higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

NOVEMBER EXAMINATION

APPLIED MANAGEMNET N5

18 NOVEMBER 2014

This marking guideline consists of 9 pages.

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QUESTION 1

1.1 1.1.1 Deposit is the amount of money that is paid in advance to confirm a booking.

1.1.2 Float is the amount of money that the cashier uses to do pay outs.

1.1.3 Liquor Act defines to who liquor can he sold, the hours and on what public days.

1.1.4 Room status is the condition(vacant or not, in maintenance or not) every room is in, can it be hire out or not.

1.1.5 Netto tariff is Tariff for the accommodation only and no facilities usage included.

1.1.6 'Poise' It's the term used for the attitude of the receptionist to stand and sit up straight and smile although she is tired.

1.1.7 Budget is the income and the expenditure and it show the cashflow.

1.1.8 Targetmarket is the selection of a group of people that will use a specific product/package.

1.1.9 Conference is smaller groups of people belonging to the same dimension gathers, like smaller churches of the same big church.

1.1.10 Breach of contract is when one of the parties don't do their part and the contract is canceled.

(10 x 2) (20)

1.2 1.2.1 Not sufficient funds in bank & send back to the drawer with an RD stamp.

1.2.2 This cheque cannot be changed for cash but needs to be paid into an account. It cannot be given to a third party as payment.

1.2.3 Person receiving the amount of money and can get it in cash or pay it into an account.

1.2.4 This is the person that is writing out the cheque and the account holder from which the money will be deducted.

1.2.5 It is the small piece of paper from which the cheque is torn and the aim of it is to keep record of your transactions.

(5 x 3) (15)

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1.3

ABSA Bank 20-20-292-29
Date ... today ...
Payee ...Kagiso Guesthouse ...
Amount ... One thousand two hundred and three rand and forty five sents ...
R 1 203-45

1299938678202928278 ... CBREMER ...
PO Box 14
Bellville, 7530 Mr Carl Bremer

(15)
[50]

QUESTION 2

2.1

- Breach occurs where one of the parties fails to perform. The guest doesn't pitch up or the hotel could not deliver the service. The victim of the breach may treat the contract ass ended and sue for damages. The victim may also attempt the hotel to deliver the service contracted for.
- Frustration happens when a contract is terminated by an event which has risen through no fault of either contracting party. A guest might fall ill or the hotel is damaged by fire. Not one of the parties could foresee this.
- Performance is when both parties performed and are happy. The hotelier has supplied the accommodation and the guest paid his account in full.

(3 x 3) (9)

2.2

- It is a payment on behalf of the guest to a third party, paid out of the float.
- Guest must arranged beforehand with reception.
- Make sure of room number and guests name and to whom payment must go.
- Check with guest whether his is going to come and pay reception or must amount be posted to bill.
- Receipt must be in triplicate. First copy is given to the guest, second is put in the float and the third copy is kept in hotel book.
- Check that all parties are happy (guest, hotel and clown) and posting is done.

(Any 5 x 2) (10)

2.3

- Time of the year
- Time of the week
- Length of stay
- Amount of rooms
- Facilities they gonna use
- Who are the group

(6 x 1) (6)

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2.4
- Name and surname
- Address
- Tariff
- Deposit
- Payment method
- Identity number
- Amount of guests
- Arrival date
- Departure date
- Special requests (10 x 1) (10)

2.5
- Check signature of guest and compare with signature on the back of card
- Make susre that the amount does not exceed the floor limit.
- Check the expiring date on the card.
- Check card for theft and blacklisting.
- Check the Identity document of guest/payer. (Any 4 x 2) (8)

2.6 2.6.1
- As soon as you find out about card, contact management
- Keep payer busy while management is phoning police
- Take guest to private area and leave it to management to handle situation further. (3)

2.6.2
- Evaluate the situation
- Is injuries are serious phone ambulance
- If possible take guest to private area
- See that the area is rectified where guest fell (4)

[50]

QUESTION 3

3.1
- Advertising facilities
- Location and map
- Places of interest in area
- Photos of interior of hotel
- Tariffs and packages
- Quality of service(star rating) (6)

3.2
- Receive and welcome guest at door
- See to it that all other porters do their jobs
- Responsible for shift planning and rosters
- See to it that luggage of guest are taken to rooms
- See to it that staff is in correct uniforms
- Responsible for clean and neat foyer (6)

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3.3 A hotelkeeper has the right to retain a guests' property and luggage until the bill is paid in full. (2)

3.4
- Natural disasters like earth quakes
- Fires not caused by hotel staff
- Armed robbery
- Misconduct of the guest, etc. drunk (4 x 2) (8)

3.5 It may lead to assault, damaging of property, thefts and crime injurie. It might be a celebrity that needs privacy always from photographers and publicity. (5)

3.6
- This card helps to book in big groups. It shows groups of room and helps a lot to book back-to-back groups in. It also shows the availability of rooms.
- It is on the board in the front office, usally nearby the phone.
- It really helps with big group bookings.
- It needs to be kept up to date. (5)

3.7

ADVANTAGES	DISADVANTAGES
• Accurate • Data cannot be lost • Inexpensive to maintain • Personal contact • Power failure is not a concern • More professional	• Slower than on computer • Forms can faint • Forms can run short • Trained personnel is needed • Forms need too much space • A lot of information confuses the aged

(12)

3.8
- Be punctual for duty
- No eating and drinking when on duty
- Stand when talking to guests
- Do not lean on counter
- No gossiping
- Listen attentively to guest
- Be friendly and helpful (Any 6 x 1) (6)

[50]

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QUESTION 4

4.1

TABLE BAY/ TAFELBAAI HOTEL
GROEPBESPREKING/GROUP BOOKING

Eksamen Nommer/Exam number: _____

Groepnr/Group no. ____00102_____ Groepleier/Group Leader: Jan Brink_____
Tel nr/ Phone no. ____012 9825497_____ Faks nr/ Fax no. 012 9995454

_____

Aantal in groep/Amount in group: 300_____
Datum van aankoms/Arrival Date:9/12 _____
Tyd/Time: _____9h00_____
Datum van Vertrek/ Departure Date: ___10/12_____
Tyd/Time: _____17h00_____

Akkommodasie/ Accommodation: Etes/Meals:

KAMERS ROOMS	NO	TARIEF TARRIF	ONTBYT BREAK	MIDDAG LUNCH	AAND DINNER	KOFFIE/ TEE COFFEE/TEA
ES	1-100	R950pp	y	y	y	y
TB						
DS						
SUITES						
ANDER/OTHER:						

SPESIALE VERSOEKE/ SPECIAL REQUIREMENTS:

Using conference room om 9/12 (white boad, pens and sound) for 300 per person @R350
Bespreking gedoen deur/Booking done by:__Zandre_____
Datum/Date: ___Today_____
Hotel verteenwoordiger/Hotel Representive: ____Zandre_____

(20)

4.2 Must be in format of checklist

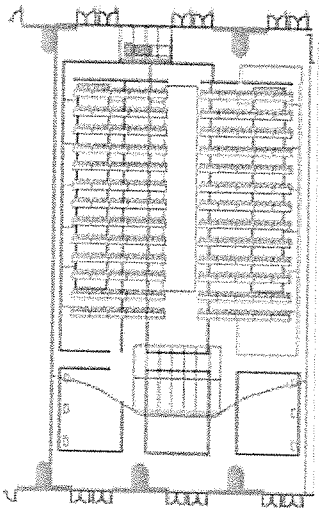
Date of function	due date	done	signature of staff member
Venue			
Time			
Nr of attendants			
VIPS			
Flower			
Invitations			
Marketing			
Food			
Table layout			
Sound			
Décor			
podium			
Function Coordinator:			

(10)

4.3 Three seat-layouts

Seating Layouts

Schoolroom or Classroom



(1)

This seating consists of rows of tables with chairs. Allows at least 2 m between rows of tables. The front row of tables should be at least 3 m from the stage or screen. (2)

Advantage: This allows people room to take notes, and look at distributed materials. (1)

Disadvantage: Inhibits interaction with other participants or presenters on stage. (1)

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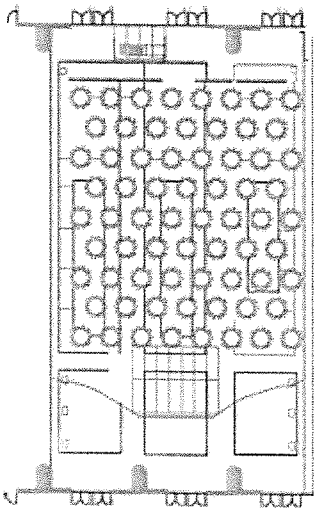
Banquet Rounds



(1)

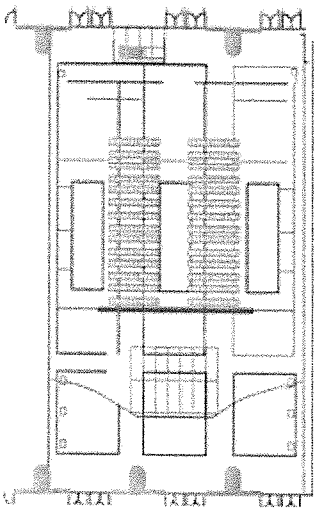
Enough sitting space plus room for meal servers and allow recipients room to move to the stage, etc.

Recommended Seating: 10 people at a table (2)

Advantage: Allows a great deal of interaction, great for meal functions. (1)

Disadvantage: Difficult for some people to see the screen and stage presentations, as they must turn around in their chairs. Takes up more space in function room than most other seating styles. (1)

Theater or Auditorium Style



(1)

The chairs are set next to each other in rows, without tables in front of them. (2)

Advantage: Maximizes the number of attendees in a function room, and allows for interaction between attendees. (1)

Disadvantages: Difficult for attendees to take notes for there are no tables to write on. (1)

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4.4
- When guest is drunk
- When hotel is full
- When guest does not have enough money to pay deposit
- When guest is blacklisted
- When guest is wanted by police (5)

[50]

TOTAAL: 200

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