higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N30**(E)**(J21)H
JUNE EXAMINATION

NATIONAL CERTIFICATE

APPLIED MANAGEMENT N5

(4090605)

21 June 2016 (X-Paper)
09:00–12:00

This question paper consists of 5 pages and 2 addenda on 1 page.

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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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QUESTION 1

1.1 Give a complete description for each of the following terms:

1.1.1 VPO

1.1.2 EMT

1.1.3 VIP

1.1.4 VAT

1.1.5 Receipt

1.1.6 Booking contract

1.1.7 Room status

1.1.8 Density chart

1.1.9 Credit card

1.1.10 Overbooking

(10 x 2) (20)

1.2 The pop group 'One Republic' visits South Africa!

Use the following information to complete the reservation diary on ADDENDUM A (attached) for the Nelson Mandela Hotel in Cape Town:

- 10 members in a group, single rooms
- Needs storing room for musical instruments
- Arrival on 4 July at 20:00
- Departure on 8 July at 19:00
- Contact number: 077 7297 789
- Group manager is Gail Ramon
- Tariff is R1 299 pp
- Wants all meals, coffee in the morning and newspapers
- Conference room for press release
- Booking taken by Ludwe

(10 x 2) (20)

1.3 Compile a control list for a conference function to ensure that ALL equipment and activities will be prepared for the guests for the functions. It will take place on 7 July at 09:00. ALL the guests and TEN journalists will have breakfast. Also supply a layout of the conference room. (10)

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QUESTION 2

Mr Swanepoel is a regular guest and has booked two weeks' worth of accommodation in the Awesome Inn Hotel. During his stay he has received unsatisfactory service and laid a formal complaint at the reception.

2.1 Write down ALL the necessary information which should have been taken down during Mr Swanepoel's telephonic booking. (10)

2.2 Mr Swanepoel made a request to the front office to order flowers for his wife as well as pay for them.

Explain the steps to be taken by the reception personnel. (4 x 2) (8)

2.3 Explain, step by step, the procedure that should be followed to handle Mr Swanepoel's complaint. (7 x 2) (14)

2.4 Which paying methods can Mr Swanepoel use to pay his bill? (5)

2.5 Explain the purpose of a guest history chart. (4)

2.6 Name and explain THREE ways in which the contract between Mr Swanepoel and the Awesome Inn Hotel can be ended. (3 x 3) (9)

[50]

QUESTION 3

3.1 Give and explain the reasons why guests will choose certain products or services in relation to accommodation. (6 x 2) (12)

3.2 Briefly describe what you would do in the following situations:

3.2.1 Dealing with a guest who has an epileptic attack in the foyer

3.2.2 Handling of complaints concerning stolen goods from a guest's room

(5 x 2) (10)

3.3 The hotel owner has the right to keep a guest's belongings or property until the bill has been paid.

Name SIX criteria the hotel owner has to keep in mind. (6 x 2) (12)

3.4 A bank cheque was refused by the bank with a 'refer-to-drawer stamp' on.

Explain the reasons why the bank takes this action. (6)

3.5 Identify the SIX main target markets of the hospitality business. (6)

3.6 Briefly describe which items should be controlled when a guest pays per cheque. (4)

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QUESTION 4

4.1 Explain the term *social skills* of the front office personnel. (5)

4.2 Briefly describe the A-B-C approach of sales which is used by the sales personnel and give THREE examples of each. (3 x 4) (12)

4.3 What are the requirements for good telephone etiquette and the way of speaking? (5)

4.4 Describe the use of a traveller's cheque. (4)

4.5 Compare the *advantages* and *disadvantages* of traveller's cheques in table form. (6)

4.6 Mr Swanepoel made a R2 420,00 deposit for his accommodation.

Complete this amount on the receipt on ADDENDUM B (attached). (8)

4.7 Give FIVE examples of when the owner of the Awesome Inn Hotel will not be held responsible for Mr Swanepoel's property. (5)

4.8 Expain the methods that the Awesome Inn Hotel can use in their marketing campaign to attract new clients. (5)

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TOTAL: 200

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ADDENDUM A

NELSON MANDELA HOTEL

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

DAY: ……. DATE: ……4 JULY……							
NAME:	ROOM NO:	NO. OF GUESTS	TERMS	RATE	NO. OF NIGHTS	DATE OF BOOKING	NOTES

(10 x 2) (20)

ADDENDUM B

4.6 **RECEIPT**

RECEIPT No 123

NELSON MANDELA HOTEL

Name: _____

Room No: _____ Date: _____

Paid for: _____

Amount: _____. R

Received by: _____.

(8)

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