higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

APPLIED MANAGEMENT N5

26 NOVEMBER 2019

This marking guideline consists of 10 pages.

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SECTION A

QUESTION 1

1.1
1.1.1 D
1.1.2 B
1.1.3 C
1.1.4 E
1.1.5 A

(5 × 1) (5)

1.2 1.2.1
- Number of rooms available
- Multiplied by period of time
- Shows number of possible rooms to let for that period (3)

1.2.2
- Room sales done by agents
- Percentage of sales paid to agent (2)

1.2.3
- Regular customers
- Booking on short notice
- Are given a take or place allocation
- When they arrive and room is available – get room as per normal
- If no room is available, hotel arranges alternative accommodation. (5)

1.2.4
- Commercially important person
- Specific allocation of room made during booking (2)

1.2.5
- Booking made by agents and/or tour operators
- As one group departs, another arrives (2)

1.3
1.3.1 B
1.3.2 C
1.3.3 D
1.3.4 B
1.3.5 A

(5 × 1) (5)

1.4
1.4.1 Receptionist action
1.4.2 Guest action
1.4.3 Checks registration card
1.4.4 Notifies other departments
1.4.5 Goes to room
1.4.6 Posts charges
1.4.7 Checks outstanding charges and closes bill
1.4.8 Settles account
1.4.9 Notifies other departments of departure
1.4.10 Receives room back to re-let

(10 × 1) (10)

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1.5	1.5.1	False		
	1.5.2	True		
	1.5.3	False		
	1.5.4	False		
	1.5.5	True		
	1.5.6	True		
			(6 × 1)	(6)
1.6	1.6.1	Exhibition		
	1.6.2	Standard rated		
	1.6.3	Conference		
	1.6.4	VPO		
	1.6.5	Workshop		
	1.6.6	Receipt		
	1.6.7	Conference		
	1.6.8	Tabular ledger		
	1.6.9	(B & B) Bed and breakfast or Continental plan		
	1.6.10	Foreign currency		
			(10 × 1)	(10)
				[50]

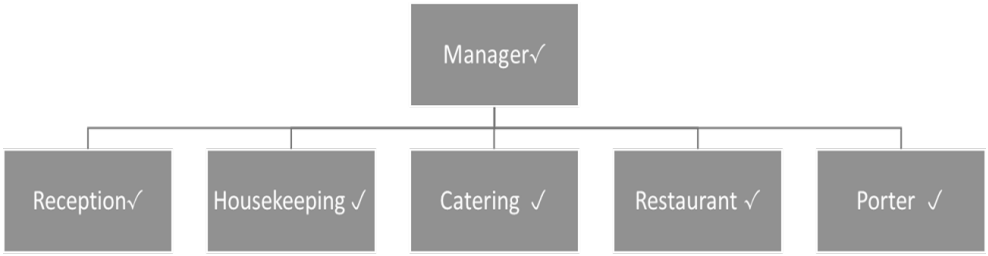
TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1
- Ironing service – guests' creased clothing could be ironed at extra charge
- Secretarial service/faxing facility/printing facility – for guests with remote offices
- Safe/Safekeeping of valuables – for guests that need to lock away valuables or weapons
- Wi-Fi – wireless internet connection offered
- Catering services – beverages, meals, snacks, etc. (5 × 2) (10)

2.2 2.2.1



(6)

2.2.2 Small hotel (1)

2.3

Hair	• No extreme styles • Neat and clean • Well-groomed • Tied away from face
Make-up and complexion	• Discreet • Healthy lifestyle to ensure natural beauty
Hands	• Clean hands and nails • Well-groomed • Short and discreetly varnished nails
Clothing	• Full uniform • Correctly worn • Clean and well-ironed • Name badge • Comfortable shoes • Professional shoes
Halitosis/Breath	• Do not eat smelly food (garlic, etc.) • Keep teeth and gums clean
Body odour	• Keep body clean • Antiperspirant, deodorant • Not too much or strong-smelling perfumes • Wear clean clothes
Accessories/Jewellery Any FIVE	• Keep to a minimum Any ONE matching description each

(5 × 2) (10)

2.4
- Adult – over 18
- Sane, must have full mental capacity
- NOT under influence of drugs or alcohol (3)

2.5
- Recheck cash floats.
- Register late arrivals.
- Handle outstanding filing.
- Post lunch, teas, dinner charges to guest bills.
- Enter purchase invoices into purchase day book and ledger.
- Prepare arrival and departure lists for next shift.
- Balance ledger.
- Check room vacancy for room availability.
- Prepare night porter's book.
- Prepare manager's report (daily turnover and occupancy).
- Prepare tabular ledger.
- Safely store cash received from bar and lounge
- Tidy up work station and lock up.
- Leave messages for night and morning shift. (Any 10 × 1) (10)

2.6
- Draw✓ attention✓ (use interesting words or picture).
- Stimulate✓ interest✓ (focus on a need or want of guests).
- Create or evoke✓ desire✓ (tell them how these needs will be addressed).
- Evoke✓ action✓ (provide contact details or website to evoke action). (8)

2.7
- Visa
- Mastercard (2)

[50]

QUESTION 3

3.1
- Receptionist did NOT answer promptly.
- Receptionist did NOT greet caller in friendly manner.
- Receptionist did NOT identify the establishment or him/herself.
- Receptionist did NOT ask the caller's name.
- Receptionist did NOT listen attentively.
- Receptionist did NOT have stationery handy to take down information.
- Receptionist did NOT ask about caller's purpose/need. (Any 5 × 1) (5)

3.2
- Accommodation✓ – clean, pleasant, safe, private sleeping areas✓
- Food✓ – restaurant and/or venues where meals and/or snacks are served✓
- Beverages✓ – bars and/or lounge areas where guests can relax and enjoy hot and/or cold alcoholic and/or non-alcoholic drinks✓
- Services✓ – entertainment/banqueting/gym area/pool area, et cetera, to supplement the accommodation, food and beverages✓ (4 × 2) (8)

3.3
- Group rooms and rent floor by floor.
- Rent rooms within price range of the client.
- Do not suggest too many choices.
- Enquire whether people sharing double room want a double bed or separate beds.
- Place families in adjacent rooms.
- Place older or disabled persons near a lift or on the ground floor.
- Determine client's preferences on views, noise, et cetera.
- When no single rooms are available, sell double rooms at the same price.
- Do not push for the most expensive rooms. (Any 5 × 1) (5)

3.4
- To provide reasonable refreshment
- To provide reasonable accommodation
- To provide reasonable safety (Any 2 × 1) (2)

3.5
- On-consumption licence✓ – alcoholic beverages only consumed on the premises of the licence holder✓ – any ONE, e.g. hotel, restaurant, wine house, theatre, club, sports ground
- Off-consumption licence✓ – alcoholic beverages not consumed or sold on premises of the licence holder, usually the manufacturer✓ – any ONE, e.g. wholesaler, brewer, liquor store, grocer, distiller, producer (2 × 3) (6)

3.6
- Tourism
- Grading
- Council✓ of South Africa✓ (4)

3.7
- Exceptional quality
- Luxury accommodation matching the best international standards
- Highest standard of furnishings
- Flawless service
- Meticulous guest care (5)

3.8
- Date of receiving the reservation
- The personal details of the guest (name, address, contact details, etc.)
- Arrival date
- Departure date
- Length of stay
- Type of room required
- Method of payment
- Special requests
- Advance deposit
- Number of rooms
- Number of guests (Any 10 × 1) (10)

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3.9
- Check whether a copy of the voucher has been received by the hotel.
- Compare the presented voucher with the copy to verify authenticity.
- If it is in foreign currency, do the conversion.
- Keep in mind the commission payable to the travel agent.
- Compare the value to the guest bill – ensure it is sufficient.
- Let the guest sign the voucher and the bill.
- Once settled, pass the bill to the ledger clerk to recoup the expense from the agent. (Any 5 × 1) (5)

[50]

QUESTION 4

4.1
- Conferences
- Business travels
- Individual travellers
- Overseas tourism
- Inland tourism
- Local holiday-makers (Any 4 × 1) (4)

4.2
- Learn to recognise guests and staff – question unknown or suspicious characters.
- Regular security checks of building, including locks, doors and windows.
- Strict control of keys.
- Keep money and valuables in safe or keep the minimum.
- Restrict fast access to hotel front door with non-invasive measures (revolving doors/automatic sliding doors/buzzer lock system)
- Man the front door (keep all other entrances under strict access control)
- CCTV cameras
- Maintenance of locking devices
- Any FIVE relevant measures (Any 5 × 1) (5)

4.3
- ALL guests staying in a graded establishment pay
- 1% tourism levy to SATOUR
- To promote tourism (3)

4.4 Vertical tab:
- Charges are posted vertically✓ (underneath each other) per guest.
- One tab per person for the duration of the guest's stay.✓
- Daily revenue balancing is not easy.✓ (Any TWO)

Horizontal tab:
- Charges are posted horizontally (next to each other) per guest.✓
- Tabular page per day.✓
- Daily revenue balancing is easy.✓ (Any TWO) (4)

4.5
- Obtaining details form operator in advance replaces individual registration cards✓ – mistakes often made, quick, less paper work✓
- Provide operator's tour leader with registration cards to be completed en route.✓ Individual guests exchange card for key upon arrival✓ Registration normal way✓ – congestion at registration✓ (6)

4.6
- Consumer confidence
- Included in TGCSA's marketing campaigns
- May use logo on own marketing material
- Free listing on TGCSA website
- Permitted to advertise in TGCSA's worldwide accommodation guide
- Listed on A–Z listing of e-guide
- SATOUR website exposure
- Government departments may only use graded accommodation
- Constant customer feedback through TGCSA website
- May display plaque and certificate (Any 4 × 1) (4)

4.7
- Liquidity – exchange to rand takes time and effort – thus not as liquid as EFT, credit, debit card – more liquid than ledger, voucher, cheques
- Security – foreign notes exchange is regulated well✓ – thus not popular with criminals✓
- Worth – hotels round up✓ to the nearest note in favour of the rand, which increases the value of foreign currency✓ (3 × 2) (6)

4.8
- When an act of God or inevitable superior force occurs
- In case of a fire not caused through negligence of the hotel owner or its staff
- When there is an armed robbery
- When the guest is negligent
- When the guest commits fraud (5)

4.9
- Restrict access to the premises with the use of signage.
- Do not serve alcohol to minors.
- May not bottle any alcoholic beverages.
- Must supply adequate toilets near service area.
- Hotel must keep records of everyone who paid for accommodation there.

(Any 4 × 1) (4)

4.10
- Check that bill does not exceed floor limit.
- Process amount due on pay point/sales voucher.
- Check card details (expiry date).
- Present card (swipe/insert chip side)/make imprint (manual machine).
- Hold on to card until customer has signed the printout/sales voucher.
- Verify that signatures are the same.
- Hand over card and copy of sales voucher. (Any 5 × 1) (5)

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4.11
- Carry out control tasks.
- Post charges.
- Prepare management reports.
- Balance hotel's daily trading accounts.
- Act as night-time hotel manager.
- Man the reception desk.
- Act as security officer.

(Any 4 × 1) (4)
[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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