higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

JUNE EXAMINATION

APPLIED MANAGEMENT N5

12 JUNE 2014

This marking guideline consists of 6 pages.

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QUESTION 1

1.1.1 back to back reservation
1.1.2 poise
1.1.3 walk-in
1.1.4 posting
1.1.5 porter
1.1.6 drawer
1.1.7 flot
1.1.8 receipt
1.1.9 housekeeping
1.1.10 debit card
1.1.11 roomstatus
1.1.12 low peak
1.1.13 commission
1.1.14 reservation contract
1.1.15 TGCSA
1.1.16 'no-payer'
1.1.17 Lien
1.1.18 Very important guest
1.1.19 Early Morning Tea
1.1.20 Value Added Tax

(20 x 2) (40)

1.2 1.2.1 Conference:
Smaller groups of people
Belonging to the same dimension gathers, like smaller churches of the same big church.

1.2.2 Seminar:
Group of people that gathers to discuss same policies, decisions and agenda of interests to company.

1.2.3 Meeting:
Group of people gathering in the same place, like a conference room.

1.2.4 Symposium:
Group scientific persons comes together to discuss new findings and solutions, out of mutual interest.

1.2.5 Workshop:
Big spaces are necessary for
these groups who want to know more about inventions and information. New books, etc. are distributed and even new ideas are pracrically exercised.

(5 x 2) (10)
[50]

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QUESTION 2

2.1 -Need guests during the entire year
-Ensure revenue and income for the hotel to pay fixed cost
-This will be competition to other hotels in area
-Cities and important places of interest also visited, income and jobs
-New guest and tourists wanting packages when it is not so busy, weddings and functions (5 x 2) (10)

2.2 -Name and surname
-Address in country of origin
-Passport number
-Arrival date
-Departure date
-payment method
-Number of guests
-special requests
-facilities needed
-transport (10)

2.3 -Take room number and quest's name
-Listen attentively to what quest requests and note in down
-Note the date en where request is wanted, like flowers that must be delivered
-make sure how guest wants to pay, VPO.
-Inform departments handling request on what they must do
-make sure that the guest is satisfied and happy with your service. (6 x 2) (12)

2.4 2.4.1 These are issued in fixed denominations by major banks and travel agents throughout the world.
The client uses his own currency to pay for cheques at current rate.
The bank charges 1 % fee for insurance against theft.
. (3)

2.4.2 -Easy to use and to pay with
-If stolen company will replace within 24 hours
-All institutions accept it (3)

2.4.3 -Cheque must be signed by client, in presence of hotel clerk
-Cheque must be completed in pen and be clear
-Clerk must check serial numbers of cheques
-Check passport or identity of guest (4)

2.5 Visa
Master (2)

2.6

Advantages:	Disadvantages:
-transaction finished	-carrying big amount of money with you/can be robbed
-no outstanding amounts/bills	-money can be false
-no interest	-you can suffer cash flow problems

(3 +3) (6)
[50]

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QUESTION 3

3.1
1. Arrival
2. Registration
3. Go to room
4. Uses facilities
5. Settles account
6. Departure (6)

3.2
-Make sure what and how guest wants item to be kept safe, revolver needs to be unloaded
-Use the special receipt book - must be in triplicate
-Complete it in full, clear and in pen
-The top copy must go the guest
-Second copy stays in receipt book
-Third copy must be attached to the item in envelope or box
-Detail of guest en contents of box/envelope must be in receipt
-Also specify value of contents
-Seal box/envelope in front of guest and both signed receipt, guest and clerk
-Guest needs to hand in original receipt to get items back (6 x 2) (12)

3.3
-punctual for duty
-no eating and drinking while on duty
-stand when addressing guests
-do not socialise with guest
-listen attentively to guest
-be polite and helpful to guest
-do not socialise with guest
-do not use bar facilities (5 x 2) (10)

3.4
It is different because if the guest books before hand and stays for a few nights, he will also uses the facilities and hotel will receive bigger income. Walk-in guests only wants accommodation and don't uses facilities. Therefore a smaller income for the hotel. (4)

3.5
-Analyse the seriousness of injury
-If staff member is bleeding, use gloves and first aid kit
-If serious call ambulance
-If necessary take staff member to private area
-Put new person at counter
-See that injured member are seen too and then handles knife
-Pick up knife en re-seal in new envelope
-All detail of guest must be attached
-Note injury in the Injuries book (8)

3.6
LOCATION
COMFORT
TARIFF
VALUE FOR MONEY
FACILITIES
PRIDE (5 x 2) (10)

[50]

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QUESTION 4

4.1
- Hotel manager
- Duty manager
- Front office
- Kitchen
- Housekeeping
- Security guards
- Maintenance (handyman)
- Cashiers
- Chefs
- Cleaners (10)

4.2 -Sort out what the problem seems to be and documented it
-Identify the problem and reassure the guest that the problem will be attended to
-Note down the guests name and room number
-Let the departments know what the problem is
-Note the problem in the appropriate problem book, as well as the solution
-Let the guest know feedback on the problem and how it is rectify
-Make sure that the guest are satisfied with the outcome of problem. (7 x 2) (14)

4.3 -Luxury hotels use this card in solving problems and make notes of personal choices of guests
-Computer data can be used in solving problems and deliver a more professional service
-Can be used whenever there are promotions, to let VIP guests know
-Guests can be phoned on their birthdays
-The cost of maintaining these cards are high (6)

4.4 -hotel can install camera system in rooms and public areas to prevent theft
-security officers can be appointed to patrol the hotel and help with safety
-safes can be installed in rooms, in rooms in order to safekeep smaller items
-sign-in book in foyer, managed by main porter will show who is on the premises
-valuable items can also be booked in for safekeeping at reception desk
-staff must be searched before going of duty (5 x 2) (10)

4.5 4.5.1 cinema style✓✓ (2)

4.5.2 sound system✓✓
flower and water, sweets✓✓
chairs and tables✓✓
white board/markers✓✓ (8)
writing pads/pens **[50]**

TOTAL: 200

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