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higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

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JUNE EXAMINATION

NATIONAL CERTIFICATE

APPLIED MANAGEMENT N5

(4090605)

3 June 2013 (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 N5
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. Write neatly and legibly.

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QUESTION 1

1.1 Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (1.1.1–1.1.25) in the ANSWER BOOK.

1.1.1 Entering charges onto a guest's account

1.1.2 A combination of rooms together, usually a lounge, bedroom and bathroom

1.1.3 A card that a guest completes upon registration

1.1.4 Value-added tax

1.1.5 A cheque that is sold to travellers and which is accepted in any country

1.1.6 Payment made to an agent for bringing in new business

1.1.7 Room, breakfast and one main meal

1.1.8 The maximum amount that a hotel may process on a credit card transaction

1.1.9 The quietest time in the hotel industry when rates are at its lowest

1.1.10 The date on which advanced bookings have been made

1.1.11 Very important people

1.1.12 Early morning tea or coffee

1.1.13 The time frame between the date of reservation and the date of arrival

1.1.14 An amount of money that is paid in advance in order to confirm the reservation

1.1.15 A book which is kept at reception and which is to be signed by guests upon their arrival

1.1.16 A legal agreement between two parties

1.1.17 The person who signs a cheque

1.1.18 A guest who requires accommodation only and has not booked in advance

1.1.19 The amount of money a cashier may use to make small payments

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1.1.20 A formal meeting of people who share the same political or business interests and who discuss topical issues

1.1.21 The card used by a hotel to record bookings

1.1.22 Group bookings that arrive on the same day as another group departs

1.1.23 The applicable rate for accommodation only that does not include costs for using other facilities

1.1.24 The hotel staff member who welcomes guests at the front door

1.1.25 A cheque that is returned to the drawer as a result of insufficient funds in the account

(25 × 2) **[50]**

QUESTION 2

2.1 Briefly describe SIX basic rules of professional behaviour that the hotel manager can expect from the hotel staff. (6 × 2) (12)

2.2 Explain the A-B-C approach that the reception staff at a hotel must follow when selling accommodation. (3 × 3) (9)

2.3 Give ALL the information required by the hotel when registering aliens. (10)

2.4 Discuss the duties that the Duty Manager of a hotel must perform. (5)

2.5 Briefly describe how hotel staff should deal with the following situations:

2.5.1 Guest using a stolen credit card (3)

2.5.2 Theft has taken place in a guest's room (3)

2.5.3 Staff member slips and injures herself in the kitchen (4)

2.5.4 A guest receiving an incorrect meal in the restaurant (4)

[50]

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QUESTION 3

Read the following case study carefully and then answer the questions that follow.

> Thandi is the receptionist at the One and Only Hotel.
>
> The Goosen family are regular guests at this hotel due to its favourable location, competitive tariffs, facilities, places of interests surrounding the hotel and the relaxing atmosphere of the hotel. Mr Goosen booked accommodation for two adults and three children with Thandi. He also requested a special kiddie's party for one of the children. The Goosen family will book in on 10 December 2013 and will depart on 18 December 2013.
>
> Mr Goosen also requested that Thandi provide secure storage for his revolver. Thandi must also book and pay for theatre tickets for 11 December 2013.

3.1 Describe the FIVE main reasons (as mentioned in the case study) as to why the Goosen family prefers the One and Only Hotel. (5 x 2) (10)

3.2 Write TEN required information details that Thandi should have recorded during her telephonic communication with Mr Goosen. (10 × 1) (10)

3.3 Explain THREE ways in which a booking contract can be terminated between Mr Goosen and the hotel. Give applicable examples of each. (3 x 3) (9)

3.4 Mr Goosen requested that his revolver be kept in a safe and secure place. Explain to Thandi the procedure that she must follow. (10)

3.5 Name and discuss the factors that will determine the tariff for Mr Goosen's booking. (5)

3.6 Mr Goosen requested that Thandi books and pays for theatre tickets for the family. Discuss the procedure that Thandi needs to follow in order to carry out this request. (6)

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QUESTION 4

JU 345

Date: 28 January 2009

ABSA
Today, tomorrow, together.

Mr JM. Goosen
345 Lelie Street
Durbanville
7530
(021) 768 5768

Payable to: The Two and Only Hotel .

For total sum of: Three Thousand Seventy Five Rand and Fifteen cents----- .

R 3 750,

JM Goosen .
Mr. AM. Erasmus

600083728473694 82 : 23573576428 : 248323

4.1 Mr Goosen used the cheque above to pay the One and Only Hotel.

4.1.1 Is the above cheque valid? Motivate your answer. (6)

4.1.2 Name FOUR other payment methods Mr Goosen can use to pay the hotel. (4)

4.1.3 Explain the procedure that the hotel clerk should follow when accepting this cheque. (6)

4.1.4 State TWO advantages and TWO disadvantages of payment with a cheque. (2 × 2) (4)

4.2 Why do you think it is necessary for hotel staff to wear uniforms? (5)

4.3 Explain why it is important that hotel staff portray a good image to guests. (5)

4.4 The One and Only Hotel in Cape Town wants to design an advert to be placed in the *Oggendblad* Newspaper in order to celebrate Youth Day on 16 December 2013. Design a full-page advert that will reach all target markets. The contact person is Thandi Ngama. Incorporate the AIDA concept. (15)

4.5 Briefly explain why marketing should be done throughout the year especially in the hotel industry. (5)
[50]

TOTAL: 200

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