higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

APPLIED MANAGEMENT N5

4 June 2021

This marking guideline consists of 8 pages.

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SECTION A

QUESTION 1

1.1
1.1.1 H
1.1.2 F
1.1.3 I
1.1.4 A
1.1.5 B
1.1.6 E
1.1.7 C
1.1.8 G
1.1.9 J
1.1.10 D

(10 × 1) (10)

1.2 1.2.1 Possible services

- Accommodation✓ – There is a bed in the background.✓
- Room service/food and beverages✓ – He is being served by an attendant from a trolley in his room.✓
- EMT✓ – There are newspapers behind him/It is a breakfast being served in his room. (Any 2 × 2) (4)

1.2.2 Possible facilities

- Wi-Fi/Internet✓ – The guest has a notebook open on his lap and is possibly working online.
- Suite✓ – The guest is sitting on a coach, therefore there is a lounge area in the room. (2 × 2) (4)

1.3 1.3.1

- Group rooms on same floor✓ – There are dependants that would need adult help or supervision.✓
- Rent rooms within the price range of a family✓ – It is a large family that may not be able to afford high-priced luxury.✓
- Ensure whether people sharing a double room want double or single beds✓ – There are varied ages in the group so assumptions or predictions cannot be made as to where persons would want to sleep.✓
- Place the family in adjacent rooms✓ – There are dependants that would need help or supervision.✓
- Place older or disabled persons near a lift or on the ground floor.✓ – The grandfather is paraplegic and the lady with him seems elderly, therefore mobility with stairs can be a problem.✓
- Determine the clients' preference on view, noise, etc. ✓ – The elderly couple could possibly prefer to have a better view as they may likely not partake in all the activities or the children might be light sleepers or any relevant conclusion.✓ (Any 4 × 2) (8)

1.3.2
A Swimming pool
B Gym
C Hairdryer in room
D Laundry facility
E Gift shop
F Children entertainment in room
G Satellite/Cable TV in room
H Minibar in room (8)

1.3.3
D • They are staying for two weeks and would need the laundry facility for their clothes.
F/G • When the weather is not good or at night, children need to be occupied indoors.
G • The elderly couple with mobility problems may need entertainment in the room.
H • Beverages on hand when keeping self-entertained in the room.
I • Food service when unable to dine in the restaurant.
J • Hotel bar could be utilised by adults before or after dining in the restaurant or when the children are asleep or being looked after.
K • Hotel restaurant for family meals.
N& O • The family may like to make use of hairdressing and the ladies of the spa facilities while on holiday.
P • Adults can all go out together while children are being looked after. (Any 8 × 2) (16)
[50]

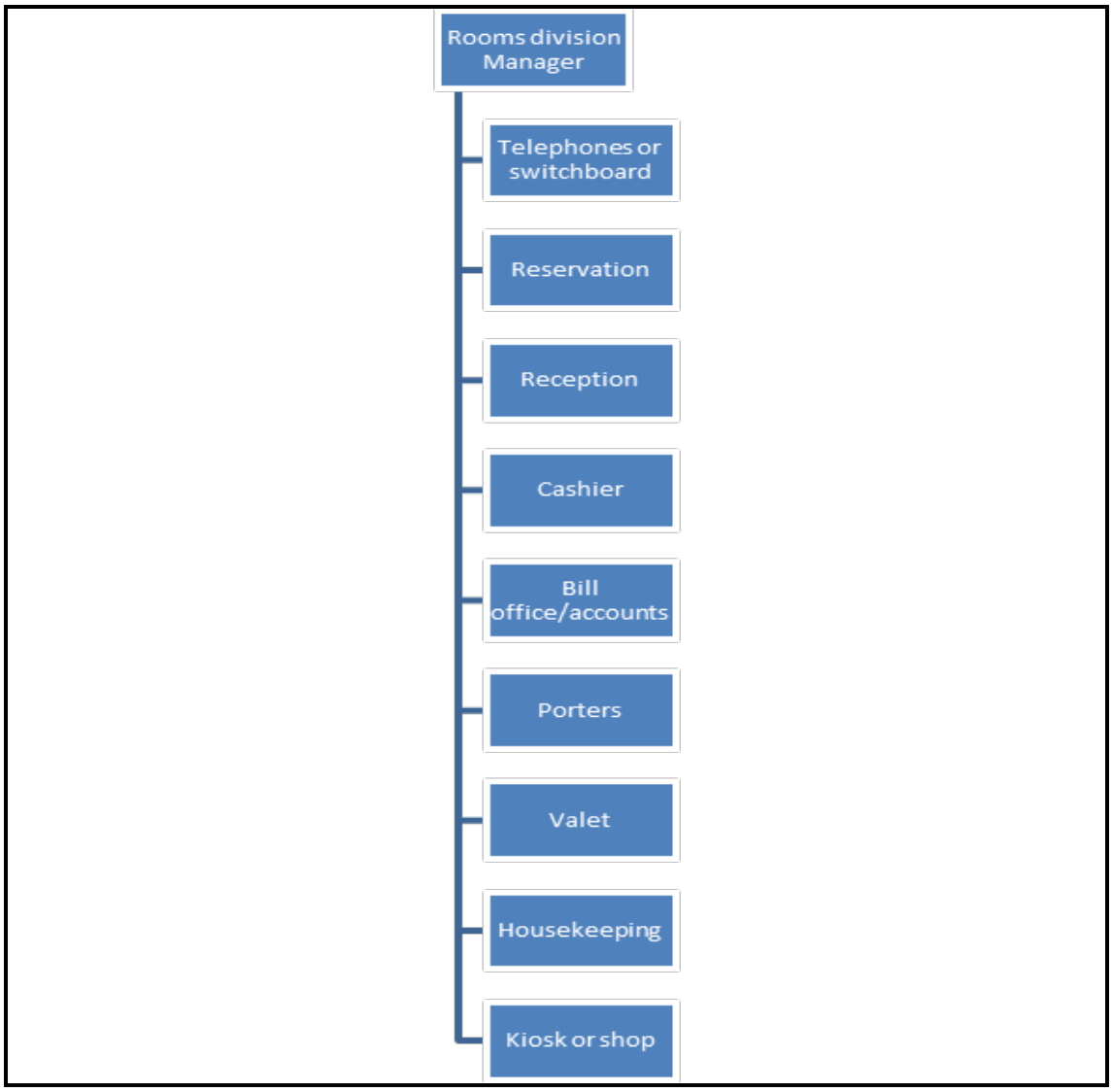
TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1
- Reservations
- Transport services and schedules
- Details of places of interest
- Details of activities and entertainment
- Details of churches and public services
- Postal or connectivity enquiries
- Information about local medical services
- Information on shops/malls in the area
- Information about the country – foreign visitors (Any 7 × 1) (7)

2.2



(10)

2.3 2.3.1 House list

- Alphabetical list prepared each evening
- Distributed through the hotel
- List showing all occupants of hotel with their room numbers
- Used by departments to provide services to occupants

(Any 3 × 1)

2.3.2 Departure list

- Prepared in room number order
- Circulated through the hotel
- Housekeeping use it for work allocation
- Hall porters can prepare to assist departing guests with luggage
- All other departments can use it to ensure that all charges has been forwarded to accounts department (Any 3 × 1)

2.3.3 Guest history card

- Luxury hotels keep record of guests
- Likes and dislikes
- To pre-prepare for the return of those guests

2.3.4 Arrival list
- Alphabetical list
- Drawn up one day in advance
- Used by reception and porters
- Shows guests due to arrive
- Shows length of stay
- Each guest's special requests (Any 3 × 1)

2.3.5 Departmental notifications
- When chance guests arrive and
- when guests change rooms
- this notification is sent to relevant departments to supplement the arrival list.

(5 × 3) (15)

2.4
- Report and repair all broken locks, door knobs and sockets to the maintenance department.
- Report valuables found asap – valuables should be kept in a safe and controlled in the 'lost and found' facility until the guest identifies and collects the item(s).
- Keep all hotel rooms locked during and after cleaning.
- Advise guests on precautionary measures when they check in, on notices in public areas.
- Provide room safes with programmable access codes.
- Provide a safety deposit box/safe service.
- Secure the premises with boundary walls, CCTV, security trained porters, etc. (Any 4 × 2) (8)

2.5
- Guest bills should be kept up-to-date to prevent unpaid services/loss of income as guests can check out at a moment's notice.
- Sales from different departments should be identifiable for control and planning purposes by each cost centre.
- Balancing should be possible – Total sales should always equal total charged.
- Control checks should be possible to check if all transactions are being recorded.
- Should be easy to operate - automations and user-friendly systems.
- It should be economic regarding time and money – software and hardware should be inexpensive. The less sophisticated, the easier and more cost-effective it will be.

(2 marks per principle. Only award second mark if the concept is well-defined in a full sentence.) (6 × 2) (12)

2.6 2.6.1
- Formal gathering of people sharing the same
- business or political interest and ideas.

2.6.2
- Groups or societies that meet
- to discuss or study a specific subject.

2.6.3
- Gathering to exchange and
- develop ideas on a specific subject or activity.

2.6.4
- Meeting of scientists or experts
- to discuss certain topics in their field of expertise.

(4 × 2) (8)
[60]

QUESTION 3

3.1
3.1.1 Checks booking details
3.1.2 Checks registration card
3.1.3 Allocates a room
3.1.4 Notifies other departments
3.1.5 Opens a bill
3.1.6 Posts charges
3.1.7 Passes mail and messages
3.1.8 Checks outstanding charges and closes bill
3.1.9 Notifies departments of departure
3.1.10 Receives room back to let

(10 × 1) (10)

3.2 Red✓ – Room is vacant but not ready✓
Clear✓ – Room is vacant and ready✓
Yellow✓ – Room is let✓ (3 × 2) (6)

3.3 3.3.1
- The receptionist/booking clerk makes an offer
- as an agent/representative of the hotel
- on request of a prospective guest and the guest accepts the offer. (3)

3.3.2
- Write (letter/e-mail)
- Phone
- In person/face-to-face (3)

3.3.3
- Request or written enquiry
- Booking form
- Quotation of tariffs
- Written confirmation with booking details (4)

3.3.4
- The prospective guest must be older than 18 years
- to ensure the contract is legally binding and to ensure that the bill will be settled. (2)

3.4
- Area for sale and service of alcohol is clearly indicated as restricted✓ at the entrance✓ thereof.
- Persons under the age of 18 (juveniles) ✓ are not allowed in the restricted area.✓
- No bottling of liquor shall take place✓ on the premises.✓
- Adequate toilet facilities✓ for males and females should be available.✓
- A register of accommodation sold✓ to each lodger shall be kept on the licenced premises.✓
- No devices used for gambling✓ may be on the premises.✓ (6 × 2) (12)

[40]

QUESTION 4

4.1
- Recheck floats✓ to ensure sufficient change.✓
- Deal with new arrivals✓ and start guest folios.✓
- Deal with leftover correspondence✓ filing/sorting.✓
- Post charges✓ incurred since shift started (lunch, drinks, dinner, etc.). ✓
- Process✓ petty cash purchases.✓
- Compile and distribute✓ the next day's arrival and departure lists.✓
- Cash up (clear billing for the next shift)✓ balance the tabular ledger.✓
- Familiarise with housekeeper's list (room vacancy list) ✓ to know which rooms are ready to be let.✓
- Prepare night porter's notes,✓ late arrivals and rooms ready to let.✓
- Compile the manager's report✓ on the turnover for the day and the occupancy level of the hotel.✓
- Receive cash from sales points,✓ reconcile and place in the safe.✓
- Prepare float for next day✓ and lock all cabinets and the safe.✓

(Any 5 × 2) (10)

4.2

TRADITIONAL KEY✓	KEY CARD✓
• Metal key kept on a large tag✓ • Tag printed with the room number and the hotel's name and contact details✓	• Plastic card, same size as a bank card with chip or magnetic strip✓ • Programmed to open only the door of the guest's room ✓

(2 × 3) (6)

4.3
- The guest places his/her valuables in an envelope,
- seals it
- and signs over the seal.
- The receptionist or cashier marks the envelope with the guests name,
- room number,
- date,
- description and estimated value.
- The receptionist or cashier compiles a receipt for the valuables.
- The guest counter signs the receipt.
- The envelope is marked with the receipt number.
- The envelope is placed in the hotel's safe. (Any 10 × 1) (10)

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4.4 4.4.1 Carry out control tasks and man the reception at night (1)

4.4.2
- Post charges
- Prepare management reports
- Balance hotel's daily trading accounts
- Receives late arrivals
- Acts as security
- Identifies potential bad debts (6)

4.4.3 23:00 – 08:00 (2)

4.4.4
- Auditor has to check the current accounts in the bill tray to identify possible bad debts.
- List/flag all bills over certain figures to be followed up and investigated by accounts later.
- Check unusual spending patterns, possible walk-outs. (3)

4.5
- Name and surname (family name)
- Passport number
- Place of issue
- Nationality
- Next destination
- Date (6)

4.6
- Name of payer
- What is paid for
- Amount received in word format
- Amount received in figures/number format
- Date
- Cashier's signature (6)

[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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