higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N30**(E)**(D2)H

NOVEMBER EXAMINATION

NATIONAL CERTIFICATE

APPLIED MANAGEMENT N5

(4090605)

2 December 2016 (X-Paper)
09:00–12:00

This question paper consists of 5 pages and 2 answer sheets.

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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. Attach the ANSWER SHEETS to the back of your ANSWER BOOK and hand them in together.
5. Write neatly and legibly.

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QUESTION 1

Describe each of the following terms:

1.1 Hotel diary

1.2 Visitors paid out (VPO)

1.3 Poise

1.4 Breach of contract

1.5 Hotel facilities

1.6 Liquor law

1.7 Low season

1.8 Commission

1.9 Block booking

1.10 Consortium

(10 × 2) (20)

1.11 Complete the reservation document on ANSWER SHEET 1 (attached). (15)

1.12 Complete the receipt on ANSWER SHEET 2 (attached) for the following telephonic booking that was taken by Sipho, the hotel clerk at the Momabola Inn Hotel. (10)

- Mr. Webber booked three double rooms for his family from 2 to 8 January.
- His address is 4 Jabes avenue, Ottosdal, 4543.
- He will be paying with a credit card.
- His Visa card number is 98536540012.
- All meals are included and the rooms are requested to be non-smoking and with sea views.
- The tariff is R 799 per person.
- They will be travelling with three vehicles and will need parking facilities.
- Book six tickets for the Empire show on 4 January.
- Mr. Webber will pay a deposit of R 3 000.
- His cell phone number is 052 445 1451.

1.13 Briefly explain the procedure that the receptionist must follow when he/she books Mr. Webber's tickets for the Empire show. (5)

[50]

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QUESTION 2

2.1 State the duty list for the manager that is on duty. (6 × 1) (6)

2.2 Give FOUR examples when the hotel will not be responsible for damages to Mr. Webber's personal property. (8)

2.3 State FIVE factors that will play a role in determining the accommodation rate. (10)

2.4 Draw an organogram for a medium-sized hotel showing the applicable staff. (10)

2.5 Name the SIX items the hotel clerk must check when processing a cheque transaction. (6)

2.6 Briefly describe FIVE guidelines for the evacuation of the building in case of a fire. (10)
[50]

QUESTION 3

3.1 Explain how to deal with the following situations:

3.1.1 Guest paying with a stolen credit card

3.1.2 Guest that is HIV positive

3.1.3 Telephonic bomb threat

(3 × 5) (15)

3.2 Explain why it is important that hotel staff do not give out any information pertaining to hotel guests or hotel employees to external parties. (5)

3.3 The Momabola Inn Hotel is planning a business breakfast at the hotel.

Draw up a checklist for all the tasks and requirements in order to ensure that the function runs smoothly. (15)

3.4 Briefly describe FIVE rules of proper telephone etiquette. (10)

3.5 Briefly describe a suitable seating plan for the function in QUESTION 3.3. (5)
[50]

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QUESTION 4

4.1	Explain the term *retention right* and give applicable examples.	(6)
4.2	State FIVE basic duties of the front office staff during night shift.	(10)
4.3	State THREE benefits of being part of the grading system of South Africa.	(6)
4.4	Why is it important that guests pay a deposit for hotel accommodation?	(4)
4.5	State FIVE basic rules to be kept in mind when selling accommodation to tour groups.	(10)
4.6	Explain SEVEN steps for normal procedure when handling special requests.	(14)
		[50]

TOTAL: 200

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ANSWER SHEET 1 **EXAMINATION NUMBER:**

QUESTION 1.11

ROOM RESERVATION

Name: _____

Address: _____

City: _____

Rooms: (Circle the correct option)

Single Double Twin bed suite

Arrival: _____

Departure: _____

Tel: _____ Fax: _____

No. of persons: _____ Rate: _____

Special Requests: _____

_____

Reservation requested by: _____

Company: _____ Tel: _____

Fax: _____

Address: _____

xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Bill to: _____

Method of payment: _____

Deposit: _____

Date: _____

Reservation made by: _____

(15)

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ANSWER SHEET 2 **EXAMINATION NUMBER:**

QUESTION 1.12

RECEIPT No. 00235623

MOMABOLA INN HOTEL

Name: _____

Room No: _____ Date: _____

Paid for: _____

Amount: _____ R

_____

Received by: _____

(10)

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