higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N30**(E)**(N23)H

NATIONAL CERTIFICATE

APPLIED MANAGEMENT N5

(4090605)

23 November 2018 (X-Paper)
09:00–12:00

This question paper consists of 12 pages and 2 addenda.

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. Write neatly and legibly.

Copyright reserved

SECTION A

QUESTION 1

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

COLUMN A		COLUMN B
1.1.1	Price quoted for a large group that does not include commission	A booking form B net rate C package D rooming list E overbooking F lead time G guest charges H cheque I voucher J cancellation deadline K lag time L deposit envelope
1.1.2	Document sent by a group operator which includes all group members' personal details	
1.1.3	Document that details all necessary group arrangements	
1.1.4	Accommodation forms part of this offering together with flight tickets, transfers, restaurant meals and excursions	
1.1.5	12 to 18 months between which a tour group makes a booking and arrives at a hotel	
1.1.6	Common practice used by reception managers to compensate for high cancellation figures	
1.1.7	Grace period given to travellers who cannot honour their hotel booking	
1.1.8	Expenses for the group members' own accounts	
1.1.9	Document forwarded or handed to the receptionist by the tour operator which itemises all charges that the agent is responsible for	
1.1.10	Method of keeping guests' belongings safe	

(10 × 1) (10)

1.2 Choose a term from Column B that matches a reason why clients choose a specific product in COLUMN A. Write only the letter (A–L) next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	Main reason why sales are made	A	pleasure needs
1.2.2	Clients arriving late at night after a long flight not wanting to drive far will choose a hotel located close to the airport	B	habit
		C	pride
		D	desire
1.2.3	Catering for fun	E	comfort
1.2.4	If a hotel is seen as a trendy venue to stay at	F	security
1.2.5	Some clients want to go to familiar surroundings	G	value for money
		H	fashion
1.2.6	Tired salesperson choosing a nearby hotel to rest before proceeding on his/her travels	I	fear
		J	location
1.2.7	Hotels that provide facilities and services to ensure comfortable living	K	facilities
1.2.8	Establishments that promote a danger-free and safe environment	L	need
1.2.9	Guests who are prepared to spend a lot of money to be accommodated in a well-known hotel		
1.2.10	A client will pay for affordable accommodation		

(10 × 1) (10)

1.3 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

1.3.1 A payment made on behalf of a guest: …

A IOU
B VIP
C VOP
D IOD

1.3.2 The supply of goods or services by a vendor can be calculated at …

A standard rate.
B zero rate.
C exempt.
D All the above

1.3.3 Foreign currency exchange rates are presented to guests at reception by …

A automatically adjusted computerised billboards.
B random internet searches.
C A and D
D daily updated printed notices.

1.3.4 The tabular ledger can take which two of the following forms:

A Diagonal or horizontal
B Vertical or diagonal
C Horizontal or vertical
D Simple or complex

1.3.5 Any advertisement should follow the AIDA model.

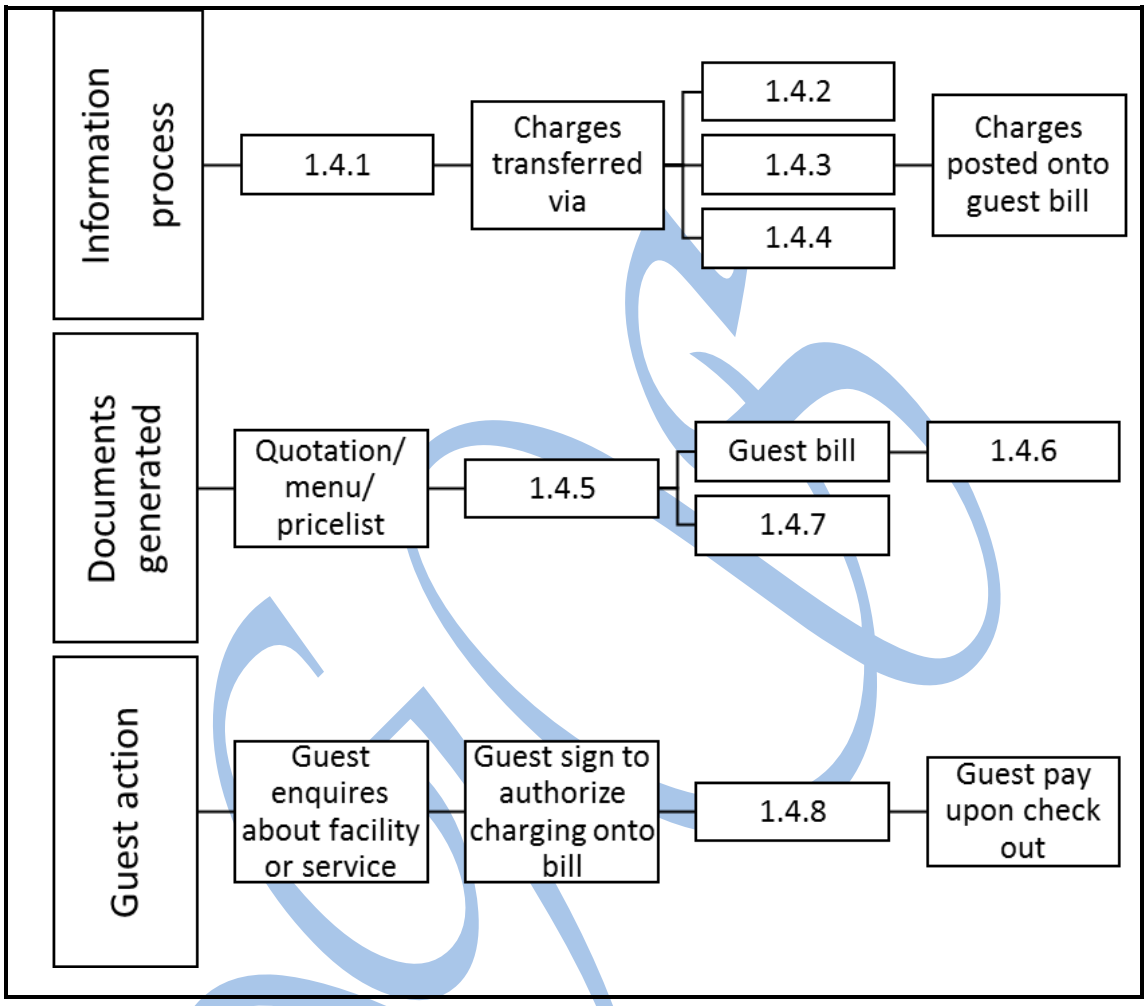
What does AIDA stand for?

A Action, interest, desire and attitude
B Attention, interest, destiny and action
C Attention, intention, desire and attitude
D Attention, interest, desire and action

(5 × 1) (5)

Copyright reserved

1.4 Complete the guest billing information process diagram below. Write only the answer next to the question number (1.4.1–1.4.8) in the ANSWER BOOK.



(8 × 1) (8)

1.5 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–I) next to the question number (1.5.1–1.5.7) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.5.1	Entered at a set time of the day	A	allowance
1.5.2	Guest's name, number of sleepers, rate, room number, date and time of arrival recorded in room number order	B	posting charges
		C	departure
		D	cash sale
1.5.3	Charges mistakenly put on incorrect bill	E	opening new bill
1.5.4	Done right side of the tab and credit section of the guest bill	F	room change
		G	total
1.5.5	Basis of double-entry bookkeeping	H	balancing features
1.5.6	Recorded in ledger only	I	X reading
1.5.7	Bill is totalled and top copy presented for payment		

(7 × 1) (7)

1.6 Rearrange the reception tasks in relation to guest stay. Write only the letters (A–J) in the correct order underneath each other in the ANSWER BOOK.

A Post charges.
B Check booking details.
C Notify the necessary departments of arrival.
D Receive room back to re-let.
E Check outstanding charges and close bill.
F Allocate room.
G Open bill.
H Pass mail and messages.
I Notify departments of departure.
J Check registration card.

(10 × 1) (10)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 Study the support-services section of a resort brochure below and answer the questions.



2.1.1 Name the services A–E. Write only the name of each service next to the letter (A–E) in the ANSWER BOOK. (5)

2.1.2 Describe each service F–J. Write a short description of what a prospective guest would expect at each of these services. (5)

2.2 Study the list of job titles and duty areas below.

accounts and bookings; waiters and wine stewards; manager; floor preparation and cleaning; reception; kitchen

2.2.1 Arrange these job titles to compile a logical organogram. (8)

2.2.2 Write down the type of establishment that would have this structure. (2)

2.2.3 List and explain THREE duties of the floor-preparation and cleaning staff. (3 × 2) (6)

2.3 List FOUR conditions of participation in the national grading and classification scheme. (4)

2.4 Communicating over the telephone is one of a receptionist's tasks.

2.4.1 List FOUR possible incoming calls or requests that a receptionist would deal with regularly. (4)

2.4.2 Give FOUR reasons why the receptionist would make outgoing calls. (4)

2.4.3 Name TWO basic rules for good telephone etiquette. (2 × 3) (6)

2.5 Give TWO reasons why computerised communication has become the most preferred mode of communication. (2 × 2) (4)

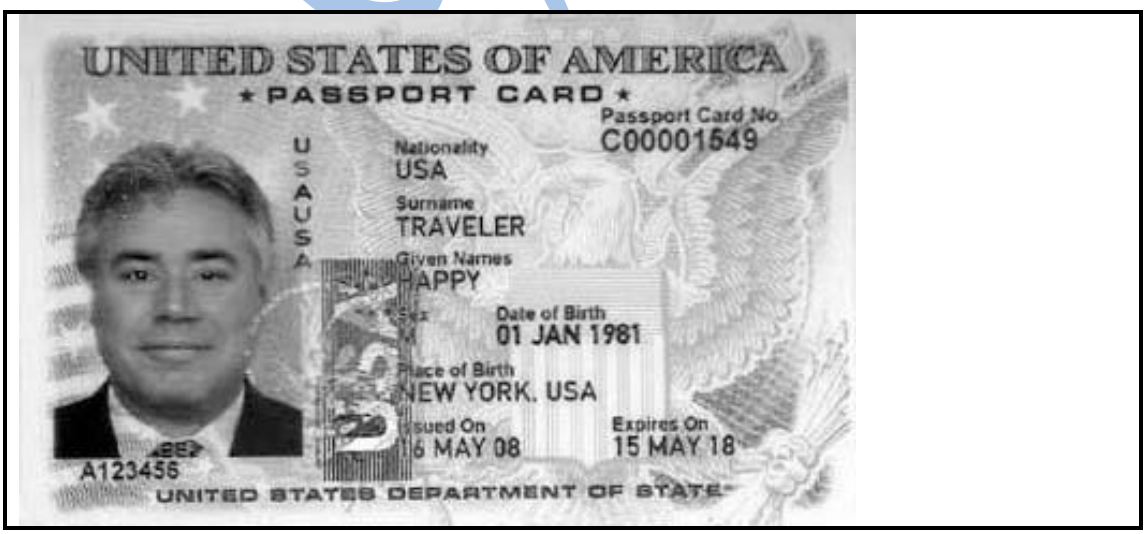
[48]

QUESTION 3

Mr Traveler has a reservation to stay at a hotel from Friday, 21 March, and will depart on 24 March. He is travelling alone and has indicated that he will settle his account upon departure by means of a VISA card with number 5864 623 1008.

He paid a deposit of R750. The hotel has reserved Room 602 for him at a special rate of R500 per night. He requires secretarial services during his stay.

3.1 On arrival the receptionist would ask Mr Traveler for proof of identity.



3.1.1 Give FOUR reasons why she needs to confirm his identity. (4)

3.1.2 Name TWO pieces of information [not stated on the above passport] that a receptionist would need from the guest. (2)

3.1.3 Study the hotel registration card on ADDENDUM A (attached).

HOTEL REGISTRATION CARD

Room number	620
Reception initials	

Guest name	Travis			Method of payment	
ID/Passport	A123456	Exp.	01.01.81	VISA	
Nationality	USA			Master	✓
Date	21.03.2017			Diners Club	
Place of issue	New York			American x	
Next destination	Cape Town			Cash	
Contact number	613 585 2016			Other	
Special requests	Secretarial services				

Arrival date	Arrival time	Departure date		Departure time	No of nights
21.03.2017		25.03.2017			4
Rate	**No of guests**	**Adult**	**Child**	**Deposit paid**	**Clerk**
500	1			700	
Signature			**Credit card number**		
			5864 623 1008		

On ADDENDUM A, identify NINE mistakes made on the registration card for Mr Traveler by drawing a line through the mistake and writing the correct information next to it. Remember to insert ADDENDUM in the ANSWER BOOK. (9)

3.2 An identity booklet with the key card or room key is issued to guests upon registration.



3.2.1 State FOUR purposes of identity booklets issued to guests on arrival. (4)

3.2.2 Explain how an electronic key system works. (5)

3.2.3 Give TWO advantages of using an electronic key instead of a manual key. (2 × 2) (4)

3.3 List FOUR uses of the rack behind the receptionists shown below. (4)



3.4 Explain TWO ways in which a booking contract can come into being. (2 × 3) (6)

3.5 Discuss TWO ways in which a hotel can limit its liability for the loss of guests' property. (2 × 2) (4)

3.6 List THREE points a guest must prove for a hotel to be strictly liable for loss or damage of his/her property. (3 × 2) (6)

3.7 State FOUR actions that could be taken if a guest chokes on a piece of food. (4)

[52]

QUESTION 4

4.1 Briefly describe FIVE practices that hotel staff can perform to safeguard guests' property. (5)

4.2 Name and discuss the TWO records that the tabular ledger system revolves around. (2 × 4) (8)

4.3 List FIVE benefits of using an electronic billing system over a tabular ledger system. (5)

Copyright reserved

4.4 Compile a list of duties for a new night auditor. (8)

4.5 Name TWO practices that a hotel can use to protect themselves against defaulting. (2)

4.6 Identify FOUR unique selling propositions for the hotel advertised on ADENDUM B (attached). (4 × 2) (8)

4.7 List and discuss FOUR possible sales opportunities that reception personnel must be on the lookout for. (4 × 2) (8)

4.8 Discuss THREE sales aids that reception personnel can use. (3 × 2) (6)
[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

Copyright reserved

ADDENDUM A

EXAMINATION NUMBER: | | | | | | | | | | | | | |

CENTRE NUMBER: | | | | | | | | | | | |

Submit this ADDENDUM with the ANSWER BOOK.

HOTEL REGISTRATION CARD

Room number	620
Reception initials	

Guest name	Travis			Method of payment	
ID/passport	A123456	Exp.	01.01.81	VISA	
Nationality	USA			Master	✓
Date	21.03.2017			Diners club	
Place of issue	New York			American x	
Next destination	Cape Town			Cash	
Contact number	613 585 2016			Other	
Special requests	Secretarial services				

Arrival date	Arrival time	Departure date	Departure time	No of nights
21.03.2017		25.03.2017		4

Rate	No of guests	Adult	Child	Deposit paid	Clerk
500	1			700	

Signature	Credit card number
	5864 623 1008

Copyright reserved

ADDENDUM B



Copyright reserved