



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

APPLIED MANAGEMENT N4

(4090594)

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09:00–12:00

This question paper consists of 7 pages.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
APPLIED MANAGEMENT N4
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 section on a new page.
 5. Use only a blue or black pen.
 6. Write neatly and legibly.
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SECTION A**QUESTION 1**

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 statements that are FALSE.

- 1.1.1 Money is the only successful motivator that can be used in an organisation. ✱
- 1.1.2 Operational plans in a food service unit are about corporate organising.
- 1.1.3 Departmentation refers to the establishment of departments in an organisation. ✱
- 1.1.4 Ingredients that staff uses to prepare meals in the hotel kitchen are an example of stock.
- 1.1.5 Takeaway food is served to customers and is consumed by them while they are seated at a table in a restaurant.
- 1.1.6 Disciplining includes warning as part of coordination.
- 1.1.7 Garnishing is part of the presentation of food.
- 1.1.8 A narrow span of control leads to a flat organisational structure with few levels.
- 1.1.9 It is important to give employees feedback about their actions at work. ✱
- 1.1.10 The ability to offer people what they demand is one of the qualities of effective food service operations.

(10 × 2) (20)