higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

APPLIED MANAGEMENT N6

(4090576)

26 May 2021 (X-paper)
09:00–12:00

This question paper consists of 6 pages.

056Q1J2126

Copyright reserved

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
APPLIED MANAGEMENT N6
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. Start each question on a new page.
5. Questions must be answered within the practical context of the given situation.
6. Write neatly and legibly.

Copyright reserved

QUESTION 1

Scenario: Mrs Qaba is the general manager of a small hotel in East-London. She is responsible for the recruitment, training and performance evaluation of her staff. She also promotes the services of the hotel on a regular basis to create awareness in the market.

1.1 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.1.1–1.1.10) in the ANSWER BOOK. Correct the statement if it is FALSE.

1.1.1 Application software is the program that operates the hardware system of a computer. ⌘

1.1.2 Food supplies for the kitchen are a fixed cost for the hotel.

1.1.3 The minimum stock level is the level reached when an order must be placed.

1.1.4 A meal pattern is the description of categories of menu items served during each meal.

1.1.5 Consumerism relates to the economic environment of the hotel.

1.1.6 Food service as a product is both tangible and intangible.

1.1.7 The central tendency fault is when an evaluator is inclined to award an average rating to all employees that are evaluated.

1.1.8 Strictness or leniency fault is when assessors attach different meanings to evaluation criteria. ⌘

1.1.9 A chronocyclograph photographs repetitive hand pattern movements during a job.

1.1.10 Process cards use Therbligs symbols to record the elements of a work task.

(10 × 2) (20)

1.2 Write down the SIX M's relating to guesthouses with a suitable example of each. (6 × 2) (12)

1.3 Give a clear description of each of the following concepts:

1.3.1 Standardised recipe ⌘

1.3.2 Work measurement

1.3.3 Intensive selection

Copyright reserved

1.3.4 Human resources plan of the hotel

1.3.5 Collective bargaining

1.3.6 Trade union ⌘

(6 × 2) (12)

1.4 Complete the following sentences by writing only the missing words next to the question number (1.4.1–1.4.3) in the ANSWER BOOK.

1.4.1 The … Act makes provision for the registration of trade unions, employee organisations and industrial councils.

1.4.2 The … process is voluntary or compulsory when a deadlock for a dispute has been reached, and the decision reached is then binding for both parties. ⌘

1.4.3 … is the process where the manager and the employee work together to set specific objectives for the employee to achieve.

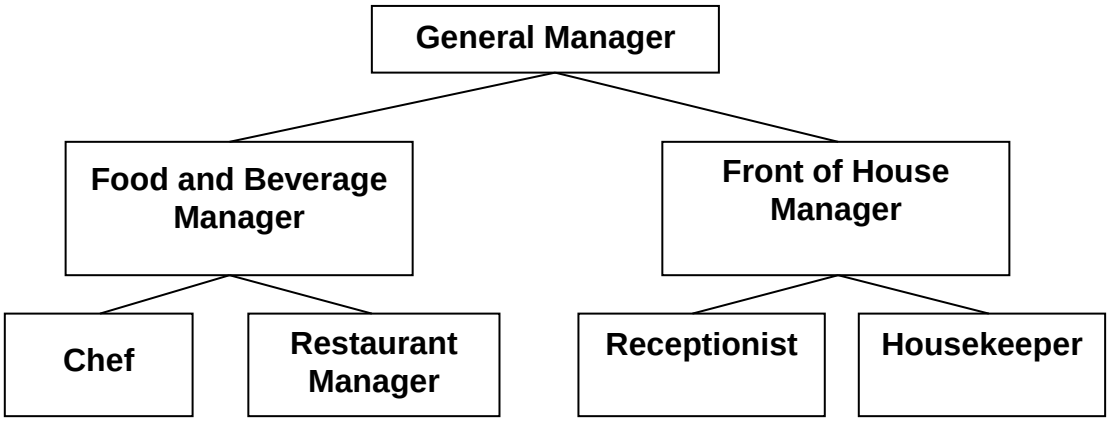
(3 × 2) (6)

[50]

QUESTION 2

Good communication and correct division of tasks are important for healthy labour relations and effective work performance in the hotel. ⌘

2.1 Study the organogram of a hotel below and answer the questions.



2.1.1 On what management level does Mrs Qaba, the General Manager, function? (1)

2.1.2 What type of management function does Mrs Qaba perform? (1)

2.1.3 Give TWO examples of the management functions Mrs Qaba performs at the hotel. (2)

2.1.4 What is the most important skill that Mrs Qaba needs as General Manager? (1)

2.1.5 What type of communication flow is used when Mrs Qaba sends a financial report via email to the restaurant manager? (1)

2.1.6 What type of communication flow is used when the receptionist and housekeeper discuss a work-related problem? (1)

2.1.7 What type of communication flow is used when the receptionist has a meeting with the food and beverage manager? (1)

2.1.8 List TWO main types of communication barriers. (2)

2.1.9 Briefly explain how Mrs Qaba as a sender will encode the financial report when sending it to the restaurant manager. (2)

2.2 Briefly describe the FOUR steps Mrs Qaba must take to deal with conflict or a grievance from the receptionist. (4 × 2) (8)

2.3 Answer the following questions about *job analysis:*

2.3.1 Define *job analysis.* (2)

2.3.2 List the TWO documents included in a job analysis. (2)

2.3.3 Describe FIVE uses of a job analysis. (5 × 2) (10)

2.4 2.4.1 Define *method study*. (5)

2.4.2 List FIVE areas where method study can be applied in the workplace. (5)

2.5 Briefly describe how the following factors relating to lighting in the hotel can impact on the productivity of staff:

2.5.1 Brightness of lighting and glare in the kitchen (4)

2.5.2 Distribution of lighting in the reception area (2)

[50]

Copyright reserved

QUESTION 3

3.1	Describe FIVE advantages of work measurement.	(5 × 2)	(10)
3.2	Describe the steps in the work measurement process. ⌘	(2 × 2) + (2 × 3)	(10)
3.3	Describe a critical incident as a performance evaluation technique.	(3 × 2)	(6)
3.4	Explain how interviews can be used during performance evaluation.	(3 × 2)	(6)
3.5	Answer the following questions about *marketing*:		
3.5.1	Describe marketing orientation.		(2)
3.5.2	Describe FOUR objectives of marketing for a hotel.	(4 × 2)	(8)
3.5.3	Name the FOUR Ps of marketing and give an example of how each is applied to the hotel.	(4 × 2)	(8)
			[50]

QUESTION 4

4.1	Explain what the *micro environment* of the hotel involves.		(2)
4.2	List any SIX micro environment aspects that are important to the hotel.		(6)
4.3	Explain FIVE factors that determine the hotel's competition in the market. ⌘	(5 × 2)	(10)
4.4	Answer the following questions regarding *control:*		
4.4.1	Define *control.*		(2)
4.4.2	Name FOUR reasons why control is important at the hotel.		(4)
4.4.3	Identify FOUR resources to be controlled at the hotel and give an example of each. ⌘	(4 × 2)	(8)
4.5	Describe the control procedure when receiving stock for the kitchen.	(6 × 2)	(12)
4.6	State SIX factors that can impact negatively on control.		(6)
			[50]

TOTAL: 200

Copyright reserved