higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

APPLIED MANAGEMENT N5

(4090605)

4 June 2021 (X-paper)
09:00–12:00

This question paper consists of 8 pages.

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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. Start each section on a new page.
5. Use only a black or blue pen.
6. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 Choose an option from COLUMN B that matches a description in COLUMN A. Write only the letter (A–K) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.1.1	Accommodation only, no meals	A	American plan
1.1.2	Rate charged for occupancy of a room during the day but not night	B	B&B
1.1.3	Promotion rates offered to regulars	C	continental plan
1.1.4	Accommodation and three meals	D	EMT
1.1.5	Accommodation and breakfast	E	modified American plan
1.1.6	Accommodation, breakfast and one other meal	F	day rate
1.1.7	Accommodation and continental breakfast	G	SC
1.1.8	Service charge payable at the hotel	H	European plan
1.1.9	Cereal, bacon/ham and egg, toast, jam and marmalade, tea and coffee	I	special rates
1.1.10	Special request by guest to be served in his/her room in the morning	J	English breakfast
		K	VAT

(10 × 1) (10)

1.2 The guest in the picture below has accessed certain services and facilities. Answer the questions in this regard.



1.2.1 State TWO services and substantiate the answer. (2 × 2) (4)

1.2.2 State TWO facilities and substantiate the answer. (2 × 2) (4)

1.3 This family has just walked through the front door of the holiday resort where you are the receptionist on duty. They would like to stay for two weeks.



1.3.1 State FOUR basic rules that you would apply for selling rooms to this family. Motivate each rule by referring to the picture. (4 × 2) (8)

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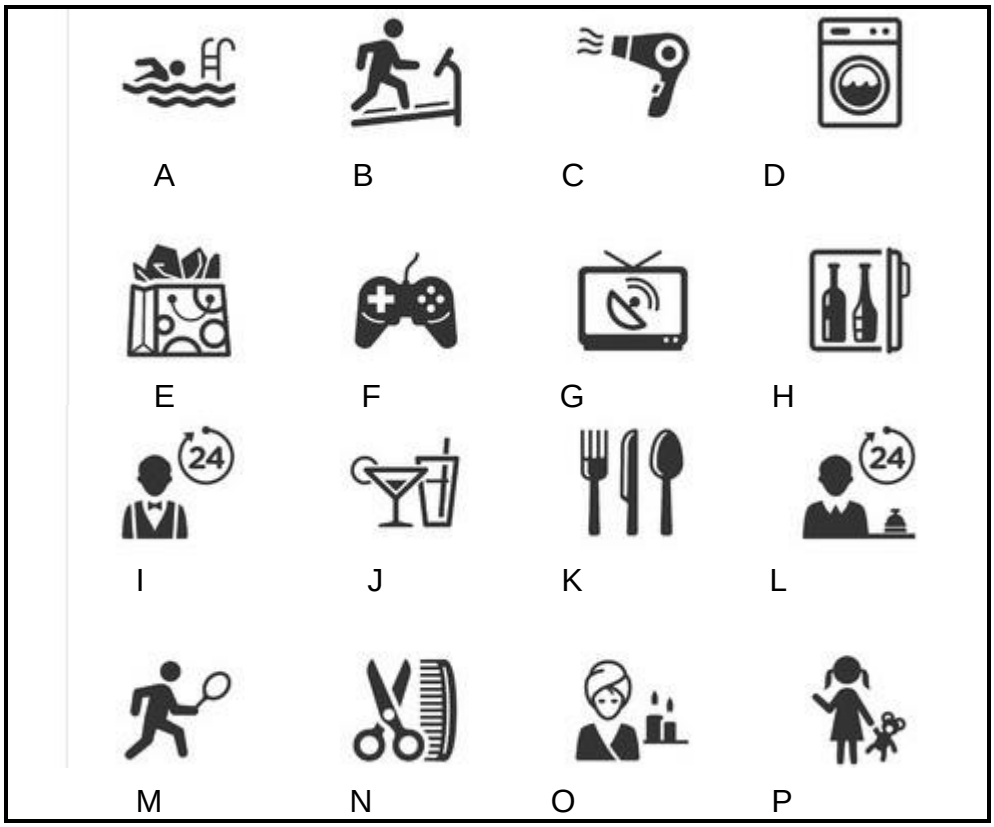
1.3.2 The resort offers the following services and facilities.

Name the services indicated as A–H. Write only the answer next to the letter in the ANSWER BOOK.



(8)

1.3.3 Choose EIGHT of the services or facilities indicated in QUESTION 1.3.2 that you would sell to this family. Write only the letter of each service or facility and motivate each choice by making reference to the family's possible needs while staying at the resort. (8 × 2) (16)

[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 State SEVEN general enquiries dealt with by reception. (7)

2.2 Draw a diagram of the organisational structure of the rooms division in a large hotel. (10)

2.3 Distinguish between each of the following notification lists, by providing a complete description and use of each:

2.3.1 House list

2.3.2 Departure list

2.3.3 Guest history card

2.3.4 Arrival list

2.3.5 Departmental notifications

(5 × 3) (15)

2.4 Discuss FOUR ways in which a hotel could safeguard the property of all guests. (4 × 2) (8)

2.5 Discuss the SIX principles of hotel billing. (6 × 2) (12)

2.6 Give the definition of each of the following terms:

2.6.1 Conference

2.6.2 Seminar

2.6.3 Workshop

2.6.4 Symposium

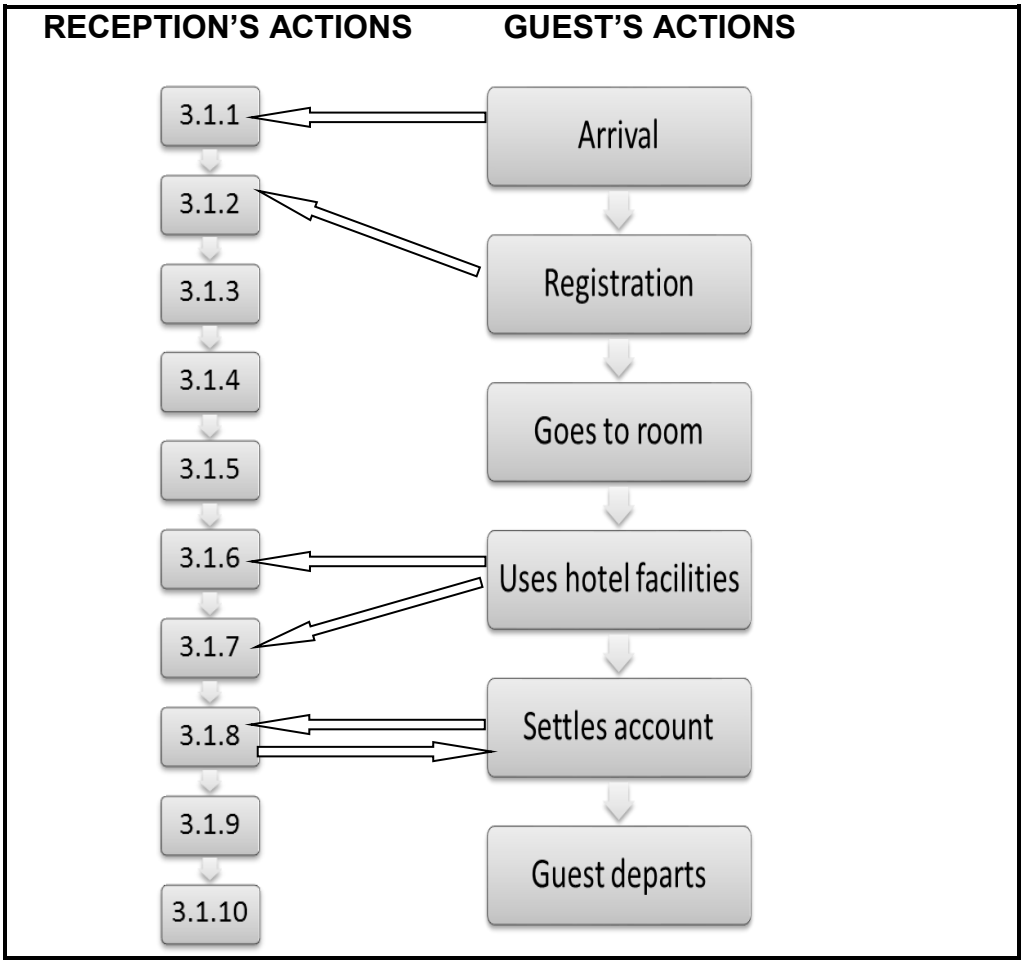
(4 × 2) (8)

[60]

QUESTION 3

3.1 Study the flow diagram of the actions a hotel guest goes through. The tasks that will be performed by reception are linked to these actions.

Write down what reception will do from the arrival of the hotel guest until he/she departs, next to the question number (3.1.1–3.1.10) in the ANSWER BOOK.



(10)

3.2 Your hotel has recently introduced a room status system based on the Whitney system which makes use of colour coding.

Name and explain what each colour indicates. (3 × 2) (6)

3.3 Discuss the way in which a booking contract is concluded under the following headings:

3.3.1 Parties involved (3)

3.3.2 Modes of communication that are typically followed (3)

3.3.3 Documentation involved (4)

3.3.4 Contractual capacity (2)

3.4 State the general conditions to obtain a liquor licence for consumption on premises. (6 × 2) (12)
[40]

QUESTION 4

4.1 State FIVE duties that have to be carried out during the evening shift. (5 × 2) (10)

4.2 Name and explain TWO types of keys that could be issued to a guest upon checking into a hotel. (2 × 3) (6)

4.3 Discuss the procedure that should be followed by a hotel to ensure the safekeeping of a guest's valuables when using an envelope. (10)

4.4 You have appointed a new night shift auditor.

Prepare notes under the following headings for training this person:

4.4.1 Purpose of a night shift auditor (1)

4.4.2 Tasks (6)

4.4.3 Working hours (2)

4.4.4 Responsibility regarding possible bad debt identification (3)

4.5 Name SIX pieces of information that you would request from an overseas guest upon registration. (6)

4.6 When guests settle their bill, proof of payment should be generated in the form of a receipt. Certain information must be reflected on this document.

State SIX pieces of information that should appear on every receipt. (6)
[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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