



# higher education & training

Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

## **MARKING GUIDELINE**

**NATIONAL CERTIFICATE  
APPLIED MANAGEMENT N5**

**6 JUNE 2019**

**This marking guideline consists of 8 pages.**

## SECTION A

## QUESTION 1

1.1	1.1.1	EMT		
	1.1.2	Shock		
	1.1.3	Recovery		
	1.1.4	Choking		
	1.1.5	Epilepsy	(5 × 1)	(5)
1.2	1.2.1	Room✓ and breakfast✓		
	1.2.2	Room✓ and all meals✓		
	1.2.3	Room✓ and two meals✓		
	1.2.4	Room only✓✓		
	1.2.5	<ul style="list-style-type: none"> <li>• Full tariff✓ for accommodation✓ OR</li> <li>• The official or advertised price of a hotel room on which a discount is usually negotiable</li> </ul>	(5 × 2)	(10)
1.3	1.3.1	Some establishments that sell alcoholic beverages for on-site consumption,✓ such as bars or restaurants, may also allow patrons to bring their own alcohol✓ purchased from elsewhere. That alcohol is usually subject to an opening fee.✓ The rule is often limited to bottles of wine, where the fee is known as corkage or a corking fee.	(Any 2 × 1)	(2)
	1.3.2	<u>Public liability</u> is a legal term✓ for the responsibility✓ of a business✓ to pay for damages to a member of the public✓ if damage or injury✓ was incurred on the business' premises.✓	(Any 2 × 1)	(2)
	1.3.3	<u>Overbooking</u> is a common practice in the travel and hospitality sectors,✓ in which it is expected that some people will cancel.✓ Establishments sell more units than what is available.✓ The practice of overselling aims to ensure that 100% of available supply✓ will be used resulting in the maximum return✓ on investment.	(Any ONE)	(1)
1.4	1.4.1	External		
	1.4.2	Internal		
	1.4.3	Internal		
	1.4.4	External		
	1.4.5	External	(5 × 1)	(5)

1.5	1.5.1	B			
	1.5.2	H			
	1.5.3	C			
	1.5.4	A			
	1.5.5	G			
	1.5.6	J			
	1.5.7	F			
	1.5.8	E			
	1.5.9	I			
	1.5.10	D			
				(10 × 1)	(10)
1.6	1.6.1	payee			
	1.6.2	drawer			
	1.6.3	drawee			
	1.6.4	bearer			
	1.6.5	order			
	1.6.6	crossed			
	1.6.7	open			
	1.6.8	dishonoured			
	1.6.9	not negotiable			
	1.6.10	current			
				(10 × 1)	(10)
1.7	1.7.1	Anders			
	1.7.2	Tim			
	1.7.3	02			
	1.7.4	29.03.11			
	1.7.5	BO✓ DB✓ (Blue Ocean, double bed)			
	1.7.6	4			
	1.7.7	2			
	1.7.8	0			
	1.7.9	02.04.11			
	1.7.10	3992			
					(1)
					(1)
					(2)
					(1)
					(2)
					(2)
					(2)
					(1)
					(1)
					(2)
					<b>[60]</b>
				<b>TOTAL SECTION A:</b>	<b>60</b>