflow in the workplace. (8)

3.4 Identify TWO areas where work study can be applied in the workplace. (2)

3.5 Briefly describe the following problems related to performance appraisal:

3.5.1 Inaccurate appraisals

3.5.2 Non-data-based assessments

3.5.3 Instrument-related problems

3.5.4 Execution problems

(4 × 2) (8)

3.6 Differentiate between *performance management* and *performance appraisal.* (2 × 2) (4)

3.7 Name THREE guidelines for the development of a performance evaluation system. (3)

3.8 Briefly explain the aspects of social marketing and what it entails. (5 × 2) (10)

[50]

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QUESTION 4

4.1 Define the term *marketing*. (2)

4.2 List FOUR components of the marketing mix. (4)

4.3 Each establishment should do all it can to stay within the bounds of the approved budget.

Give SIX guidelines to follow to stay on budget. (6)

4.4 Describe SIX ways in which a new coffee shop can make its products known to consumers. (6)

4.5 Describe consumer orientation, with specific reference to the hospitality industry. (4 × 2) (8)

4.6 Explain the importance of using standardised recipes in fast food establishments. (5 × 2) (10)

4.7 Explain the goods receiving procedures that should be followed in a hotel. (5 × 2) (10)

4.8 Explain the benefits to a business environment where management uses a computer system. (4)

[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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