higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

APPLIED MANAGEMENT N5

(4090605)

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09:00–12:00

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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.

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SECTION A

QUESTION 1

1.1 Choose the information source from COLUMN B that matches the general enquiry in COLUMN A. Write only the letter (A–F) next to the question number (1.1.1–1.1.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.1.1	Tickets for theatre shows	A	room availability chart
1.1.2	Transportation needed to the airport from the hotel	B	flight schedules
1.1.3	Location of places of interest	C	street guide
1.1.4	Cash a traveller's cheque	D	local newspaper
1.1.5	Request to make a future reservation	E	current exchange rate table
		F	bulletin

(5 × 1) (5)

1.2 Define each of the following terms relating to reservations:

1.2.1 Room nights (3)

1.2.2 Commissionable bookings (2)

1.2.3 T or P (5)

1.2.4 CIP (2)

1.2.5 Back to back (2)

1.3 Various options are given as possible answers to the following statements. 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 When a receptionist mentions to a prospective guest: 'We are situated right on the beach', she is …

A using the 'A' classification of sales.
B using a USP of that hotel.
C presenting alternatives.
D using descriptive words.

1.3.2 … is the term used to identify the cost of producing one production unit.

A Manufacturing costs
B Food costs
C Marginal costs
D Overheads

1.3.3 Hotel tariffs, facilities, service times are found in/on …

A Post cards
B Fliers
C Posters
D Brochures

1.3.4 Hotels are mainly in business to …

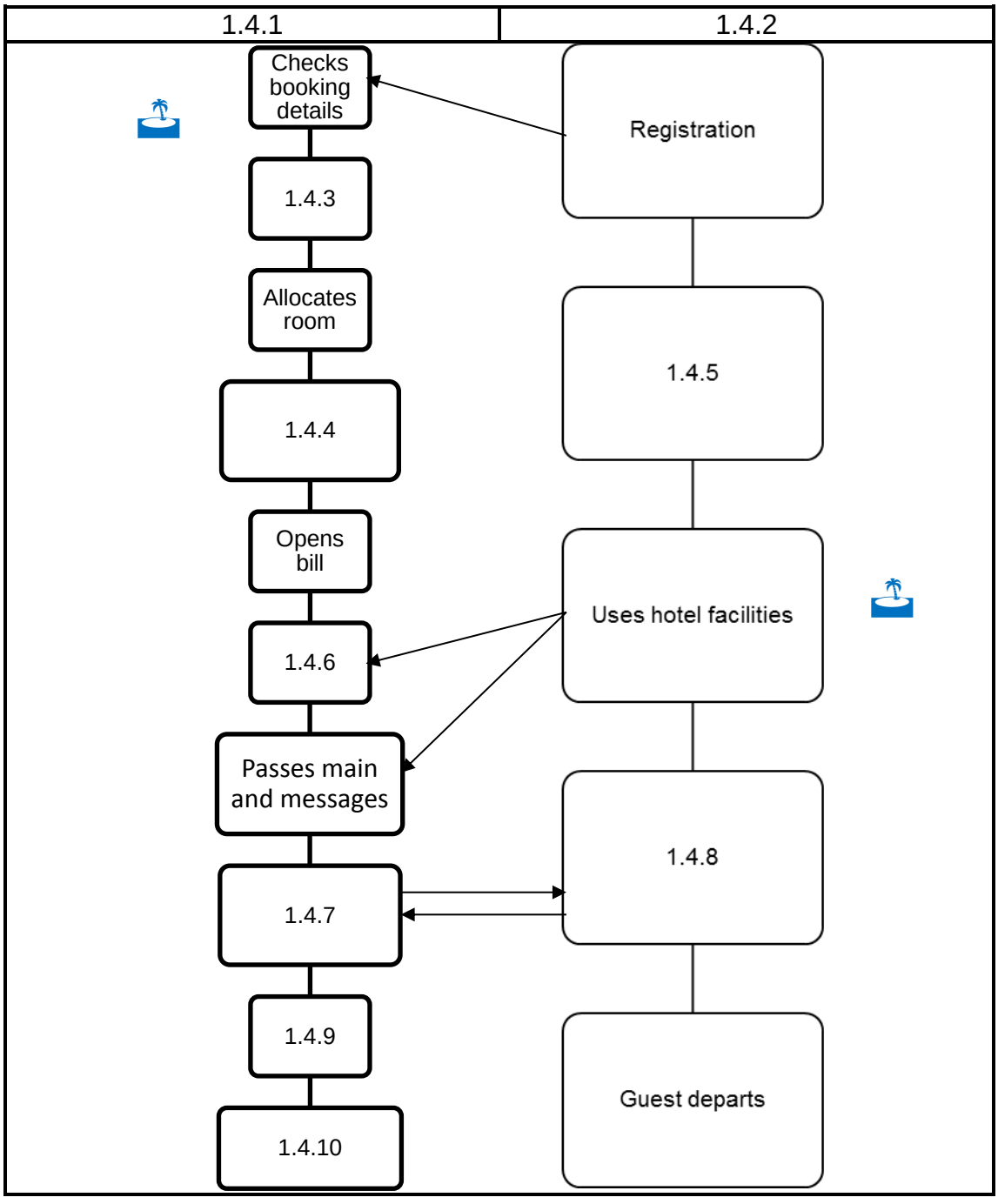
A obtain maximum revenue
B A and C
C satisfy customers' needs
D None of the above

1.3.5 The final factor that influences a guest's choice of room in a hotel would always be …

A price
B free stationery in the room
C the view
D facilities offered

(5 × 1) (5)

1.4 Complete the flow chart of the guest stay diagram below. Write only the answers next to the question number (1.4.1–1.4.10) in the ANSWER BOOK.



(10)

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1.5 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.5.1–1.5.6) in the ANSWER BOOK.

1.5.1 Accommodation in old-age homes attracts VAT on 50% of the value of the charge.

1.5.2 Staff meals sold at cost is exempted form VAT.

1.5.3 Refundable key deposits attract 14% VAT.

1.5.4 Food and beverages sold in a restaurant does not attract VAT.

1.5.5 VAT are charged on drinks sold at a bar.

1.5.6 Any charges made by hotels to provide transport are exempted from VAT.

(6 × 1) (6)

1.6 Give ONE word or term for the following descriptions. Write only the answer next to the question number (1.6.1–1.6.10) in the ANSWER BOOK.

1.6.1 A public show of objects or products.

1.6.2 All supplies that are not zero-rated or exempt are … rated.

1.6.3 A large meeting of people in a similar industry to discuss products and trends in the industry.

1.6.4 A payment made on behalf of the guest.

1.6.5 A small group of people meeting to learn more about a specific subject under the guidance of an expert.

1.6.6 The document given to a guest after they have paid.

1.6.7 A formal gathering of people with the same political interests.

1.6.8 The most common way of recording a guest's charges is in a…

1.6.9 Accommodation and breakfast included.

1.6.10 Dollar, pound, euro

(10 × 1) (10)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 Identify and describe the FIVE supporting services below that could be offered at a hotel.



(5 × 2) (10)

2.2 Study the list of functions.

housekeeping; restaurant; porter; catering; manager; reception

2.2.1 Compile an organogram using the above-mentioned functions. (6)

2.2.2 Identify this organisation type. (1)

2.3 List and describe FIVE areas of personal appearance and hygiene to which a receptionist must pay special attention. (5 × 2) (10)

2.4 Give THREE requirements that the prospective guest must comply with to be able to enter into a legally binding contract. (3)

2.5 List TEN evening duties that the hotel receptionist is responsible for. (10)

2.6 Explain the use of the AIDA model when marketing a hotel. (4 × 2) (8)

2.7 Name TWO major types of credit card accepted in South Africa. (2)

[50]

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QUESTION 3

3.1 Read the telephone conversation between a prospective guest and a hotel receptionist below and answer the following question.

Receptionist:	Hi (chew…. smack… chew)
Caller:	I have been hanging on for 5 minutes!
Receptionist:	Really? Wow! (giggle)
Caller:	Can you tell me if you have a room available for Sunday?
Receptionist:	Uhm… , ehm….
Caller:	I must know, check quickly!
Receptionist:	Who is calling again? Hang on. (yelling) Sally! Where's my pen?
Caller:	Never mind. You are useless (click, phone goes dead)

Identify FIVE mistakes made by the receptionist with regard to good telephone technique. (5)

3.2 Describe the FOUR main areas that the hotel product can be divided into, and provide examples for each area. (4 × 2) (8)

3.3 Give FIVE basic rules for selling of accommodation by reception personnel. (5)

3.4 Name the TWO legal duties owed to any hotel guest by hotels. (2)

3.5 Discuss the TWO categories of liquor licences and give TWO examples of each. (2 × 3) (6)

3.6 What does TGCSA stand for? (4)

3.7 Discuss what standards a prospective guest can expect at this establishment.



(5)

3.8 When a request for accommodation is received, the receptionist must establish TEN facts to enable the accurate booking and preparation for the guest's stay. List them. (10)

3.9 Discuss the procedure to follow when accepting a voucher as method of payment. (5)

[50]

QUESTION 4

4.1 List any FOUR segments of the hotel market. (4)

4.2 Briefly describe FIVE ways to ensure safety on hotel premises. (5)

4.3 What is the SATOUR levy? (3)

4.4 Differentiate between the *vertical* and the *horizontal* tabular ledger. (4)

4.5 Discuss THREE methods of handling tour group registration. (3 × 2) (6)

4.6 List FOUR benefits to an establishment for belonging to the national grading scheme. (4)

4.7 Discuss the liquidity, security and worth of foreign currency as a method of payment. (3 × 2) (6)

4.8 List FIVE instances when the hotel cannot be held liable for guests' losses. (5)

4.9 List FOUR conditions that a hotel bar must adhere to, to be able to serve alcoholic beverages. (4)

4.10 Briefly describe how to process a credit card payment. (5)

4.11 List FOUR tasks of a night auditor at a large hotel. (4)

[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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