higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

JUNE EXAMINATION

APPLIED MANAGEMENT N6

24 JUNE 2014

This marking guideline consists of 6 pages.

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QUESTION 1

1.1	1.1.1	True		
	1.1.2	True		
	1.1.3	False- Placement OR introduce to workplace		
	1.1.4	False- Control OR organise to achieve goals		
	1.1.5	False- First level OR strategic management		
	1.1.6	False- On same level OR diagonal communication		
	1.1.7	False- Signed by employer & union/ employee OR signed by employer and union/employee		
	1.1.8	True		
	1.1.9	True		
	1.1.10	True	(10 x 2)	(20)
1.2	1.2.1	Purchase of raw material for production		
	1.2.2	Internal liaison with staff/managers & external liaison with clients/ suppliers		
	1.2.3	An unnofficial communication system based on rumours		
	1.2.4	Measure output of goods/ service in relation to input of resources		
	1.2.5	Test specific skills (give student a recipe to prepare & evaluate cooking skills)		
			(5 x 2)	(10)
1.3	1.3.1	Ventilation or air purification		
	1.3.2	Occupational Health and Safety Act		
	1.3.3	Therbligs symbols		
	1.3.4	Market segmentation		
	1.3.5	Capital budget		
			(5 x 2)	(10)
1.4	1.4.1	E		
	1.4.2	D		
	1.4.3	A		
	1.4.4	B		
	1.4.5	C		
			(5 x 2)	(10)
				[50]

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QUESTION 2

2.1 2.1.1

- Determine staff needs within the college relating to the strategic plan e.g. lecturers/ admin Includes obtaining staff via internal and external recruitment and selection for positions
- Ensuring correct placement of suitable staff in positions e.g. qualified hospitality lecturer
- Development of staff via orientation, training & performance appraisals
- Manage remuneration of staff by means of salaries, increases and wages
- Maintenance of staff by means of health care, safety rules, discipline and dismissals

(5 x 3) (15)

2.2.2

- Manpower: Staff: managers, lecturers etc.
- Material: Stock, décor and non-fixed assets
- Machines: Computers, fax machines etc.
- Methods: Services offered (training/ hostel meals etc.)
- Market: Students of college
- Money: Budgets, cash flow, petty cash and payments

(6 x 2) (12)

2.1.3 Management is the process of getting things done via people & resources (3)

E.g. Lecturer (1. sender) explains Applied management (2. message) in easy terms (3. encode) to students (4. receivers). The (5. channel) is direct interpersonal communication via the lecturer in their language in the class. Students understand the work (6. decoding) & ask questions to ensure they understand the work (7. feedback). Students don't listen/ cannot hear lecturer (8. barrier)

(8 x 2) (16)

2.3

- Manpower planning for staff changes
- Recruitment, selection & placement
- Training & development
- Remuneration for different job levels
- Performance evaluation
- Safety & health in work environment
- Career planning for staff

(4)
[50]

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QUESTION 3

3.1	First cook vacancy: Durban College hostel Position available immediately for a First cook Requirement: 2-4 years' experience as cook Duties: Prepare wholesome meals for residents Manage stock in kitchen Manage kitchen hygiene and safety Salary: R per month Email CV to: kitchen@durbancollege.co.za	(6 x 2)	(12)
3.2	Both hands begin & end motion simultaneously Hands move in opposite & symmetrical directions Use curved rather than straight-line movements Use smallest possible body part to do work Relieve hands of work if it can be done by e.g. feet Working area supplies within easy reach of worker Use gravity whenever possible Provide work stations for tools or supplies Dual purpose tools can be used e.g. spatula with cutting edge Pre-position items e.g. racks for cutlery	(5 x 2)	(10)
3.3	• Planning gives direction & clarifies goals • Planning promotes co-operation within departments • Planning promotes future thinking/ strategies • Planning promotes effective use of technology • Planning promotes coordination in the college	(5 x 2)	(10)
3.4	Product/ service e.g. new training courses Place: Durban or location of college Price: Relate to cost of courses Promotion: Media to advertise courses e.g. website	(4 x 2)	(8)
3.5	Technology: Innovation/ change rate in college Social: lifestyles, habits & educational needs Physical: Natural resources, improvements & new campuses Political: Changes & new training legislation International educational trends impacts on SA training	(5 x 2)	(10) **[50]**

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QUESTION 4

4.1 Goals of the organisation
Guest needs, food trends & preferences
Budget guidelines
Production & service abilities of organisation
Food availability due to market & seasons
Service style determines the type of menu (5 x 2) (10)

4.2
- Purchase correct quality & quantity
- Purchase price must correspond with quality
- Production process must follow standardised recipe
- Prepare to economical cooking principles
- Equipment size must be standardised & accurate
- Service method standardised for service staff
- Train staff on portion size & costs (5 x 2) (10)

4.3
- Identify & describe task: Revision of existing task or problem area e.g. bottleneck
- Collect relevant facts: Make notes, use video recordings or Therbligs symbols
- Critical investigation of existing method: Evaluate objective, place, person & equipment
- Development & choice of improved method: Choose cost & time effective method
- Introduce new method: Train worker in new method & follow up for deviations (5 x 2) (10)

4.4
- Open market: Takes place through agents & wholesalers e.g. fresh produce market
- Tender: Used by government/ big companies where specific products are required
- Cost plus: Suppliers supply products at gross cost & negotiated % profit
- Co-operative: Large scale purchases for large groups with bulk discounts
- Centralised: Purchasing dept. of large business buy for various food service sections (5 x 2) (10)

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4.5
- Rating forms
- Interviews
- Observation of actual work performance
- Employee comparisons
- Critical incidents
- Reports
- Performance tests
- Checklists
- Management by Objectives (MBO)

(Any 6 x 1) (6)

4.6
- Attention
- Interest
- Desire
- Action

(4)

TOTAL: 200

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