higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N30**(E)**(J14)H

NATIONAL CERTIFICATE

APPLIED MANAGEMENT N5

(4090605)

14 June 2018 (X-Paper)
09:00–12:00

This question paper consists of 13 pages and 2 addenda.

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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. Answer ALL questions within the practical context of the given situation.
5. Start each question on a NEW page.
6. Write neatly and legibly.

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SECTION A: SHORT QUESTIONS

QUESTION 1

1.1 Choose a support service from COLUMN B that best matches a customer need in COLUMN A. Write only the letter (A–F) next to the question number (1.1.1–1.1.5) in the ANSWER BOOK.

COLUMN A		COLUMN B
1.1.1	A businessman needs to fax original documents to his head office	A 
1.1.2	Tourists would like to enjoy the view of the city from the 20th floor of the hotel	B 
1.1.3	A jewellery sales person has a consignment of diamond earrings to deliver to the jeweller during her stay	C 
1.1.4	Disabled guest	D 
1.1.5	A guest visits the city with his vintage car	E 
		F 

(5 × 1) (5)

1.2 Write each of the following acronyms in full:

1.2.1 USP

1.2.2 VAT

1.2.3 EMT

1.2.4 CCTV

1.2.5 TGCSA

1.2.6 R & B

1.2.7 V

1.2.8 PBS

1.2.9 POS

1.2.10 CIP

(10 × 1) (10)

1.3 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' for 'false' next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

1.3.1 The most common method of manually recording charges is on the tab.

1.3.2 The cashier hands the guest an account after he/she has paid what is due.

1.3.3 The night porter checks the current accounts to identify possible bad debt.

1.3.4 The sales function is not a very important part of a receptionist's work.

1.3.5 Marginal cost is the cost of producing one room in a hotel.

1.3.6 Technical skills are achieved by coordinating verbal and nonverbal behaviour in a given situation.

1.3.7  indicates that a guest can enquire about tourist attractions in the vicinity of the hotel.

1.3.8 The Whitney system is the only form of reservation recording.

1.3.9 The traditional method to check in guests is a register.

1.3.10 A key card is the only type of key used in hotels.

(10 × 1) (10)

1.4 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–J) next to the question number (1.4.1–1.4.8) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.4.1	Rooms not occupied by a specified time will be let	A	T or P
1.4.2	Reservations by regular customers on short notice are often offered on this basis	B	VIP
1.4.3	Facility usually offered to travel agents or companies who deal regularly with the hotel	C	commissionable booking
1.4.4	Reservations usually handled by senior reservation clerks only	D	6 pm release
1.4.5	Number of rooms available multiplied by the period of time covered by the reservation chart	E	back-to-back reservations
1.4.6	Prior arrangement with a travel agent that allows for a percentage of the room rate to be paid to him/her by the hotel when a booking is made	F	airline and travel agents guaranteed reservations
1.4.7	Certain accommodation booked over a period of time and as one group of guests depart another group arrive	G	CFO
1.4.8	Rooms held permanently for these parties	H	guaranteed arrivals
		I	walk-ins
		J	room nights

(8 × 1) (8)

1.5 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–G) next to the question number (1.5.1–1.5.7) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.5.1	Formal gathering of people sharing the same business or political interests	A	seminar
1.5.2	Group of people meeting to discuss or study a specific subject	B	convention
1.5.3	Meeting of people with the same viewpoint or goals	C	exhibition
1.5.4	Public show of objects	D	symposium
1.5.5	People gathering for a specific reason	E	workshop
1.5.6	Meeting of people with experience in a specific subject gathering to discuss part of the subject in detail	F	meeting
1.5.7	Gathering of people exchanging and developing ideas on a specific subject or activity	G	conference

(7 × 1) (7)

1.6 Give ONE term for each of the following descriptions. Write only the term next to the question number (1.6.1–1.6.10) in the ANSWER BOOK.

1.6.1 Set of rules management must observe to ensure quality service to guests

1.6.2 Letters, faxes and emails are examples of this communication method

1.6.3 Colourful and descriptive printed representation of the various facilities a hotel has to offer

1.6.4 Structure of charges for the services a hotel has to offer

1.6.5 Alphabetical list prepared one day in advance and distributed to the porter and the receptionist

1.6.6 Another term for innkeeper

1.6.7 Licence that permits liquor to be sold but not consumed at a premises

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1.6.8 Condition a patient is in when the first-aider lays him/her down, raise his/her legs slightly higher than his/her head and covers him/her with a blanket

1.6.9 Search of staff members' handbags and person are done when this problem is evident

1.6.10 Payment made on behalf of the guest

(10 × 1) (10)
[50]

TOTAL SECTION A: 50

SECTION B: LONG QUESTIONS

QUESTION 2

2.1 List FOUR simple rules to help a receptionist develop good telephone manners. (4)

2.2 A receptionist has different duties on the morning and evening shifts.

Study the list of duties on ADDENDUM A. Distinguish between morning (M) and evening (E) duties. Write only the letter (M or E) next to the duty on ADDENDUM A. (20)

2.3 Discuss the requirements for an effective billing system. (5 × 2) (10)

2.4 Discuss SIX general conditions an establishment must comply with when it holds an on-consumption liquor licence. (6)

2.5 Discuss a density chart under each of the following headings:

2.5.1 Purpose

2.5.2 Appearance

2.5.3 Suitability for which establishment

2.5.4 Manner of operation

2.5.5 Unique features

(5 × 2) (10)
[50]

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QUESTION 3

3.1 Guests staying at a hotel depend on the receptionist to advise them on accessing various services they might need.

Choose the most appropriate information source that the receptionist can give from COLUMN B to best suit the guest request in COLUM A. Write only the letter (A–G) next to the question number (3.1.1–3.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.1.1	Guest has an allergic skin reaction and would like to find the nearest pharmacy	A	road map of the area
3.1.2	Tourist wants to walk to a museum close to the hotel	B	residential telephone directory
3.1.3	Guest requires halal meals while the hotel is not certified to prepare such meals	C	Yellow Pages
3.1.4	Business man needs to travel to neighbouring towns and would like to plan the trip duration	D	distance table
3.1.5	Guest wants to phone an old school friend that lives in the city your hotel is situated in	E	catalogue of menus from local restaurants
3.1.6	Fire breaks out in the lounge and guests need to access the closest fire escape	F	floor plan of the hotel
3.1.7	Guest's child has strayed from her family and would like to find her way back to the hotel swimming pool where her mother is waiting	G	emergency services telephone list
3.1.8	Tourist would like to verify the distance to a national park to decide on the most cost-effective mode of transport		
3.1.9	Guest's luggage lock has broken and requires a locksmith to open it		
3.1.10	Frantic mother suspects that her child has been kidnaped		

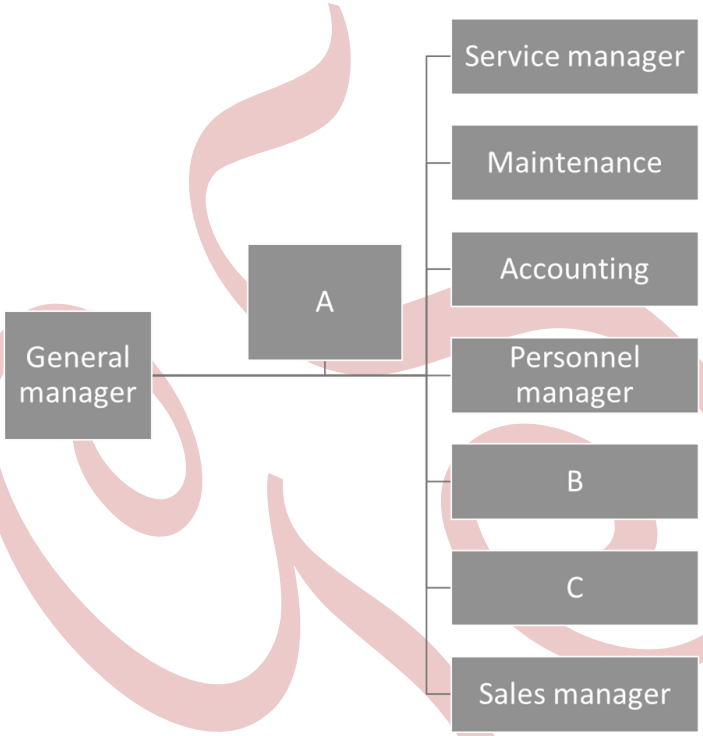
(10 × 1) (10)

3.2 Recording relevant information when a prospective guest makes a booking is a vital task.

3.2.1 List TEN fields on a reservation form that must be completed by a booking clerk. (10)

3.2.2 List FOUR benefits of a standard reservation form. (4)

3.3 Study the diagram of a hospitality organisation.



3.3.1 Which type of organisation is likely to have such a structure? (1)

3.3.2 Identify departments A, B and C. (3)

3.4 Customers choose a hotel for various reasons.

Study the advertisement below and answer the questions.



3.4.1 Give FOUR reasons why customers would choose these services.

Substantiate each reason from the advertisement. (4 × 2) (8)

3.4.2 Identify TWO main areas of hotel products this advertisement promotes.

Explain each identified area. (2 × 2) (4)

3.4.3 Apply your knowledge of the product analysis technique to describe how the advertisement illustrates the following:

(a) Hotel building

(b) Individual guest rooms

(c) Public areas in the hotel

(d) Food and beverage areas in the hotel

(e) Rules and regulations

(5 × 1) (5)

3.4.4 Suggest FIVE media in which the hotel can use this advertisement. (5)
[50]

QUESTION 4

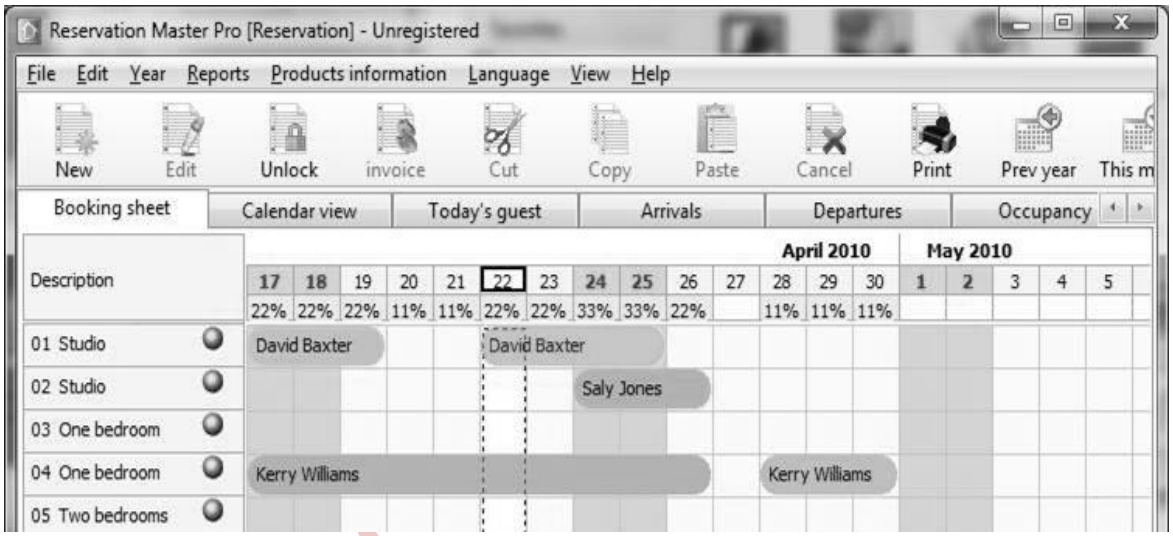
4.1 Study the photo below.



Give SEVEN areas of personal appearance these receptionists had to give attention to before reporting for duty. (7)

4.2 Discuss THREE ways in which a booking contract may end. (3 × 2) (6)

4.3 Study the advance reservation chart below.



4.3.1 Confirm the Room 4 booking by completing sections A and B on the confirmation letter on ADDENDUM B. (5)

4.3.2 Complete sections C, D, E, F and G on the confirmation letter on ADDENDUM B. (5)

4.4 An Australian guest presents the document below when settling his bill of R495,00 during checkout. The exchange rate is R10,00/$.



4.4.1 Is this an acceptable payment method? Motivate the answer. (2)

4.4.2 If the hotel charges a 1% service charge, would this be sufficient? Motivate the answer. (5)

4.4.3 Which steps should be followed to process this payment? (8)

4.4.4 How should the receptionist verify the guest's identity? (1)

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4.5 List the FIVE pieces of information that a receptionist must get from foreign guests upon checking in. (5)

4.6 Overbooking can inconvenience travellers and give them legal grounds to claim compensation for losses.

Give TWO ways in which a hotel can limit liability in cases of overbooking. (2)

4.7 A chance guest places numerous orders from the bar and restaurant.

Discuss the checks that should be done to avoid bad debt. (4)
[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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ADDENDUM A

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

(20)

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ADDENDUM B



Dear **(A)**_____, (1)

(B)_____
_____
_____. (4)

RESERVATION INFORMATION

Confirmation number:	SPL12345
Guest name:	**(C)**
Arrival date:	**(D)**
Departure date:	**(E)**
Number of nights:	**(F)**
Room type:	**(G)** (5)
Room tax:	10,27%
Resort fee:	R1 500,00 per room per night – includes gratuities for housekeeping, bell services, valet and in-room coffee

We are eagerly anticipating your arrival and would like to advise you on the following in order to help you with your trip planning:

Check-in time:	16:00 – if you arrive early, you are welcome to use the facilities while waiting for your room to become available.
Check-out time:	12:00
Cancellation policy:	We do require notification of cancellation at least sixteen days prior to arrival for refund of this deposit. Cancellations received within the fifteen-day period will result in forfeiture of the full deposit.

If you have any questions, please call us toll-free at 0800-888-8888.

Cordially,

Joe Lewis
Reservation supervisor

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