higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

APPLIED MANAGEMENT N5

8 October 2020

This marking guideline consists of 7 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	New national grading and classification scheme		
	1.1.2	Social skills		
	1.1.3	Poise		
	1.1.4	Deportment		
	1.1.5	Diplomacy		
			(5 × 1)	(5)
1.2	1.2.1	Room✓ and breakfast✓		
	1.2.2	Accommodation only✓✓		
	1.2.3	Room✓ and all meals✓		
	1.2.4	Room,✓ breakfast and one other meal✓		
	1.2.5	Room✓ and breakfast✓		
			(5 × 2)	(10)
1.3	1.3.1	False		
	1.3.2	True		
	1.3.3	False		
	1.3.4	True		
	1.3.5	True		
			(5 × 1)	(5)
1.4	1.4.1	D G		(2)
	1.4.2	V W X		(3)
	1.4.3	A F		(2)
	1.4.4	I J		(2)
	1.4.5	K S		(2)
	1.4.6	R S		(2)
	1.4.7	C S		(2)
	1.4.8	J U Q		(3)
	1.4.9	B		(1)
	1.4.10	M		(1)
1.5	1.5.1	Housekeeping		
	1.5.2	Restaurant		
	1.5.3	Assistant manager		
	1.5.4	Switchboard		
	1.5.5	Room service		
	1.5.6	General manager		
	1.5.7	Service manager		
	1.5.8	Personnel manager		
	1.5.9	Food and beverage manager		
	1.5.10	Sales manager		
			(10 × 1)	(10)
				[50]

TOTAL SECTION A: 50

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SECTION B

QUESTION 2

2.1 An establishment/business✓ that offers food, drinks✓ and sleeping accommodation✓ without special contracts✓ to able and willing travellers✓ at a reasonable price✓ (6)

2.2
1. Prepares/Prints account for presentation✓ – Checks that all charges and payments made have been posted to account✓
2. Ensures that all valuables are collected from safe✓ – Obtains signed receipt from guest✓
3. Prepares luggage clearance pass from departure list for the porter,✓ to be issued when bill is settled✓
4. Processes payment✓ and receives key back✓
5. Hands luggage clearance pass to porter to assist with luggage✓ and takes leave of guest with return invitation✓ (5 × 2) (10)

2.3 2.3.1
- Refuse admittance to any person
- Refuse to serve/sell/supply liquor to any person
- Ask any person to leave the premises when drunk, violent or disruptive
- May remove drunk, violent or disruptive people form premises
- May call police to arrest drunk, violent and disruptive patrons (5)

2.3.2 Days on which no alcohol may be served,✓ for example Sundays, Good Friday and Christmas✓ (2)

2.3.3 Property✓ from which licence holder is operating✓ including areas like the bar, parking area, public areas✓ (3)

2.4 2.4.1
- Prices per single, double or en suite
- Prices if service charges are included
- Prices including VAT
- Prices including meals or no meals included (4)

2.4 2.4.2
- Traditionally on or at reception counter
- On website of establishment (2)

2.5
- Staff trained✓ to question suspicious or unknown characters✓
- Regular security checks/rounds✓ to be done by security staff or porters✓
- Strict control of keys,✓ guests to return keys every time they leave the premises or using coded room key cards (Any relevant example)✓
- All valuables locked up✓ in hotel safe or provided room safes✓
- Vigilance and security awareness among staff✓ instilled by regular staff meetings and/or training✓

(Any relevant answer with example) (5 × 2) (10)

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2.6 2.6.1
- Bar
- Restaurant
- Kiosk
- Spa

(Any relevant THREE services also offered to outside guests) (3)

2.6.2
1. Count cash
2. Check amount against accompanying slip
3. Issue receipt
4. Place money in till
5. Record details according to hotel system (5)

[50]

QUESTION 3

3.1 3.1.1
- Bath regularly
- Use anti-perspirant
- No extensive use of perfume (Any relevant TWO)

3.1.2
- Keep hair clean
- Groom neatly with no wayout hair styles
- Do not obscure face or trail hair over paperwork
- Do not touch or fidget with hair
- Beards trimmed neatly (Any relevant TWO)

3.1.3
- Wear full uniform prescribed by establishment
- Keep clean and ironed
- In good repair (no tears, missing buttons)
- Discreet, sensible, classically tailored styles if own clothes are worn
- Comfortable, smart shoes (Any relevant TWO)

3.1.4
- Clean, moisturised hands
- Short nails, not chewed or broken
- No highly coloured or chipped nail varnish
- No excessive rings – preferably only wedding rings

(Any relevant TWO)

3.1.5
- Follow sensible diet – no garlic, fish, et cetera before shift
- Brush teeth regularly (twice a day)
- Floss daily
- Visit dentist regularly (Any relevant TWO)

(5 × 2) (10)

3.2
- On consumption licences✓ – hotel, restaurant, wine house, theatre, club, sports grounds (Any ONE)✓
- Off consumption licences✓ – wholesalers, brewers, liquor stores, (4)

grocers, producers (Any ONE)✓ (2 × 2)

3.3
- Check night shift log book✓ for messages or matters to be dealt with.✓
- Sort post✓ to distribute to relevant departments.✓
- Check floats✓ that will be collected from different sales points.✓
- Enter late arrivals on previous day's tabular ledger✓ then balance and close that day.✓
- Attend to EMTs✓ and post these charges to guests' bills.✓
- Prepare bills✓ for departing guests.✓
- Check expected arrivals✓ to prepare registration documentation.✓
- Type✓ and duplicate menu for the day.✓
- Reconcile/Balance✓ the petty cash.✓
- Prepare (Count and document)✓ cash to be banked.✓
- Check noon departures✓ for all charges posted to bills.✓
- Strike midday balance✓ on tabular ledger.✓
- Post charges uncured during the morning✓ onto guests' accounts and tabular ledger.✓
- Prepare messages or matters to be dealt with✓ for night shift's attention.✓
- Update✓ incident book.✓ (Any 5 × 2) (10)

3.4
3.4.1 C
3.4.2 A
3.4.3 H
3.4.4 D
3.4.5 G
3.4.6 E
3.4.7 F
3.4.8 B

(8 × 1) (8)

3.5
- Performance: The terms of the contract has been performed by both parties.
- Frustration: No fault on either party's side has caused the terms of the contract to be dishonoured.
- Breach: One of the parties breached the agreed terms. (3 × 2) (6)

3.6
- Cash
- Foreign currency
- Cheques
- Traveller's cheques/Euro cheque
- Credit card
- Charge card
- Voucher
- EFT
- Debit card (Any 8 × 1) (8)

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3.7
- Firm or individual must be on hotel's credit ledger account list.
- Identity of guest must be checked against nominated users.
- Bill amount must fall within ceiling amount set by account holder.
- Necessity for an extra bill must be checked.
- Customer must agree and sign for the account.
- The address or details for sending the bill should be indicated. (Any 4 × 1) (4)

[50]

QUESTION 4

4.1 4.1.1 Accommodation establishments✓ that wish to belong to the National Grading scheme✓ needs to meet and abide by✓ rules/conditions set by the scheme.✓ Then these establishments will be promoted and protected by the scheme.✓ (5)

4.1.2
- Way in which receptionist makes announcements in a public area
- Only to be used when no other way of communication is available
- Only to be used at appropriate time of day
- Short, clear and relevant information to be used
- Modulated tone of voice and correct pronouncing of words
- Microphone not held too closely to mouth (Any relev (5)

4.2

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EXECUTIVE SUITS

RECEIPT: VALUABLES

NAME	**ROOM**	**DATE**
Mrs B Zana✓	133✓	03–09–2020✓
DESCRIPTION		**ESTIMATED VALUE**
Wallet with cash✓		R45 000✓
GUEST SIGNATURE	*B Zana* ✓	
RECEIVED BY	Student name✓	
DATE RETUREND	06–05–2020✓✓	
GUEST SIGNATURE		

(9)

4.3
- Communication with tact and diplomacy
- Having empathy
- Respectful in treatment of customers and colleagues
- Loyalty to the organisation and trustworthy
- Working in and orderly and disciplined manner; punctual and responsible
- Ethical actions
- Poised manner and good deportment (Any relevant 6 × 1) (6)

4.4 4.4.1 Record keeping✓ system summarising all charges✓ incurred by guest during the day (2)

4.4.2
- Customer's account✓ done in duplicate.✓ One retained by hotel for record keeping and the other given to guest upon departure
- Tabular sheet✓ (3)

4.4.3
- Manual recording of charges for services used by guests
- Basis on which to calculate total charge to guest
- Used later in analysis of different services and future planning (3)

4.4.4 Vertical tabs✓
- Room numbers entered across tab and charges recorded vertically below each room
- Tab per guest
- Carbon paper used to enter charges into tab and bill at the same time (Any ONE)

Horizontal tab✓
- Daily totals of each departmental charge
- Departmental charges are listed across the tab (each guest account is arranged horizontally)
- Tab per day
- Easy to balance (Any ONE) (4)

4.5
- A = Automatic sales✓ – any example implying guest knew exactly what he/she wanted and did not respond to suggestions of receptionist, for example guest requested standard room on ground floor with view, nothing else✓
- B = Bettered sales✓ – any example implying guest was open to additional or different options and/or services, for example guest booked a room and receptionist convinced him/her to make use of the dinner buffet as well✓
- C = Created sales✓ – any example implying guest did not know what the hotel offered and accepted what receptionist offered, for example additional services like laundry, spa offered and accepted.✓ (3 × 2) (6)

4.6
- Check if the cheques is acceptable in the country.
- Confirm the current exchange rate.
- Observe the guest signing the cheque in your presence.
- Check if the date and address details have been completed correctly.
- Confirm and calculate the correct commission.
- Complete a foreign exchange receipt.
- Only give rands in exchange for the cheque.
- Check/Obtain a copy of the guest's identity document.
- Check if the guest has not been blacklisted. (Any 7 × 1) (7)

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TOTAL SECTION B: 150
GRAND TOTAL: 200

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