higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N30**(E)**(J6)H

NATIONAL CERTIFICATE

APPLIED MANAGEMENT N5

(4090605)

6 June 2019 (X-Paper)
09:00–12:00

This question paper consists of 9 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. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 Give ONE word or term for each of the following descriptions. Write only the word or term next to the question number (1.1.1–1.1.5) in the ANSWER BOOK.

1.1.1 When a guest requests to be woken up at a certain time in the morning

1.1.2 When a person is pale, has a clammy skin, a fast pulse and is breathing quick and irregular

1.1.3 Another term for the 'coma' position

1.1.4 When food blocks a person's windpipe

1.1.5 When a person falls to the ground and goes into a fit

(5 × 1) (5)

1.2 State what is included in each of the following reception terms:

1.2.1 R & B or continental plan

1.2.2 American plan or en pension

1.2.3 Modified American plan or demipension

1.2.4 European plan

1.2.5 Rack rate

(5 × 2) (10)

1.3 Define each of the following terms:

1.3.1 Corkage (2)

1.3.2 Public liability (2)

1.3.3 Overbooking (1)

1.4 Determine if the following documents are examples of INTERNAL or EXTERNAL methods of communication. Choose the answer and write only 'Internal' or 'External' next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

1.4.1 Booking confirmation letter

1.4.2 Arrival list

1.4.3 Function list

1.4.4 Invoice

1.4.5 Request for payment

(5 × 1) (5)

1.5 Choose a reason for a guest's choice from COLUMN B that matches the description in COLUMN A. Write only the letter (A–K) next to the question number (1.5.1–1.5.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.5.1	When a guest prefers to stay in a known environment	A	fear
1.5.2	Guests choosing a resort that offers many adventure activities	B	security
1.5.3	When a guest arrives late and is tired	C	need
1.5.4	Guests that are afraid to miss an early flight	D	desire
1.5.5	When a prospective guest enquires about special offers and discounted rates	E	pride
1.5.6	Guests wanting to attend an event or attraction close to the hotel	F	habit
1.5.7	When a guest becomes a 'regular'	G	value for money
1.5.8	Guests that only want to stay at prestigious hotels where VIP's are often seen	H	pleasure
1.5.9	When a guest chooses a hotel that offers unlimited, free, fast Wifi	I	facilities
1.5.10	The main reason why sales are made	J	location
		K	fashion

(10 × 1) (10)

1.6 Choose the correct option from those given in brackets. Write only the word or words next to the question number (1.6.1–1.6.10) in the ANSWER BOOK.

1.6.1 The (payee/payer) is the party stated as the beneficiary.

1.6.2 The (drawer/drawee) is the party paying the cheque.

1.6.3 The (drawer/drawee) is the bank from whom the cheque is drawn.

1.6.4 The amount on the cheque can be paid over the counter to the (bearer/drawee) or the person presenting the cheque.

1.6.5 When a cheque is made out to a specific person he/she is the (drawer/order).

1.6.6 The holder of the cheque cannot cash the cheque if it has been (wiped/crossed).

1.6.7 When a cheque can be cashed by a bank, it is called an (open/closed) cheque.

1.6.8 When a cheque is stamped 'RD' it is (ready to use/dishonoured).

1.6.9 If a cheque has been marked (negotiable/not negotiable) it may not be disputed later if a mistake on it is found.

1.6.10 The type of cheque account that can be used for everyday transactions is called a (deposit/current) account.

(10 × 1) (10)

1.7 Study the advance reservation form on ADDENDUM A and locate the booking on the form where the computer cursor is hovering.

Complete the check-in screen on ADDENDUM B from information obtained from ADDENDUM A and ADDENDUM B, by writing only the answer next to the question number (1.7.1–1.7.10) in the ANSWER BOOK. (15)

[60]

TOTAL SECTION A: 60

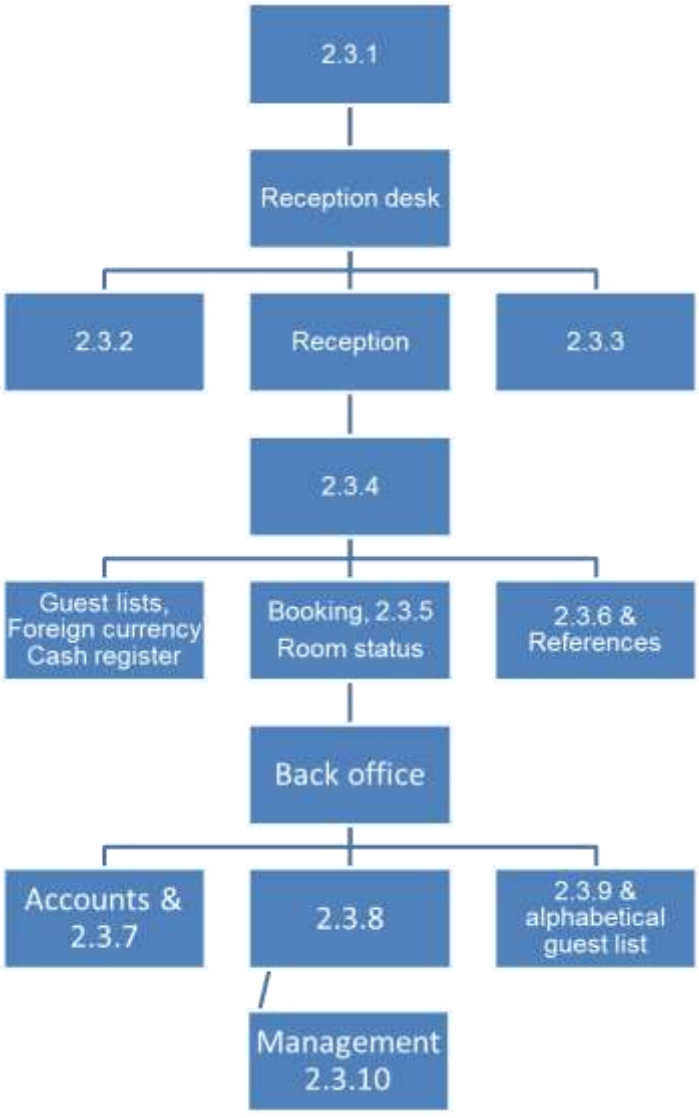
SECTION B

QUESTION 2

2.1 State FIVE rules that should be kept in mind by a receptionist when dealing with a verbal enquiry. (5)

2.2 State TEN desirable personal qualities of an efficient receptionist. (10)

2.3 Complete the organogram of the layout of a reception area by writing only the answer next to the question number (2.3.1–2.3.10) in the ANSWER BOOK.



(10 × 1) (10)

2.4 Name FIVE sales opportunities of which the receptionist should make use. (5)

2.5 State FIVE sections found in the 'terms and conditions' of a booking contract. (5)

2.6 Discuss THREE ways in which a night auditor will identify guests who may be potential bad debt. (3 × 2) (6)

2.7 State FOUR checks that could be carried out by hotel security or the assistant manager, when a guest is under suspicion. (4)
[45]

QUESTION 3

3.1 Define each of the following terms and give an example of each:

3.1.1 USP

3.1.2 The A classification of sales

3.1.3 The B classification of sales

3.1.4 The C classification of sales

3.1.5 Marginal costs

(5 × 3) (15)

3.2 State FIVE essential social skills that a receptionist should have. (5)

3.3 Give ONE negative consequence when neglecting each of the skills mentioned in QUESTION 3.2. (5)

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3.4 Choose a hotel department in COLUMN B that matches a duty in COLUMN A. Write only the letter (A–J) next to the question number (3.4.1–3.4.8) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.4.1	Service rooms in time to be occupied	A	bar
3.4.2	Provides beverage services to guests	B	catering
3.4.3	Sets up, serves and clears function venues	C	housekeeping
3.4.4	Assists guests with transportation of luggage	D	banqueting
3.4.5	Sells light refreshments, snacks and curios	E	porter
3.4.6	Maintains the hotel's telephone system	F	switchboard
3.4.7	Fixes broken door knobs, light bulbs, etc. in the hotel	G	maintenance
3.4.8	Prepares food to be served at meal times	H	accounts
		I	kiosk
		J	valet

(8 × 1) (8)

3.5 Determine how many stars would a hotel be awarded if it has 'good quality in overall standards of furnishings, service and guest care'. (2)

3.6 Name TEN lists or notifications that are prepared by reception to ensure that the needs of the guests and management are satisfied. (10)

3.7 Name FIVE departments in a hotel to whom arrival notice should be distributed. (5)

[50]

QUESTION 4

4.1 Discuss the FIVE principles of hotel billing. (5 × 2) (10)

4.2 During check-out Mr Knowls' credit card is declined when he tries to settle his bill of R1 500. The receptionist grabs his rental car keys and his leather jacket that he had on. She called the head porter to cuff him and lead him to the hotel manager's office. When he protests, the receptionist says that she has the legal right to keep his valuables until he pays his account.

4.2.1 What right is the receptionist referring to? (1)

4.2.2 Has the receptionist acted within the law? Motivate your answer. (1 + 3) (4)

4.3 State FIVE possible offences that a hotel bar can commit under the liquor act. (5)

4.4 Name FIVE facilities that a conference venue at a hotel could offer guests. (5)

4.5 Name TEN methods of payment that a guest could use to settle his/her hotel bill. (10)

4.6 Discuss FIVE ways in which tour operators and hotels can reconcile their conflicting aims in handling accommodation of sales. (5 × 2) (10)

[45]

TOTAL SECTION B: 140
GRAND TOTAL: 200

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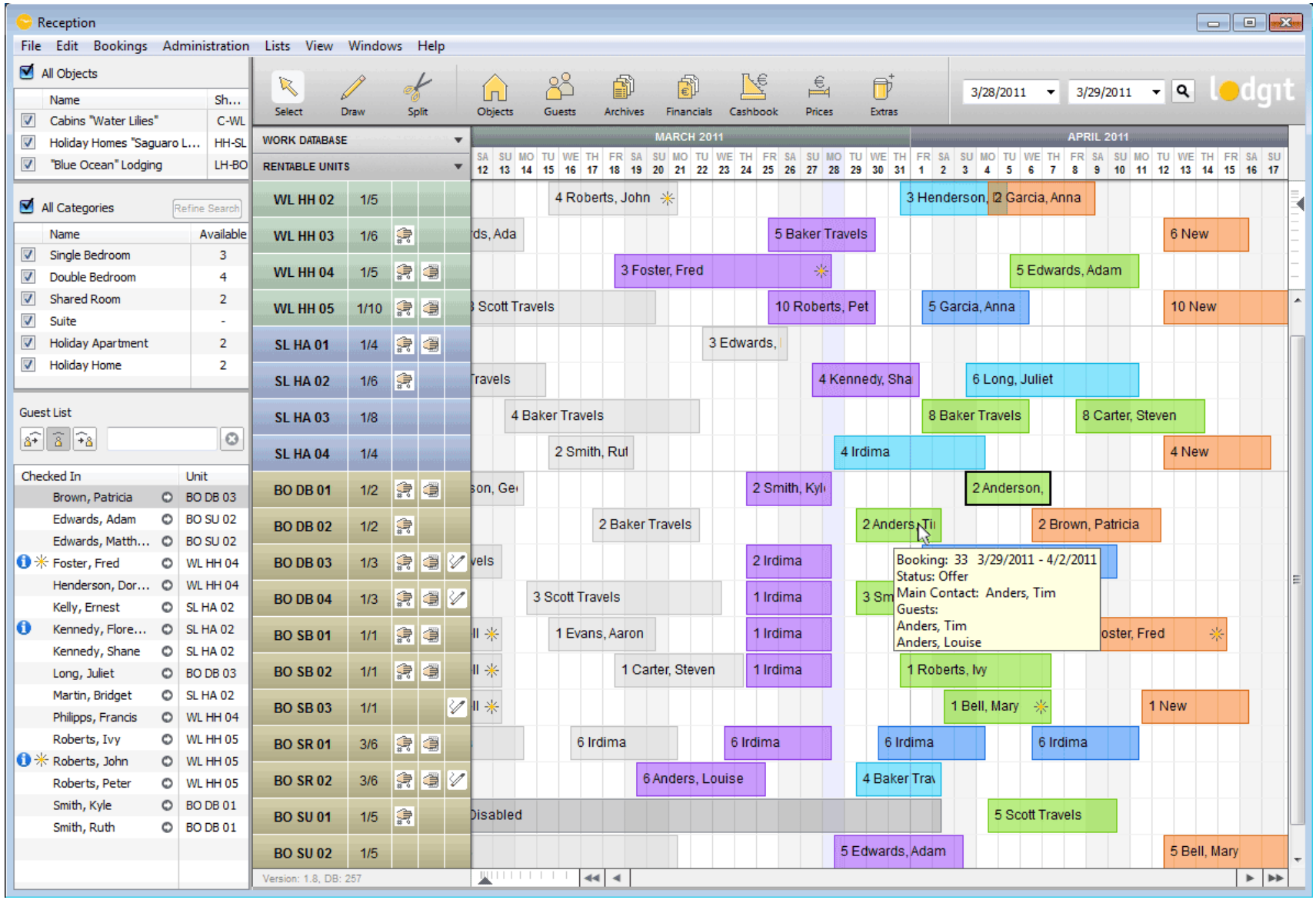
ADDENDUM A



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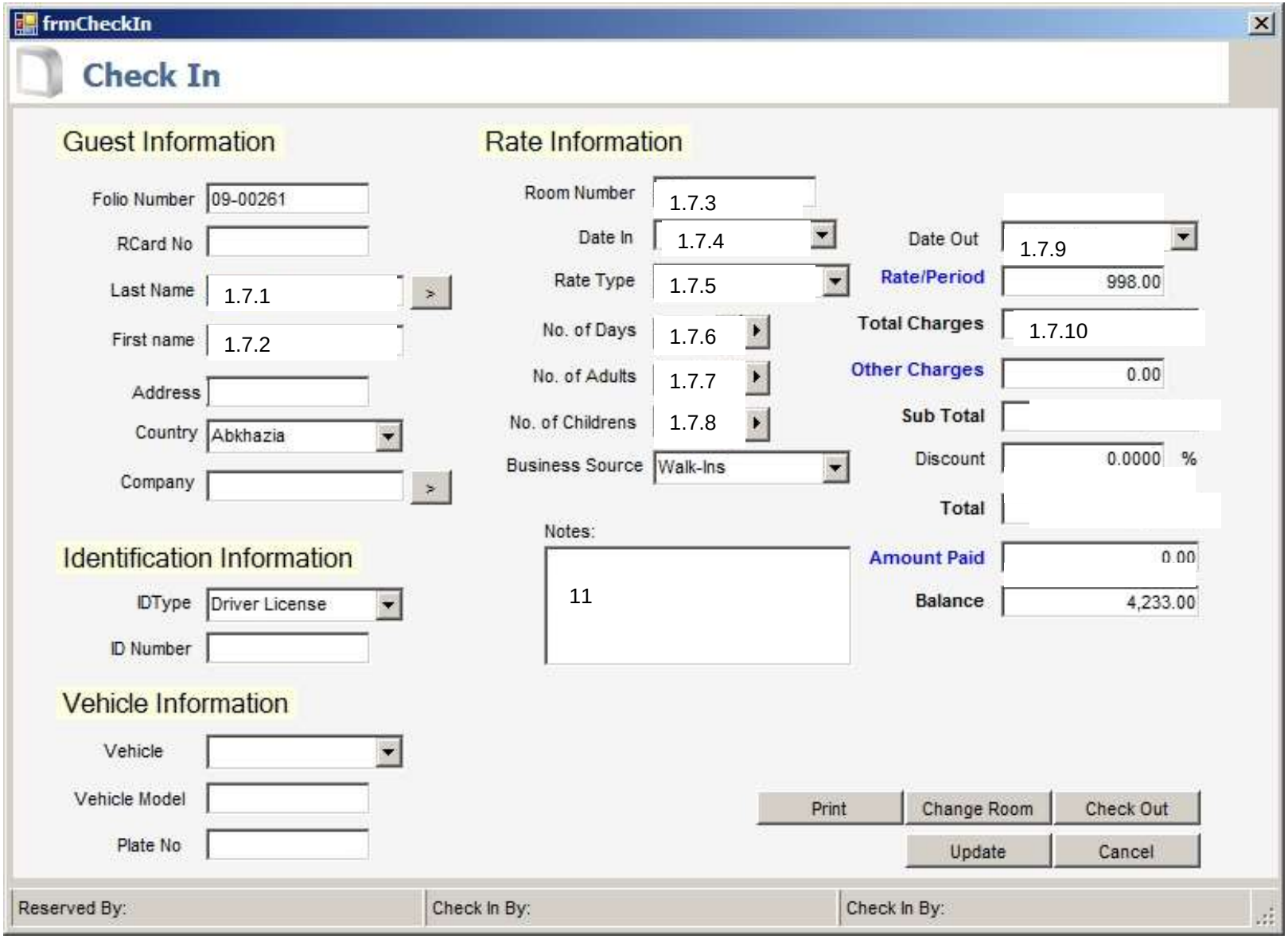
ADDENDUM B



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