higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N20(E)(N18)H

NOVEMBER EXAMINATION

NATIONAL CERTIFICATE

APPLIED MANAGEMENT N5

(4090605)

18 November 2014 (X-Paper)
09:00–12:00

This question paper consists of 5 pages and 1 addendum.

BUSINESS STUDIES

Copyright reserved

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 question on a NEW page.
5. Rule off across the page on completion of each question.
6. Write neatly and legibly.

BUSINESS STUDIES

Copyright reserved

QUESTION 1

1.1 Define the following terminology in the context of applied management:

1.1.1 Deposit

1.1.2 Float

1.1.3 Liquor Act no. 27 of 1988

1.1.4 Room status

1.1.5 Net tariff

1.1.6 'Poise'

1.1.7 Budget

1.1.8 Target market

1.1.9 Conference

1.1.10 Contract breach

(10 x 2) (20)

1.2 Describe each of the following cheque terminology:

1.2.1 Dishonoured cheque

1.2.2 Not negotiable

1.2.3 Payee

1.2.4 Drawer

1.2.5 Cheque counterfoil

(5 x 3) (15)

1.3 Draw up a cheque example of ABSA bank with which you would do the following payment. Fill in the given details below in full on the cheque example.

Payment to: Kagiso Guesthouse for accommodation Amount: R1 203-45 Date Drawer: Carl Bremer Address: PO Box, 14, Bellville,7530 Account Number: 8925 8829 2992 7861 ABSA

(15)
[50]

BUSINESS STUDIES

Copyright reserved

QUESTION 2

Read the following case study and answer the questions.

The Le Roux family visits Cape Town yearly and likes to stay over in the same hotel. Mr Le Roux made a booking for two double rooms with Zandre, the reception clerk of the Table Bay Hotel.

The family will arrive on 2 December and will stay until 8 December. One of the children is having a birthday during their stay and Mr Le Roux requests that a professional clown is hired for the party. Mr Le Roux will pay by credit card.

2.1 Explain which THREE ways the booking contract between Mr Le Roux and the Table Bay Hotel can be ended. (3 x 3) (9)

2.2 Name and discuss step by step, what Zandre should do when he pays the professional clown beforehand as requested by Mr Le Roux. (5 x 2) (10)

2.3 Give SIX factors that can play a role in determining Mr Le Roux's tariff. (6)

2.4 Give ALL the information that should be taken down from Mr Le Roux during the telephonic booking. (10)

2.5 Mr Le Roux pays his account with a credit card.

Explain to Zandre what he should check when dealing with a credit card transaction. (4 x 2) (8)

2.6 Explain how Zandre must handle the following situations:

2.6.1 Mr Le Roux using a stolen credit card to pay his bill (3)

2.6.2 Mrs Le Roux slips and falls in the lobby of the hotel (4)

[50]

QUESTION 3

3.1 Briefly describe the specific content that a pamphlet for the Table Bay Hotel should include for advertising purposes of the hotel. (6)

3.2 State SIX duties of the head porter of the hotel. (6)

3.3 Explain the term *retention right.* (2)

3.4 Briefly explain when the hotel owner is not responsible for the guest's belongings. (4 x 2) (8)

BUSINESS STUDIES

Copyright reserved

3.5 Why may the hotel staff not release information about their hotel's guests? (5)

3.6 What is the density card used for in the hotel? (5)

3.7 Compare the advantages and disadvantages of computerised check-in systems against handwritten registration forms in a table format. (6 x 2) (12)

3.8 State SIX duties of the front office staff. (6)
[50]

QUESTION 4

4.1 Complete the following group bookings on the ADDENDUM (attached) for the KFC's annual conference at the Table Bay Hotel:

- KFC group consists of 300 guests
- Needs conference function venue
- Function on 9 December 9:00 until 17:00
- Departure date: 10 December
- Markers, white board and sound system
- Group leader: Jan Brink
- Payment will be made with KFC credit card
- Tariff is R350 per person
- Group number is 00102 (10 x 2) (20)

4.2 Compile a control list of 10 items for the organisers of this conference to ensure that the planning is effectively done for this function. (10)

4.3 The organisers request you to suggest THREE possible seating and layout plans so that they can make a decision.

Draw and briefly describe each suggested layout plan with advantages and disadvantages. (5 x 3) (15)

4.4 When can the Table Bay Hotel refuse accommodation to guests? (5)
[50]

TOTAL: 200

BUSINESS STUDIES

Copyright reserved

ADDENDUM

QUESTION 4.1

GROEPBESPREKING/GROUP RESERVATION

EXAMINATION NUMBER | | | | | | | | | | | | | |

Groepnr/Group no. _____ Groepleier/Group Leader: _____
Telnr/ Phone no. _____ Faks nr/ Fax no. _____
Aantal gaste in groep/Amount of guests in group: _____
Datum van aankoms/Arrival Date: _____
Tyd/Time: _____
Datum van Vertrek/ Departure Date: _____
Tyd/Time: _____

Akkommodasie/ Accomodation: Etes/Meals:

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

SPESIALE VERSOEKE/ SPECIAL REQUIREMENTS:

_____

_____

BUSINESS STUDIES

Copyright reserved