



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N30(E)(J6)H

NATIONAL CERTIFICATE

APPLIED MANAGEMENT N5

(4090605)

6 June 2019 (X-Paper)
09:00–12:00




This question paper consists of 9 pages and 2 addenda.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
APPLIED MANAGEMENT N5
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. Write neatly and legibly.
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SECTION A**QUESTION 1**

- 1.1 Give ONE word or term for each of the following descriptions. Write only the word or term next to the question number (1.1.1–1.1.5) in the ANSWER BOOK.
- 1.1.1 When a guest requests to be woken up at a certain time in the morning 
- 1.1.2 When a person is pale, has a clammy skin, a fast pulse and is breathing quick and irregular
- 1.1.3 Another term for the 'coma' position
- 1.1.4 When food blocks a person's windpipe
- 1.1.5 When a person falls to the ground and goes into a fit (5 × 1) (5)
- 1.2 State what is included in each of the following reception terms:
- 1.2.1 R & B or continental plan
- 1.2.2 American plan or en pension
- 1.2.3 Modified American plan or demipension
- 1.2.4 European plan 
- 1.2.5 Rack rate (5 × 2) (10)
- 1.3 Define each of the following terms:
-  1.3.1 Corkage (2)
- 1.3.2 Public liability (2)
- 1.3.3 Overbooking (1)