higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

JUNE EXAMINATION

APPLIED MANAGEMENT N5

21 JUNE 2016

This marking guideline consists of 8 pages.

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QUESTION 1

1.1 VPO: Visitor's pay-out is when the front office makes a payment for the guest, the amount needs to be paid by the guest.

1.2 EMT: Early Morning Tea is for the guests who want to be woken up early.

1.3 VIP: Very Important Person is a quest that regularly visits the hotel and gets special service.

1.4 VAT: Value Added Tax, 14% is charged on products and services.

1.5 Receipt: A document, as proof, given to the person who made a payment

1.6 Booking contract: Contract between the guest and the hotel for accommodation at a specific rate

1.7 Room status: It is the state/condition of the room.

1.8 Density chart: This chart shows the rooms that are grouped together.

1.9 Credit card: You do not need money in this account to be able to use it and the card has a floor limit.

1.10 Overbooking: Hotels tend to take more bookings than rooms available.

(10 x 2) (20)

ADDENDUM

NELSON MANDELA HOTEL

1.2 **RESERVATION DIARY FOR 'ONE REPUBLIC' ROCKGROUP**

DAY:……. DATE: ……4 JULY……							
NAME:	ROOM NO:	NO. OF GUESTS	TERMS	RATE	NO. O F NIGHTS:	DATE OF BOOKING	NOTES
One Republic member 1	101	1	R1 299		4	Today	Storeroom All meals EMT Paper Konference
One Republic member 2	102	1	R1 299		4	Today	Storeroom All meals EMT Paper Konference
One Republic member 3	103	1	R1 299		4	Today	Storeroom All meals EMT Paper Konference
One Republic member 4	104	1	R1 299		4	Today	Storeroom All meals EMT Paper Konference

(10 x 2) (20)

1.3 CONTROL LIST FOR CONFERENCE

Must be in format of checklist

Date of function	due date	done	signature of staff member
Venue			
Time			
No of attendants			
VIPS			
Flowers			
Invitations			
Marketing			
Food			
Drinks			
Table layout			
Sound system			
Décor			
Podium			
Function co-ordinator:			

(10)
[50]

QUESTION 2

2.1
- Name and surname
- Address
- Tariff
- Deposit
- Payment method
- Identity number
- Number of guests
- Arrival date
- Departure date
- Special requests

(10)

2.2
- It is a payment on behalf of the guest to a third party, paid out of the float.
- Guest must arranged beforehand with reception.
- Make sure of room number and guests name and to whom payment must go.
- Check with guest whether his is going to come and pay reception or must amount be posted to bill.
- Receipt must be in triplicate. First copy to guest, second in float and third copy in hotel book.
- Check that all parties are happy (guest, hotel and clown) and posting is done. (Any 4 x 2) (8)

2.3
- Sort out what the problem seems to be and document it.
- Identify the problem and reassure the guest that the problem will be attended to.
- Note the guests name and room number.
- Let the departments know what the problem is.
- Note the problem in the appropriate problem book as well as the solution.
- Let the guest know feedback on the problem and how it is solved.
- Make sure that the guest is satisfied with the outcome of the solution.

(7 x 2) (14)

2.4
- Cash
- Voucher
- Credit card
- Traveller's cheques
- Left transfer (5)

2.5 History card is used by big hotels to update all detail and choices of guests. This helps for future visits.
Hotel will know exactly what client likes and what not. Also what rooms and view the customer likes. (4)

2.6 Breach: Occurs where one of the parties fails to perform. The guest doesn't pitch up or the hotel could not deliver the service. The victim of the breach may treat the contract as ended and sues for damages. The victim may also charge the hotel to deliver the service contracted for. If the guest does not pitch up, the hotel can keep his/her deposit. The hotel is not only losing the income, but it finds it difficult to replace the guest.

Performance: When the terms of the contract have been performed by both parties. Accommodation was supplied and client was happy and paid for services and accommodation.

Frustration: Contract is terminated by an unforeseen event like fire or earthquake. Events like death can happen to a client and contract will not be able to take place.

(3 x 3) (9)
[50]

QUESTION 3

3.1
- Location
- Comfort
- Tariff
- Value for money
- Facilities
- Pride/Status (6 x 2) (12)

3.2 3.2.1
- Evaluate situation and cordon off area.
- Feel for medication in guest pockets.
- Turn guest to side and put something soft between his teeth.
- Do not leave guest alone.
- Get medical help if necessary.

3.2.2
- Listen attentively to guest and determine which items were stolen and where this could have happened.
- Notify management and let security know.
- Notify all the departments involved, resulting in that everyone can help with this investigation.
- Ensure the guest that the matter will be attended to and that they will receive feedback.
- Complete the necessary documents.

(5 x 2) (10)

3.3
- It must be the property of the guest.
- Cannot keep items that are still on him.
- Hotelkeeper is not allowed to take clothes that the client is having on.
- Not allowed to keep his/her bank cards.
- Not allowed to keep his/her identity document.
- Add one more criterion (6 x 2) (12)

3.4 This cheque is sent back to drawer because there are no sufficient funds in the account. The bank cannot cash the cheque because they don't have any proof that they will get money back from client. The bank will charge a fee to the drawer for this cancelled cheque. Bank sends cheque back so that client can make arrangements to pay in a different way. (6)

3.5
- Overseas guests/tourists
- Business men
- Companies having conference
- Local guests
- Weddings
- Walk-in guest (6)

3.6
- Amount in words and numbers must correspond
- Correct date
- Complete in pen
- Correct signature
- ID number and address of drawer must be correct (Any 4 x 1) (4)

[50]

QUESTION 4

4.1
- Always be punctual and friendly
- Be hygienic and have good appearance
- Talk correct and clear
- Know their duties and be helpful
- Know their guests and have good manners (5)

4.2
- Automatic
- Table d hote menu.
- A: a carte menu.
- Created Bar/swimming pool /hair salon/sauna/washing/meals etc,

(3 x 4) (12)

4.3
- Be friendly and greet properly.
- Speak the language of the guest.
- Talk loud and clear.
- Give the correct information.
- Make sure that the person on the other side is satisfied and happy with your answers. (5)

4.4
- These are issued in fixed denominations by major banks and travel agents throughout the world.
- The client uses his/her own currency to pay for cheques at current rate.
- The bank charges 1% fee for
- Insurance against theft. (4)

4.5 Advantages:
- Easy to use and to pay with
- If stolen company will replace within 24 hours
- All institutions accepts it

Disadvantages:
- Need to keep it with you
- It can get lost
- Must go to bank to get it (3 x 2) (6)

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4.6

RECEIPT No 123

NELSON MANDELA HOTEL
Name: Mr Swanepoel Date: today

Room No: 1001

R2 420-00

Paid for: Accommodation
Amount: Two thousand four hundred and twenty rand

Recived by: Ludwe

(8)

4.7
- Fire
- Earthquake
- Flood
- Did not lock room
- Under influence of alcohol

(5)

4.8
- New products and facilities
- Advertising in magazines and newspapers
- Competitions to public
- Telephonic marketing to existing customers
- Host events regularly to attract people

(5)
[50]

TOTAL: 200

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