higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

APPLIED MANAGEMENT N5

(4090605)

8 October 2020 (X-paper)
09:00–12:00

This question paper consists of 9 pages and 1 addendum.

189Q1B2008

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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 Give ONE term for each of the following descriptions by writing it next to the question number (1.1.1–1.1.5) in the ANSWER BOOK.

1.1.1 Scheme designed to improve standard of service, quality, professionalism and hospitality for the benefit of all South Africans

1.1.2 Ability to behave appropriately towards others in different situations

1.1.3 Self-discipline enabling one to act professionally and pleasantly even in difficult circumstances

1.1.4 Correct way of standing and walking

1.1.5 Art of conducting negotiations between people

(5 × 1) (5)

1.2 State what is included in each of the following reception terms:

1.2.1 Continental plan

1.2.2 European plan

1.2.3 American plan

1.2.4 Modified American plan

1.2.5 R & B

(5 × 2) (10)

1.3 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

1.3.1 All details of bookings and cancellations are stored alphabetically in filing cabinets.

1.3.2 Overseas guests are normally asked to complete a supplementary form for aliens for additional information.

1.3.3 The three sides of a triangle are used on a bed sheet.

1.3.4 An alphabetical arrival list is prepared a day in advance showing all guests due to arrive the following day, the length of stay and any special requirements.

1.3.5 A hotel has the right to retain a guest's luggage until the person's bill is settled.

(5 × 1) (5)

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1.4 Study the extract of a hotel brochure and choose a relevant service image that would appeal to each of the types of guests below. Write only the letter (A–X) next to the question number (1.4.1–1.4.10) in the ANSWER BOOK.



1.4.1	Guests with mobility challenges	(2)
1.4.2	Guests leading an active lifestyle	(3)
1.4.3	Guests on a breakaway weekend to attend a show after sundowners at the hotel	(2)
1.4.4	International backpackers	(2)
1.4.5	Business persons needing to correspond with head office	(2)
1.4.6	Parents with teenage children	(2)
1.4.7	Conference goers	(2)
1.4.8	Bridal party preparing for a wedding at the hotel	(3)
1.4.9	Guests using own transport	(1)
1.4.10	Someone who is allergic to pet hair	(1)

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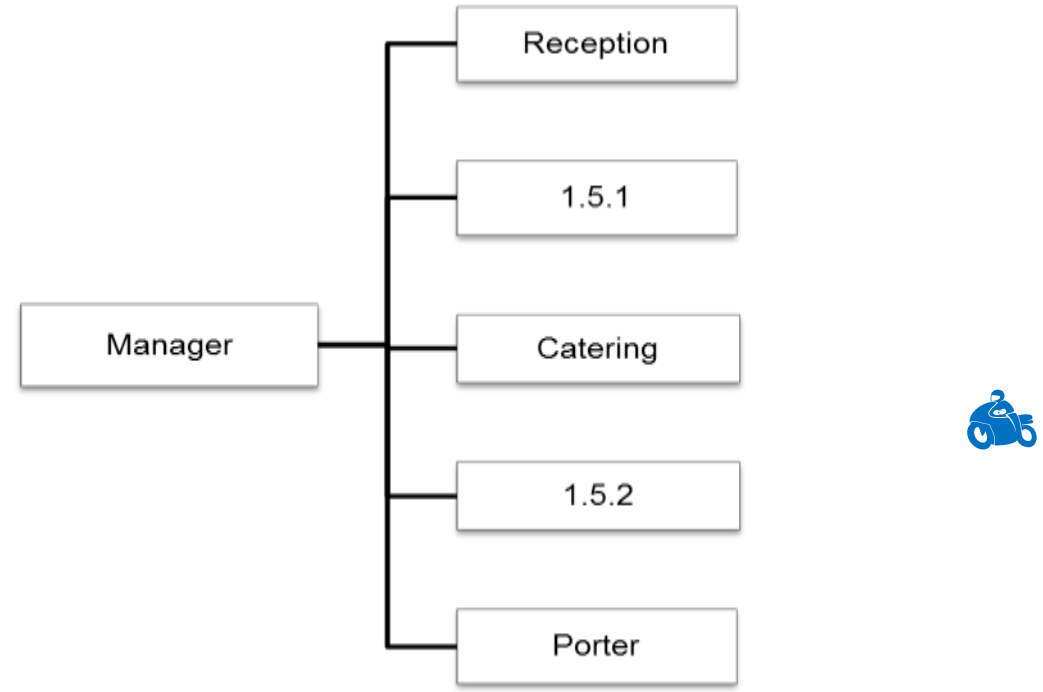
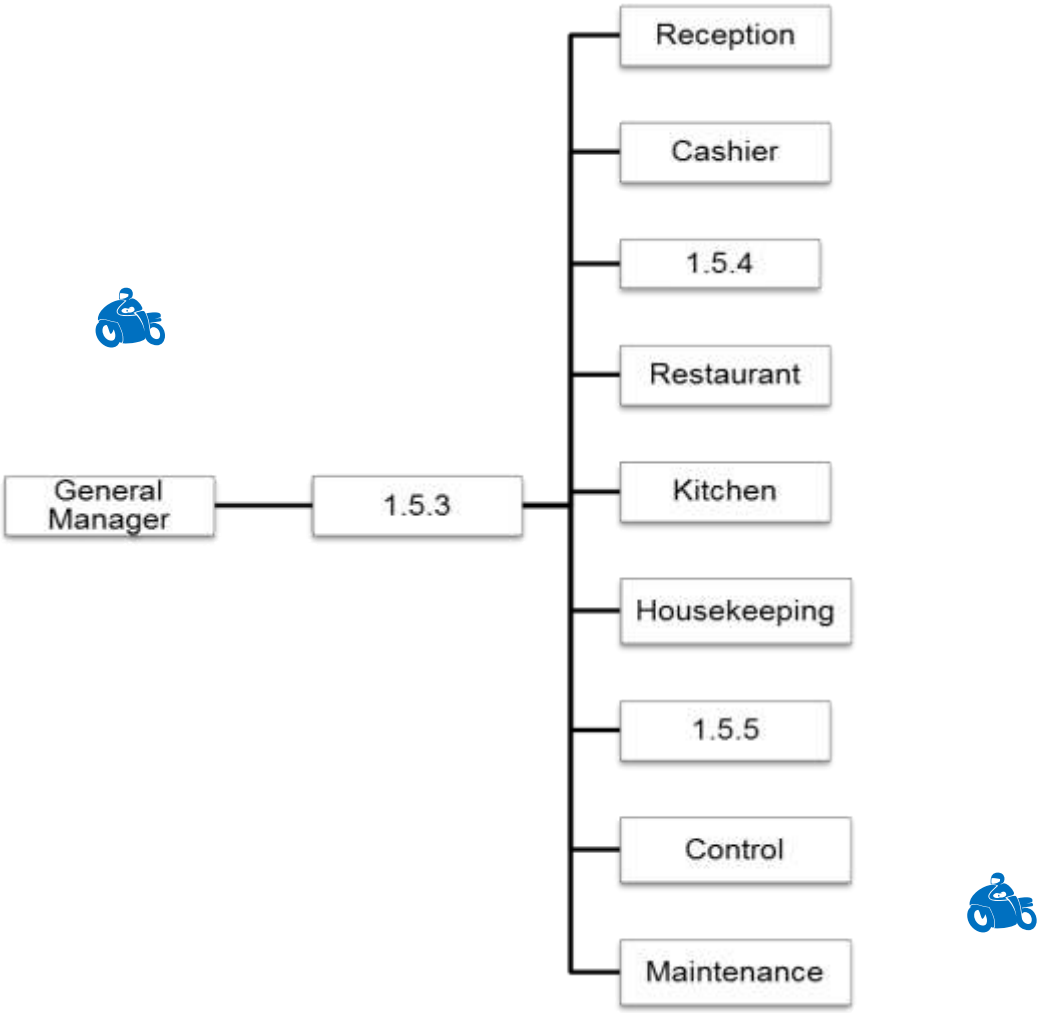
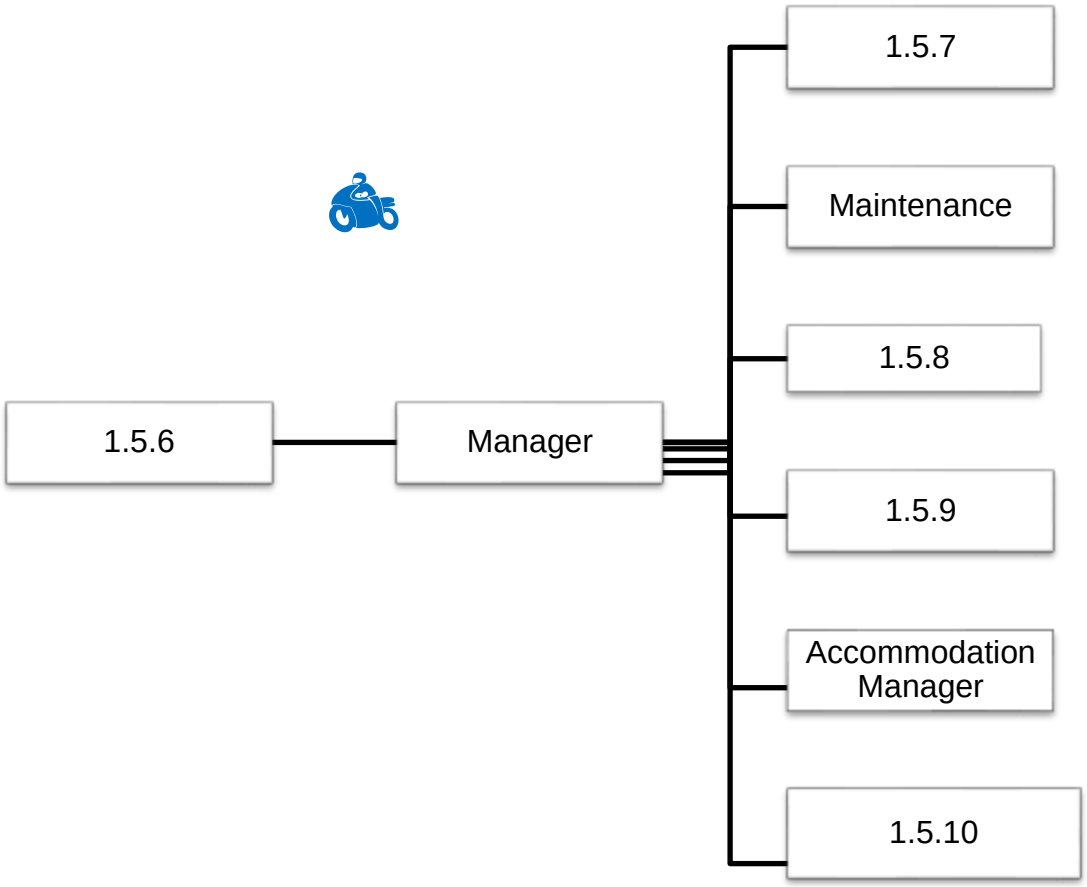
1.5 Complete the organisational diagram below by writing only the missing word next to the question number (1.5.1–1.5.10) in the ANSWER BOOK.







(10 × 1) (10)

TOTAL SECTION A: [50]

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SECTION B

QUESTION 2

2.1 Define *inn* regarding the accommodation service. (6)

2.2 Explain the procedure a receptionist has to follow to check out guests at a hotel. (5 × 2) (10)

2.3 Discuss the implications of the liquor laws and regulations in South Africa regarding each of the following:

2.3.1 Access to premises (5)

2.3.2 Closed days (2)

2.3.3 Premises (3)

2.4 You have to design a price list.

2.4.1 State the information that must be included in the price display notice. (4)

2.4.2 Where should the notice in QUESTION 2.4.1 be displayed? (2)

2.5 Explain FIVE ways to safeguard a hotel premises. (10)

2.6 A receptionist often acts as a central cash receipt officer where all cash receiving outlets of the hotel deposit their money.

2.6.1 Name TREE cash receiving departments in a hotel. (3)

2.6.2 Explain, step by step, the correct procedure that must be followed by the receptionist when money is paid in from another sales point. (5)

[50]

QUESTION 3

3.1 A receptionist's appearance and personal hygiene are of the utmost importance.

Give TWO guidelines regarding each of the following:

3.1.1 Bad body odour

3.1.2 Hair

3.1.3 Uniform

3.1.4 Hands

3.1.5 Halitosis

(5 × 2) (10)

3.2 Identify TWO different categories of liquor licences and give ONE example of each. (2 × 2) (4)

3.3 Explain FIVE reception duties that have to be carried out during the morning shift. (5 × 2) (10)

3.4 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–H) next to the question number (3.4.1–3.4.8) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.4.1	Enables a hotel to be certain it is full, without the risk of having to charge guests for nonarrival	A	T or P
3.4.2	Often offered to regular customers	B	airline and travel agents' guaranteed reservation
3.4.3	Usually offered to travel agents or companies who deal regularly with a hotel	C	6 p.m. release
3.4.4	Reservations normally handled by senior reservations clerks	D	VIP and CIP
3.4.5	Number of rooms available multiplied by period of time covered by reservation chart	E	commissionable bookings
3.4.6	Two bills opened with this kind of reservation	F	back-to-back reservations
3.4.7	Accommodation booked over a period of time as one group of guests departs while another group takes its place	G	room nights
3.4.8	Large transient hotels entering into formal agreements to hold a number of rooms for clients	H	guaranteed arrival

(8 × 1) (8)

3.5 Name and briefly explain the THREE ways in which a contract booking may come to an end. (3 × 2) (6)

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3.6 A guest could settle his/her bill by using the ledger account.

Name EIGHT other ways a bill could be settled. (8)

3.7 State FOUR checks that should be done when a guest uses the ledger account as payment method. (4)

[50]

QUESTION 4

4.1 Discuss the purpose of each of the following:

4.1.1 Conditions of participation

4.1.2 Public address system

(2 × 5) (10)

4.2

Mrs B Zana would like you to keep her valuables in the hotel safe. She is staying for two nights, sharing from 3 September 2020, and her room number is 133. She requests that you keep her wallet, which contains R45 000 cash.

Complete the receipt for valuables on the ADDENDUM (attached) and hand it in with the ANSWER BOOK. (9)

4.3 List SIX basic behaviour rules management expect reception staff to follow. (6)

4.4 Discuss the tabular ledger as a method of recording charges in a hotel under each of the following headings:

4.4.1 Definition (2)

4.4.2 Related records/Documents (3)

4.4.3 Purpose (3)

4.4.4 Two different types (2 × 2) (4)

4.5 The ABC classifications is a simple way of classifying sales.

Explain the THREE groups of selling with the use of examples. (3 × 2) (6)

4.6 State SEVEN conditions when payment is made using traveller's cheques. (7)

[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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ADDENDUM **EXAMINATION NUMBER:** | | | | | | | | | | | | | |

QUESTION 4.2

00236



EXECUTIVE SUITS

RECEIPT: VALUABLES

NAME	**ROOM**	**DATE**
DESCRIPTION		**ESTIMATED VALUE**

GUEST SIGNATURE	
RECEIVED BY	
DATE RETUREND	
GUEST SIGNATURE	

(9)

NOTE: DETACH THE ADDENDUM AND HAND IT IN WITH THE ANSWER BOOK AFTER COMPLETING IT.

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