higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

NOVEMBER EXAMINATION

APPLIED MANAGEMENT N5

2 DECEMBER 2016

This marking guideline consists of 8 pages.

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QUESTION 1

1.1 The book in which every function, event or new arrival is written so that when a staff member comes on shift they will know exactly what is going on in the hotel.

1.2 The guest may ask the front office to do a payment on behalf of the guest and post it to the guest's account.

1.3 Although the hotel clerk may be tired, they need to keep their pose and be professional all the times. They need to stand up straight and always be friendly.

1.4 When one of the parties does not follow the rules and commitments laid out in the contract.

1.5 All facilities that guests may use and pay extra for like the spa, bar, hair salon and restaurants.

1.6 The law that states when, where and to whom liquor may be sold.

1.7 When it is out of season and not a lot of people use the hotel because it is not school holidays, etc.

1.8 An amount of money paid to the agent for bringing in new business.

1.9 When a tour group reserves an entire floor of the hotel because the group wants to stay together.

1.10 An association of two or more individuals or companies with the objective of participating in a common activity and pooling their resources to achieve a common goal.

(10 × 2) (20)

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1.11

ROOM RESERVATION

Name: Mr. Webber✓

Address: 4 Jabes venue✓

City: Ottosdal, 4543✓

Rooms: (Circle the correct option)

Single Double ✓ Twin bed suite

Arrival: 2 January✓

Departure: 8 January✓

Tel: 052 445 1451✓ Fax: _____

No. of persons: 6✓ Rate: R 799✓

Special Requests: Non-smoking, sea views, parking for three cars and theatre tickets for the Empire show✓✓

Reservation requested by: _____

Company: Private Tel: _____

Fax: _____

Address: _____

xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Bill to: Mr. Webber✓

Method of payment: Credit card✓

Date: 12 November 2016✓

Reservation made by: (Any name) ✓

(15)

1.12

RECEIPT No. 00235623

MOMABOLA INN HOTEL

Name: Mr. Webber✓
Room No: (Any room number)✓ Date: 12 November 2016✓
Paid for: Accommodation✓
Amount: Three thousand rand only✓ R 3 000.00✓

Received by: (Any name)✓

(10 × 1) (10)

1.13
- Book tickets on the given date and time and make sure the information is as specified by the client.
- Pay the VPO (Visitor's Pay Out) out of the float.
- Place a cash receipt in the float as proof.
- Let Mr. Webber sign for receipt of tickets.
- Add it to his account so that he can pay for it. (5 × 1) (5)

[50]

QUESTION 2

2.1
- Deal with staff rosters and shifts.
- Handle conflict and disciplinary procedures with staff.
- Oversee staff neatness, hygiene and uniforms.
- Oversee cash and safe procedures.
- See that guests are satisfied and that all the staff are doing their jobs.
- Deal with guests and their problems. (6 × 1) (6)

2.2
- In case of a fire that was not caused by the hotel.
- In case of an armed robbery.
- In case of floods and natural disasters.
- If it is due to the guest's own negligent activities (4 × 2) (8)

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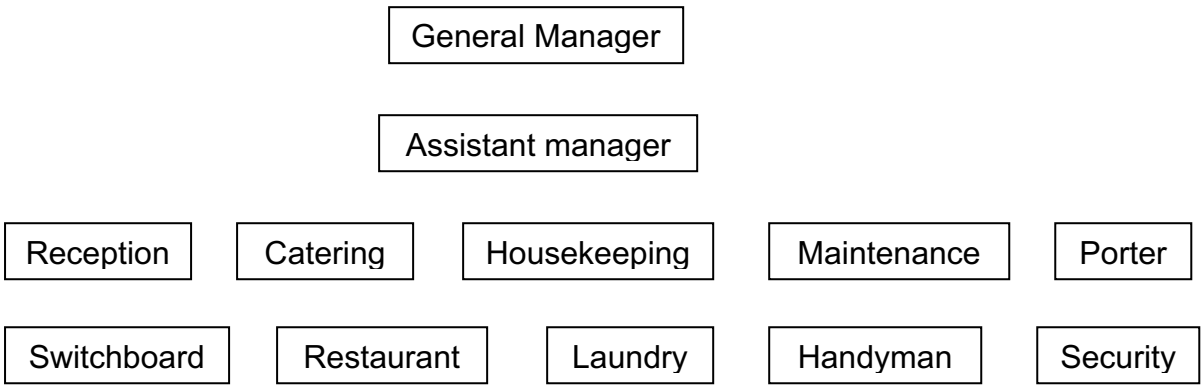
2.3
- Time of the week
- Time of the year
- Length of stay
- Whether it is regular guest or not
- Numbers of rooms
- Facilities that will be used
- Who the guests are
- View of the room (Any 5 × 2) (10)

2.4



(10)

2.5
- Cheque must be written in pen.
- Date must not be older than 3 months.
- There must be no spelling errors.
- The amount in figures and numbers must correspond.
- Guest must sign the cheque in the presence of the hotel clerk.
- Guest's identity number and address must be on the cheque. (6 × 1) (6)

2.6
- See that a designated staff member takes the guest and staff registers for roll call.
- All staff needs to be trained on how to use fire extinguishers and equipment.
- Staff must be trained to do basic first aid if necessary.
- Elderly people need to be helped with the stairs by trained staff.
- Do not use escalators in case of fire.
- All guests must be made aware of evacuation procedures on arrival so that they know what to do. (Any 5 × 2) (10)

[50]

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QUESTION 3

3.1 3.1.1

- Write down all possible information.
- Take the guest to a separate office to discuss the issue.
- Immediately inform the manager without the guest knowing.
- Phone the bank and make sure of your facts.
- Keep the guest calm and busy while the manager informs the police.

3.1.2

- Keep it confidential.
- Don't let staff know or gossip about it.
- Handle guest the same as all the other guests.
- Don't give any information out concerning the guest.
- Handle the guest with respect and dignity.

3.1.3

- Keep the caller on the line for as long as possible.
- Try and get as much information as possible information by asking questions like where and when.
- Stay calm and do not make a scene.
- Inform management.
- Inform the police
- Fill in the necessary documents.

(Any 5 × 3) (15)

3.2

- VIP/Celebrity's lives may be in danger if you give information out.
- People can be hurt or killed.
- Guests/Staff's possessions may be damaged.
- The hotel may be robbed.
- Privacy may be harmed by journalists taking photos. (5 × 1) (5)

3.3

MOMABOLA INN HOTEL
DATE OF EVENT:
VENUE:
AMOUNT OF GUESTS:

	DATE	DONE BY	CHECKED BY
TABLE FORMAT:			
FLOWERS			
SOUND			
MENU: Breakfast Cold Hot Fruit Juice			
WATER JUGS			
SWEETS ON TABLE			
STATIONARY: Files			
STAFF MEMBER HANDLING EVENT:			

(15)

3.4
- Be friendly and greet properly.
- Speak the same language that the guest uses.
- Speak loudly and clearly.
- Give the correct information.
- Make sure that the person on the other side is satisfied and happy with your answers. (Any appropriate 5 × 2) (10)

3.5 Cinema style
- Guests are seated behind each other like in a cinema, each with their own table. The food can be on a buffet table or is served.
- Water on the table and all guests must be able to hear and see the speakers.

Boardroom style
- Guests are seated around a table facing each other for the purpose of discussions round a big table.
- Depending on the amount of people attending, water jugs and stationary may be placed on tables.
- The food can be on a buffet table or served. (5)

[50]

QUESTION 4

4.1
- When a guest does not pay their bill the hotel can retain some of his possessions until such a person pays.
- The hotel may only keep property that is paid for in full, meaning no cars and property that is still on instalments. If the hotel keeps items they are liable to maintain it.
- If it is a plant then hotel needs to water it and keep it alive. The hotel can only keep property to the value of the outstanding bill and is not allowed to take the clothes on the guest's body. (3 × 2) (6)

4.2
- Finalise next day arrivals and fill in the hotel diary.
- Write reports on revenue, for management.
- Sort through early morning calls.
- Do reservations and deal with guest and room service.
- Posting and auditing of guest bills. (5 × 2) (10)

4.3
- They promote your hotel or guesthouse in their magazines.
- It gives a good image and status of your business because some people only visit establishments that are graded.
- It's good moral support to staff to know that they work for an institution with class. (3 × 2) (6)

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4.4
- It assures that the guest will not cancel and the hotel receives its revenue.
- The hotel knows for how many guests they must cater.
- The hotel has a guarantee that the guest will show up. (4)

4.5
- Place families in rooms near each other.
- Place elderly people near bathrooms and lifts.
- Promote all the facilities for extra income.
- Be friendly and helpful and promote the area by telling guests about local attractions.
- Always determine tariffs individually for each guest. (5 × 2) (10)

4.6
- Write down guest's name and room number.
- Write down to who the special request must go.
- Make sure what is the request, e.g. ordering flowers.
- When and how must it be delivered.
- Complete all the necessary documentation.
- Inform the correct departments about the request.
- Make sure that requests are received and that guests are happy.
- Confirm if the guest needs to pay or is it VPO. (Any 7 × 2) (14)

[50]

TOTAL: 200

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