higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

APPLIED MANAGEMENT N4

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
APPLIED MANAGEMENT N4
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 black or blue 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 only 'True' or 'False' next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 Accountability is referred to as the obligation to carry out an order to the benefit of an organisation as a whole.

1.1.2 Authority is the right and power linked to a position.

1.1.3 Responsibility is born from authority.

1.1.4 Top management is concerned with operational planning.

1.1.5 Innovation means to do away with changes.

1.1.6 Technical skill refers to humanity.

1.1.7 Factory canteens make a profit.

1.1.8 Pubs are parts of clubs.

1.1.9 Large hotels use contractors to provide some of their services, such as laundry.

1.1.10 Fast food is based on the cook-chill/cook-freeze methods.

(10 × 1) (10)

1.2 Choose a description from COLUMN A that matches a concept in COLUMN B. Write only the letter (A–L) next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	Awarding a bonus to an employee for excellent work done	A	harmonising
1.2.2	… is necessary to ensure that funds, resources and services operate according to the planned budget and objectives	B	synchronising
1.2.3	Superior knowledge and skills for a specific task	C	integration
1.2.4	Being in charge of the staff	D	rules and regulations
1.2.5	Activities are linked with each other by placing them under one central authority	E	vertical coordination
1.2.6	Written warning for repeated negligence	F	reward authority
1.2.7	Identify with personal behaviour of a leader	G	coercive authority
1.2.8	Rendering excellent services in all areas	H	legal authority
1.2.9	Functions complement each other and minimise duplication	I	reference authority
1.2.10	Serve as guidelines to solve routine problems and are effective instruments to coordinate and control routine actions	J	organisational authority
		K	personal authority
		L	expert authority

(10 × 2) (20)

1.3 Describe the following types of budgets:

1.3.1 Master budget

1.3.2 Capital budget

1.4.3 Staff budget

1.3.4 Sales budget

1.3.5 Purchases budget

(5 × 2) (10)

1.4 Indicate whether the following objectives fall under, strategic, functional or operational planning:

1.4.1 Increase revenue over the next five years.

1.4.2 Extend restaurant trading hours.

1.4.3 Increase the restaurant facilities.

1.4.4 Increase turn over with 30% per annum.

1.4.5 Expand menu items.

(5 × 2) (10)

TOTAL SECTION A: 50

SECTION B

QUESTION 2

Read the following scenario and answer the questions that follows.

Mr Ndunduza approached you as business consultant for Business Success.

Mr Ndunduza is a graduate from a TVET College and wants to start his own business. The idea entails a resort with accommodation and conference facilities where he can also host weddings. He secured funding for his business from People's Bank. Advise Mr Ndunduza about an appropriate business plan.

2.1 Give FIVE reasons why planning is essential for his business. (5 × 2) (10)

2.2 Advise Mr Ndunduza on the requirements of successful planning. (5 × 2) (10)

2.3 Mr Ndunduza should be informed about barriers or problems that may hinder planning. Advise him in this regard. (5 × 2) (10)

2.4 Explain the factors that influence an organisation within an enterprise to Mr Ndunduza. (5)

2.5 Identify areas and activities in a food service unit where departmentation is usually focused on for Mr Ndunduza. (5)

2.6 Mr Ndunduza wants to know which activities are included in the organisation process. Explain these activities to him in a way that he will easily understand. (5)

2.7 Different organisational structures are found in an organisation.

Name the advantages of a line organisational structure. (5)

[50]

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QUESTION 3

3.1 State the advantages of good listening skills.

3.2 The first step in the control process is the setting of standards and methods to measure performance. Name the common elements that are emphasised as relevant key achievement standards.

3.3 During budget formulation it is essential to relate activities to previous records of business. What information should be collected to budget realistically?

3.4 Explain the importance or necessity of stock control in a business.

3.5 Explain FIVE responsibilities of a supervisor as leader of subordinates.

3.6 Give FIVE practical examples on how a leader can motivate his/her subordinates without giving money.

3.7 The aim of communication in an organisation is to transfer effective messages. Explain the principles/requirements for effective communication.

3.8 For an organisation to function effectively, certain control measures should be applied.

Give FIVE reasons why control is essential in an organisation.

3.9 Give examples of different types of control in the food industry.

3.10 Discuss the principles that should be adhered to in order to ensure effective control in an organisation.

(10 × 5) **[50]**

QUESTION 4

4.1 Discuss the secondary objectives of the following sections in a hotel:

4.1.1 Kitchen

4.1.2 Dining room

4.1.3 Reception

4.1.4 Housekeeping

(4 × 2) (8)

4.2 Discuss coordination on middle management level. (3)

4.3 Discuss the requirements of effective coordination. (5)

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4.4 Discuss how poor communication can influence coordination. (2)

4.5 Name SIX actions that should be included in the planning process. (6)

4.6 Give your views on how a manager in the hospitality industry can be creative in bringing about changes. (2 × 2) (4)

4.7 Discuss the background information that every aspiring food service manager should know. (5)

4.8 Discuss how a hotel as a commercial sector operates. (5)

4.9 Name the staff members who work in a hospital catering service. (5)

4.10 Name TWO advantages of a functional organisation. (2)

4.11 Briefly describe departmentation according to product or service. (5)
[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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