higher education & training

Department:
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REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

APPLIED MANAGEMENT N6

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This question paper consists of 6 pages.

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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. Answer ALL the questions within the practical context of the given situation.
6. Write neatly and legibly.

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QUESTION 1

Read the scenario below and answer the questions.

Mr Adams is the manager of a large restaurant in Tzaneen. The restaurant has a public dining room, as well as private rooms used for special client functions. He is responsible for the overall management of the restaurant and staff. He must also manage the finances and recruit and train new staff members.

1.1 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write 'True' or 'False' next to the question number (1.1.1–1.1.13) in the ANSWER BOOK. Correct the statement if it is FALSE.

1.1.1 Production management deals with the acquisition of required raw material for the production processes of the organisation.

1.1.2 Management is the process of getting things done through people and resources.

1.1.3 Control is the integration of objectives and tasks in all departments of an organisation to ensure that it functions as a unit.

1.1.4 Selection refers to placing a new employee correctly in a suitable position.

1.1.5 A technical skill is the ability to correctly use procedures and equipment in a certain job.

1.1.6 First-level management is responsible for the tactical functions in the restaurant.

1.1.7 Decoding in communication is to formulate information into an understandable message.

1.1.8 The Labour Relations Act makes provision for the registration of trade unions, employee organisations and industrial councils.

1.1.9 Therbligs symbols are used in work measurement.

1.1.10 A job specification indicates the required experience and skills for a position.

1.1.11 Validity refers to the degree to which personnel evaluation measures the qualities it is supposed to measure.

1.1.12 Direct time studies are used in work measurement processes.

1.1.13 Job analysis is the process of collecting information through the observation and the study of a specific job.

(13 × 2) (26)

1.2 Briefly describe a performance test and give an example of one being conducted at the restaurant. (2 + 2) (4)

1.3 Describe the following types of communication channels at the restaurant:

1.3.1 Horizontal communication and THREE suitable methods. (2 + 3) (5)

1.3.2 Upward communication and FOUR suitable methods. (3 + 4) (7)

1.4 Describe FOUR objectives of trade unions. (4 × 2) (8)

[50]

QUESTION 2

2.1 Choose a description from COLUMN B that matches an item in COLUMN A. Write only the letter (A–E) next to the question number (2.1.1–2.1.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
2.1.1	Personnel budget	A	includes all the budgets of the restaurant
2.1.2	Marketing budget	B	financial forecast of expenses and profits
2.1.3	Capital budget	C	finances for advertising costs
2.1.4	Operating budget	D	finances for long term expenses
2.1.5	Master budget	E	finances for training purposes

(5 × 2) (10)

2.2 Mr Adams appointed a new kitchen supervisor who will oversee the kitchen operations and staff at the restaurant.

Compile a job description for the kitchen supervisor.

Identify and describe any SIX elements that are required for this job description. (6 + 6) (12)

2.3 Describe SEVEN principles of motion economy that can be used to simplify work in the restaurant kitchen. (7 × 2) (14)

2.4 Discuss a work study under the following headings:

2.4.1 The definition of a *work study*. (6)

2.4.2 The objective of a work study in the restaurant. (4)

2.4.3 List FOUR factors that directly impact a work study. (4)

[50]

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QUESTION 3



3.1 Mr Adams has implemented a personnel evaluation system at the restaurant to ensure that employees can perform to the best of their abilities.

Describe FIVE objectives of personnel evaluation at the restaurant. (5 × 2) (10)

3.2 3.2.1 Describe critical incidents using a personnel evaluation technique as an example. (6)

3.2.2 Give ONE advantage and ONE disadvantage of critical incidents. (2 × 2) (4)

3.3 Briefly explain how management by objectives (MBOs) can be used at the restaurant. (4)

3.4 The Manager needs to market the restaurant by using the four Ps of the marketing mix.

Briefly describe the FOUR Ps and give an example of how the manager can use each to market the restaurant. (4 × 4) (16)

3.5 List SIX variables that relate to the micro environment of the restaurant. (6)

3.6 Complete the following sentences by writing down the missing words next to the question number (3.6.1–3.6.2) in the ANSWER BOOK.

3.6.1 The … environment includes factors such as inflation, recession and exchange rates.

3.6.2 The … environment includes factors such as lifestyles and consumer behaviour.

(2 × 2) (4)

[50]

QUESTION 4

4.1	Describe the FIVE steps of a method study.	(5 × 2)	(10)
4.2	Describe the FIVE purchasing methods that the restaurant can use to buy stock.	(5 × 2)	(10)
4.3	Briefly describe the THREE types of stock levels that should be monitored at the restaurant.	(3 × 2)	(6)
4.4	Explain FIVE methods that can be used in food production processes to prevent and control food losses at the restaurant.	(5 × 2)	(10)
4.5	List FOUR types of costs that the manager of the restaurant must control.		(4)
4.6	Describe the FIVE types of cost control records that can be used at the restaurant.	(5 × 2)	(10)
			[50]
		TOTAL:	**200**

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