higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N30(E)(J12)H
JUNE EXAMINATION

NATIONAL CERTIFICATE

APPLIED MANAGEMENT N5
(4090605)

12 June 2014 (X-Paper)
09:00–12:00

CLOSE-BOOK EXAMINATION

This question paper consists of 6 pages.

BUSINESS STUDIES

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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. Number the answers according to the numbering system used in this question paper.
3. Draw a line after each question.
4. Start each question on a NEW page.
5. Write neatly and legibly.

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QUESTION 1

1.1 Give one word or term for the following descriptions:

1.1.1 Group bookings arriving on the same day as when another group leaves.

1.1.2 The professional attitude of the receptionist.

1.1.3 Someone who walks into a hotel and requires accommodation without making a booking.

1.1.4 The action when the night auditor updates the guests' bills.

1.1.5 The person who receives guests at the hotel's entrance.

1.1.6 The person undersigns the cheque.

1.1.7 The amount of money which allows the cashier to make pay-outs.

1.1.8 Document which is given to guests as proof of payment.

1.1.9 The department in the hotel which is responsible for the cleaning of the rooms.

1.1.10 Bank card which contains own funds, so that purchases can be made with it.

1.1.11 List in front of office which shows each guest's room number.

1.1.12 The season in the year when the hotel industry do less business.

1.1.13 Payment made to agents for the gaining of new business.

1.1.14 The agreement between the hotel and the guest.

1.1.15 The name of the official institution who grades hotels and guest houses.

1.1.16 Guest who leaves the hotel without paying the bill.

1.1.17 Accountability of the hotel owner for the guests' property.

1.1.18 VIP

1.1.19 EMT

1.1.20 VAT

(20 x 2) (40)

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1.2 Give a complete description for the following events:

1.2.1 Conference

1.2.2 Seminar

1.2.3 Meeting

1.2.4 Symposium

1.2.5 Workshop

(5 x 2) (10)
[50]

QUESTION 2

2.1 Marketing throughout the year is essential in the hotel industry.

Explain this statement with suitable example. (5 x 2) (10)

2.2 Name TEN pieces of required information that needs to be obtained when aliens register at reception. (10 x 1) (10)

2.3 Explain step-by-step the normal procedure when guests submit special requests. (6 x 2) (12)

2.4 Travellers cheques are a safe paying method for foreign tourists.

2.4.1 Explain what is meant by a traveller's cheque. (3)

2.4.2 What advantages do traveller's cheques have for users? (3)

2.4.3 List FOUR guidelines for when travellers' cheque are received in paying-transactions that the the cashier must check. (4)

2.5 Name TWO types of credit cards which is accepted as a paying method in South Africa. (2)

2.6 Compare, in table form, the advantages and disadvantages of paying in cash. (3 + 3) (6)
[50]

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QUESTION 3

Read the following case study and answer the questions that follow:

Mandela Madizo is a professional game hunter and books accommodation at the Bloubuffel Hotel.

He will arrive on 16 July and stay until 20 July. He will enjoy two meals per day and requested a double room with a view. He requests that the receptionist book and pay theatre tickets for him, he also order flowers for his wife.

Mandela Madizo is a regular visitor at the hotel and is seen as a valued client. He will pay for his stay with a cheque for his stay.

3.1 Draw a flowchart to illustrate the SIX steps from Mr Madizo's arrival until his departure. (6)

3.2 Describe the correct procedure which must be followed when Mr Madizo wants to place his hunting equipment in safe keeping (6 x 2) (12)

3.3 Describe FIVE basic rules of conduct the hotel manager can expect from the hotel staff. (5 x 2) (10)

3.4 What will be the difference in the selling of accommodation to Mr Madizo and the selling of accommodation to a business person? (4)

3.5 During the organising of the safe, one of its hunting knives falls out of its container and cuts the foot of the receptionist.

Explain how the manager will handle the situation. (8)

3.6 Describe FIVE reasons why Mr Madizo uses the same hotel package and service when he visits Cape Town. (5 x 2) (10)
[50]

QUESTION 4

4.1 Draw the organisational structure that illustrates the staff in the food department of a medium sized hotel (10)

4.2 Mr Madizo is not satisfied with the food and service he received in the Blue Buffalo Hotel restaurant. Explain how his complaint should be dealt with. (7 x 2) (14)

4.3 Large hotels make use of guest-history cards. In the case of Mr Madizo, as a regular client, what advantage would this have for him? (6)

4.4 Which possible precaution measurements could be taken by the hotel management to minimise theft? Motivate your suggestions. (5 x 2) (10)

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4.5 Mr Modizo books the annual Game-Preservation-Conference for 2015 at the BlouBuffel Hotel for 200 guests.

4.5.1 Describe a suitable table- and layout plan to him for this function. (2)

4.5.2 Also list EIGHT main items required for the function. (8)
[50]

TOTAL: 200

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