higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

APPLIED MANAGEMENT N5

14 JUNE 2018

This marking guideline consists of 9 pages.

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SECTION A: SHORT QUESTIONS

QUESTION 1

1.1	1.1.1	B		
	1.1.2	E		
	1.1.3	A		
	1.1.4	D		
	1.1.5	F		
			(5 × 1)	(5)
1.2	1.2.1	Unique sales proposition		
	1.2.2	Value-added tax		
	1.2.3	Early morning tea		
	1.2.4	Closed-circuit television		
	1.2.5	Tourism Grading Council of South Africa		
	1.2.6	Room and breakfast		
	1.2.7	Vacant and ready		
	1.2.8	Public address system		
	1.2.9	Point of sales		
	1.2.10	Commercially important person		
			(10 × 1)	(10)
1.3	1.3.1	True		
	1.3.2	False		
	1.3.3	True		
	1.3.4	False		
	1.3.5	True		
	1.3.6	False		
	1.3.7	True		
	1.3.8	False		
	1.3.9	True		
	1.3.10	False		
			(10 × 1)	(10)
1.4	1.4.1	D		
	1.4.2	A		
	1.4.3	H		
	1.4.4	B		
	1.4.5	J		
	1.4.6	C		
	1.4.7	E		
	1.4.8	F		
			(8 × 1)	(8)
1.5	1.5.1	G		
	1.5.2	A		
	1.5.3	B		
	1.5.4	C		
	1.5.5	F		
	1.5.6	D		
	1.5.7	E		
			(7 × 1)	(7)

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1.6 1.6.1 Code of Conduct
1.6.2 Nonverbal
1.6.3 Brochures
1.6.4 Tariff
1.6.5 Arrival list
1.6.6 Hotelier
1.6.7 Off-consumption
1.6.8 Shock
1.6.9 Pilfering/Theft
1.6.10 VPO

(10 × 1) (10)
[50]

TOTAL SECTION A: 50

SECTION B: LONG QUESTIONS

QUESTION 2

2.1
- Prompt.
- Have a pencil and notepad handy.
- Greet pleasantly.
- Identify establishment/department.
- Tactfully ask the caller's name and reason for calling.
- Make clear notes of relevant information.
- Ascertain nature of call if for management. (Any 4 × 1) (4)

2.2

M/E	List of reception duties
E	Lock safe and storage cupboards.
E	Prepare manager's report.
M	Distribute mail and requisitions to appropriate departments.
M	Prepare cash float for restaurants and bar to collect.
E	Check housekeeper's room vacancy list to determine room availability.
M	Balance and close tabular ledger, complete daily summary after entering late night arrivals.
E	Compile arrival and departure lists for the next day.
M	Post EMTs and VPOs to guest folio and tabular ledger.
E	Check in late arrivals.
E	Write up notes on late arrivals for the night porter.
M	Type and copy menus.
E	Enter purchases invoices into purchase daybook.
M	Prepare banking.
M	Check noon departures.
M	Post lunch and room service charges.
E	Cash up the bar and restaurant and do z-readings.
M	Prepare outgoing guests' bills.
M	Check reservations and arrivals correspondence.
E	Recheck cash float to ensure sufficient change for evening business.
E	Post afternoon teas and dinner charges.

(20)

2.3

Easy to update	Regular posting by different people
Different departments identifiable	To clarify to guest where charges were incurred
Balancing possible	To facilitate ease of calculation when final bill is prepared and to illuminate mistakes
Easy-to-do spot checks	To ensure accuracy, management does spot checks
Easy to operate	To prevent time wastage
Economic	To prevent income loss and/or maximise revenue

(Any 5 × 2) (10)

2.4

- Any restricted part of the licensed premises shall, at every entrance thereof, be clearly indicated as such.
- No persons under the age of 18 shall be served at any counter.
- No botteling of liquor shall take place on premises.
- Adequate toilet facilities for males and females shall be provided.
- Register of all lodgers shall be kept on premises.
- Not allow drunk of licentious conduct.
- Not sell/supply alcohol to drunken persons.
- Not allow premises to be used as brothel.
- Not allow offensive, indecent or obscene acts. (Any 6 × 1) (6)

2.5

Density chart	
2.5.1 Purpose	Easy,✓ quick recording of reservation✓
2.5.2 Appearance	Chart with symbols✓ representing similar rooms✓ per week✓ (Any TWO)
2.5.3 Suitable for which establishment	Large hotels✓ with similar rooms✓ where guests stay for a short period✓ (Any TWO)
2.5.4 Manner of operation	Pencil✓ used to indicate/colour/cross through✓ for every room reserved
2.5.5 Unique features	Occupation and availability✓ of rooms are evident at a glance✓

(5 × 2) (10)
[50]

QUESTION 3

3.1

3.1.1	C
3.1.2	A
3.1.3	E
3.1.4	D
3.1.5	B
3.1.6	F
3.1.7	F
3.1.8	D
3.1.9	C/D
3.1.10	G

(10 × 1) (10)

3.2 3.2.1

- Date of receipt of reservation
- Personal contact details of guest
- Nationality of guest
- Arrival date
- Length of stay
- Departure date
- Type of room required
- Method of payment
- Special requests
- Advance deposit
- Space for signature of booking clerk (Any 10 × 1) (10)

3.2.2

- Acts as a checklist for all relevant information
- Acts as reminder to tell guest about certain things
- Facilitate ease of processing
- Less likely to be lost (4)

3.3 3.3.1 Large hotel (1)

3.3.2 A = Assistant general manager
B = F & B manager
C = Accommodation manager (3)

3.4 3.4.1

Need	Tired guests need relaxation – spa Need a morning meal at hotel on way to appointment – breakfast included
Security	The Radisson is a well-known hotel – guests know what to expect
Comfort	Photos illustrate comfort features and space
Pride/Fashion	The Radisson is prestigious – guests want to be seen there
Pleasure	Views of the sea, stadium and swimming pool indicates access to pleasurable activities
Habit	Guests see a name they know and trust
Location	Photos show the hotel in the vicinity of the stadium and sea
Facilities	Spa and swimming pool show desirable facilities
Value for money	The single and per person sharing price show a saving if two people are travelling together

(Any 4 × 2) (8)

3.4.2

Accommodation	Bedroom prices and photo of bedroom
Services	Spa voucher and logo of spa
Food	Breakfast included indicated

(Any 2 × 2) (4)

3.4.3	(a)	Hotel building	Photo of proximity to stadium, mountain and sea OR Telephone number and website address
	(b)	Individual guest rooms	Photo of bedroom OR Price quoted
	(c)	Public areas in the hotel	Photo of the pool and lounge area and Reference to the spa
	(d)	Food and beverage areas in the hotel	Reference to the breakfast and photo of lounge areas
	(e)	Rules and regulations	Fine print at the bottom of the advertisement

(5 × 1) (5)

3.4.4
- Website
- Printed flier
- Newspaper
- Magazine
- Email

(Any relevant 5 × 1) (5)
[50]

QUESTION 4

4.1

Hair	Clean and neat
Skin and make-up	Blemish-free Appropriate makeup
Hands	Nails short and clean
Clothing	Full, clean, ironed uniform
Halitosis	Brush teeth and avoid strong-flavoured food before shift
Body odour	Clean and minimal perfume
Accessories	Kept to minimum

(7)

4.2

Performance	Both parties performed as was agreed upon
Frustration	Contract ends due to unforeseen circumstances on either party's side
Breach	When one of the parties did not perform as agreed upon

(3 × 2) (6)

4.3 4.3.1



Dear **(A)** Ms Williams,
(B) Thank you …
Wish to confirm …
at Returnity hotel …
Please review/confirm reservation details … (5)

4.3.2 **RESERVATION INFORMATION**

Confirmation number:	SPL12345
Guest name:	**(C)** Kerry Williams✓
Arrival date:	**(D)** 14 April✓
Departure date:	**(E)** 26 April✓
Number of nights:	**(F)** 9✓
Room type:	**(G)** One bedroom✓
Room tax:	10,27%

(5)

4.4 4.4.1 Yes,✓ traveller's cheques are guaranteed by the authorities that issued them to the guest in return for cash.✓
(Any relevant answer) (2)

4.4.2 50 × 10 = R500,00✓
1% of 500 = R5,00✓
500 – 5 = R495,00✓
495 – 495 = R0,00 change✓

Yes,✓ it is sufficient. (5)

4.4.3
- Check for blacklisting.
- Verify identity.
- Do exchange calculations.
- Do commission/service fee calculation.
- Complete exchange receipts.
- Observe counter signature.
- Verify today's date.
- Verify the city it is exchanged in. (8)

4.4.4 Make a copy of the passport. (1)

4.5
- Name
- Nationality
- Passport details
- Departure date
- Next destination (5)

4.6
- State the terms and conditions of the booking contract.
- Assist guest to find alternative accommodation. (2)

4.7 Check …
- details of the booking.
- the registration card and information.
- contents of room and luggage.
- telephone calls placed through the operator or dialled directly. (4)

[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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