higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

NOVEMBER EXAMINATION

APPLIED MANAGEMENT N5

25 NOVEMBER 2013

This marking guideline consists of 8 pages.

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QUESTION 1

1.1 1.1.1 Drawer: The owner who is writing out the cheque and therefore making payment to payee.

1.1.2 Payee: This is the person receiving the money. Cheque is made out to this person.

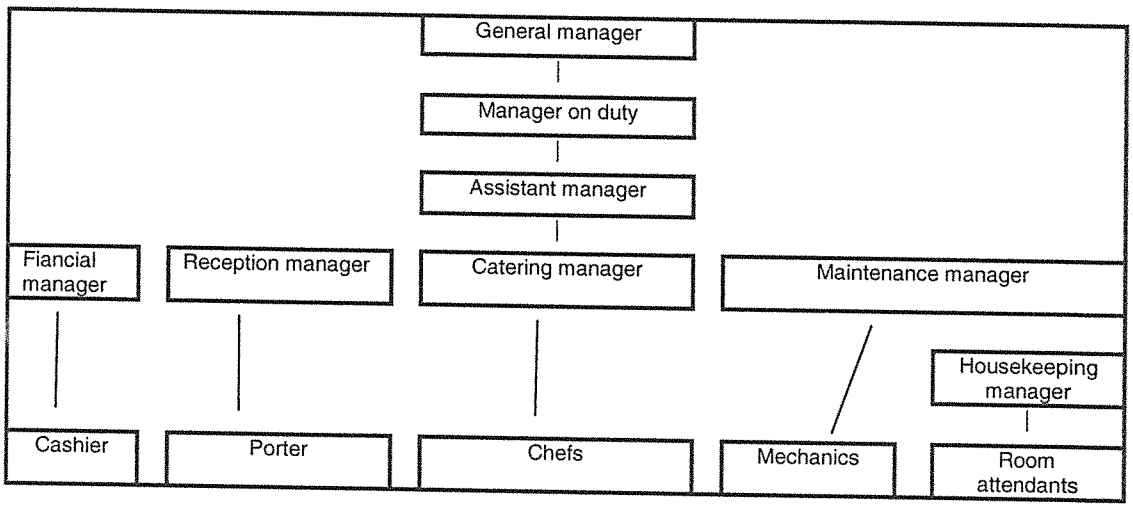
1.1.3 Crossed cheque: This cheque must be paid into an account and can't be exchanged for cash.

1.1.4 Dishonoured cheque: This cheque is send back to drawer, because there are not sufficient funds in his account. Cheque is marked with RD stamp.

1.1.5 Travellers cheque: Issued by fixed denominations by major banks and travel agents throughout the world. Very convenient because tourist don't have to carry large sums of money with them. Quick and easy way for payments.

(5 × 2) (10)

1.2



(12)

1.3
- Hotels use it to write down bookings for one month.
- It helps you to see the room status for one month immediately.
- The room numbers are in sequence.
- The chart must be against the wall in the reception where it is easy to use.
- This card is more about room numbers than room types.
- The room numbers and room types are written vertical in two lines on the left of the card
- The dates are in horizontal rows.
- Guest's names are written next to room numbers.
- Chart must be completed in pencil so that it is easy to change information if necessary.
- This card reflects an accurate up to date situation on bookings and rooms at any time.

(Any 6 × 1) (6)

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1.4
- Be friendly and greet correctly.
- Talk clearly in the language of the guest.
- Give correct information and be a positive image for the hotel.
- Talk slowly and make sure that the quest understands.
- Do not eat or drink while dealing with a client on the phone.
- Do not keep guest unnecessary online, give quick service. (6)

1.5
- Luxury hotels use these cards to fill in guest individual detail and info about room types, food choices, complaints, etc.
- This data can be used to prevent problems with the future visits of guest.
- It can also be handy when there are promotions and it will be easy to inform guest because preferences are listed, especially VIP's.
- The guests' details are on this card and they don't have to fill in everything again when they visit again.
- Hotel can use cards to see birthdays and wish their regular customers.
- It is time consuming to keep these cards up to date. (6)

1.6
- Correct name and details of guest is very important. Make sure about spelling of names.
- Time of stay, arrival and departure dates.
- Amount of rooms, type of room and number of guests.
- Method of paying, deposit requires.
- Price for the stay and amount of deposit and date that it must be paid.
- Additional needs and preferences that they want. (Any 5 x 2) (10)

[50]

QUESTION 2

2.1
- No, hotel keeper is not allowed to keep Shaun's car √√
- There is already a court case hanging and the court will decide what amount Shaun must pay for the damage if he is guilty. Therefore the car will not be sold to pay hotel damages.√
- Retention right may only take place when a guest can't pay for his or her accommodation.√
- Also called lien.√
- Hotel owner must look after property of guest that is under retention right, ea. must water plant.√ (6)

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2.2
- Listen attentively to a complaint. Don't show any emotions and handle guest with respect.
- Apologise to guest and ensure guest that the case will be investigated.
- Note complaint in the correct book and inform management.
- Immediately inform department involved so that the problem can be attended to.
- Follow up on complaint and see that is sorted out.
- Put rules in place to prevent it from happening again.
- Give feedback to the guest and see that guest is satisfied. (7 x 2) (14)

2.3
- Frustration is the reason for ending the contract.√√
- Contract is ended because of the fire that started.√
- The hotel could not deliver services any longer because of the evacuation.√
- The hotel is not the cause, it was unforeseen circumstances.√ (5)

2.4
- Hotel may refuse guest if under the influence of drugs or alcohol.
- When guests can't pay the price/deposit, the hotel may refuse them.
- When the hotel is fully booked.
- When there are constructions and it is dangerous for guests, it is better for the hotel not to accommodate guests. (5)

2.5
- Staff must activate the alarm immediately.
- Contact emergency services.
- Staff must evaluate fire.
- Use fire extinguishers.
- Staff must calm guests down.
- They must tell guests not to run.
- Each staff member must evacuate his/her area.
- Personnel may not leave the hotel if there are still guests that must be evacuated.
- Register must be taken by reception to the parking area so that guests and staff can be identified.
- If possible porters must move cars that are in danger.
- Give medical attention if needed. (10)

2.6 2.6.1
- Calm guest down.
- Put guest in an upright position and use a brown paper bag to inhale.
- If oxygen is available, help guest to put mouth piece on.
- Make sure that the guests are breathing.
- If necessary call an ambulance. (5)

2.6.2
- Take guest to private area if possible. Calm guest down
- Evaluate cut
- Get first-aid and put gloves on
- Take clean gauze and put on wound to stop bleeding.
- Call for medical help if necessary (5)

[50]

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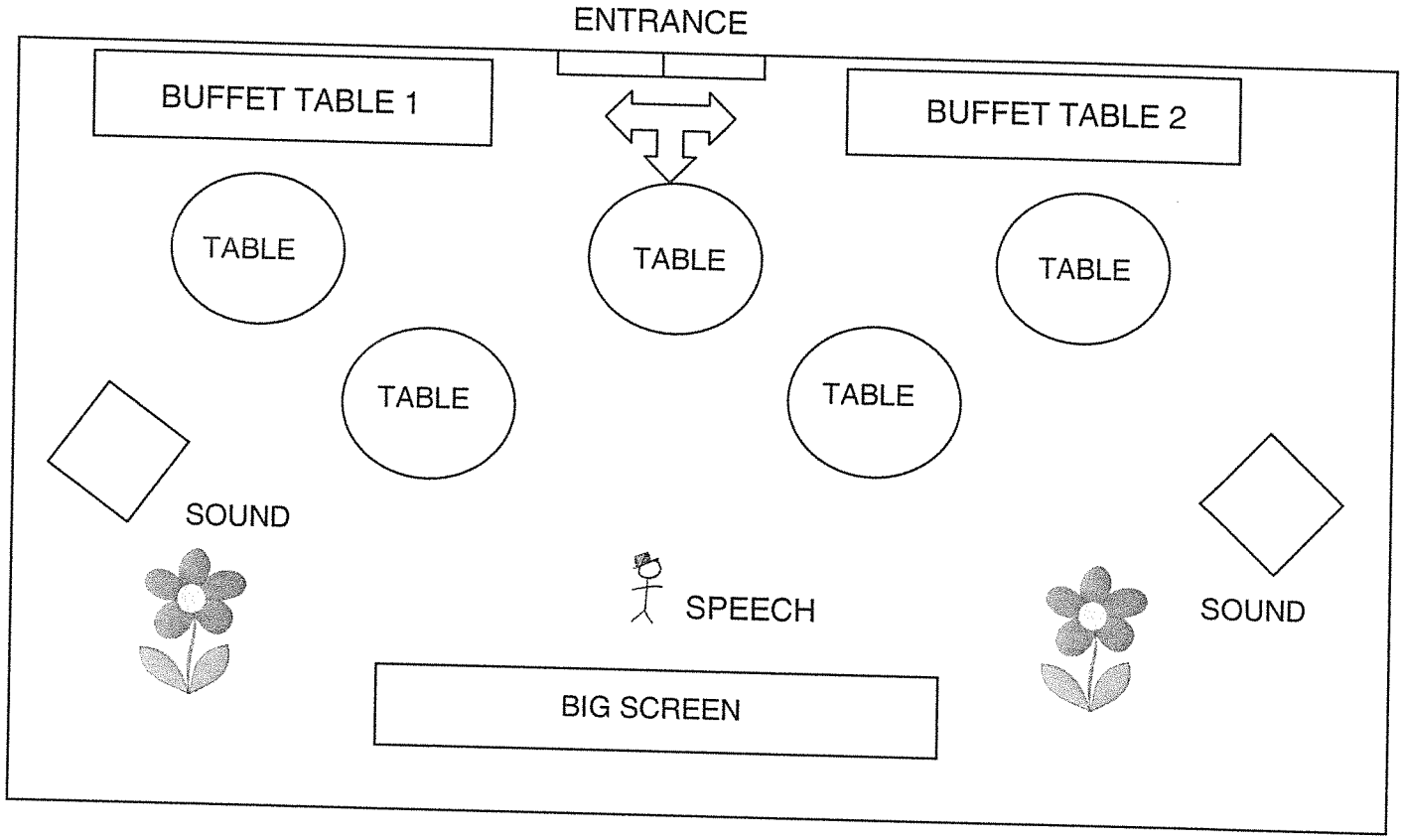
QUESTION 3

3.1 Group booking attached (20)

3.2 Outlay



(10)

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3.3 CONTROL LIST

FOOD AND BEVERAGES • Breakfast menu • Special services • Crockery • Table cloths • Table and chairs • Waiters ready • Flowers • Coffee and tea AUDIO NEEDS • Big screen • Projector • Sound system OTHER NEEDS • White board and pens • Water jugs on tables • Sweets/peppermints VENUE • Curtains • Carpets vacuums • Windows clean
Checked by:
Date: Time:

(10)

3.4 The following info must be on questionnaire

- Hotel name√
- Hotel logo√
- Address√
- Name of guest√
- Open and closed questions on service, food, staff, parking√√√√
- Space for any suggestions
- Thank guest for time taken to complete√
- Name of manager√

(10)
[50]

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QUESTION 4

4.1
- Walk-in guest only wants accommodation for the night. Don't use other facilities and don't bring a lot of income to the hotel.√√
- Business person use facilities and book in advance. Bring a lot of income and business to hotel.√√

(4)

4.2
- Card must be accepted by hotel
- Guest must show identity document as proof
- Floor limit of card must not be exceeded
- Guest must sign in front of cashier
- Signature must be the same as the back of the credit card
- Transaction must be in pen

(6)

4.3
- Check float/cash and do balancing.
- Handles new guest arrival and open guest portfolios.
- Handle all correspondence.
- Arrivals and departures must be up to date
- Check room status and availability
- Handle all post and messages
- Prepare manager report and statistics on guest figures
- See that the reception is clean and neat
- See to it that there are enough pens and stationary
- See that enough staff are on duty

(Any 6 x 2) (12)

4.4
- Location of hotel
- Road map from high ways
- Facilities available
- Prices
- Restaurant facilities
- Accommodation available
- Places of interest nearby
- Photos of hotel
- Phone numbers
- Address
- Transport available form and to airport

(12)

4.5
- It is a very accurate document stating the condition of every room in hotel.
- This document is very useful for hotel reception because they can immediately see what rooms are available and what not.

Terminology used for rooms:
- Let
- Available, not ready
- Available, ready
- Closed for reparations

(6)

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4.6

- If possible rent rooms out floor by floor. Put groups together. It helps with service delivery in hotel.√√
- Select rooms that suits guest budget.
- Do not confuse the guest by suggesting too many different types of rooms and facilities.
- Be sensitive when asking questions on how many and types of beds.
- Put elderly people near lifts and bathrooms.
- Make sure about preferences before placing guests.
- Place families next to each other.
- Sell accommodation as well as facilities like the spa treatments etc.

(5 x 2) (10)
[50]

TOTAL: 200

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