



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE
APPLIED MANAGEMENT N5
8 October 2020

This marking guideline consists of 7 pages.

SECTION A**QUESTION 1**

1.1	1.1.1	New national grading and classification scheme		
	1.1.2	Social skills		
	1.1.3	Poise		
	1.1.4	Department		
	1.1.5	Diplomacy		
			(5 × 1)	(5)
1.2	1.2.1	Room✓ and breakfast✓		
	1.2.2	Accommodation only✓✓		
	1.2.3	Room✓ and all meals✓		
	1.2.4	Room,✓ breakfast and one other meal✓		
	1.2.5	Room✓ and breakfast✓		
			(5 × 2)	(10)
1.3	1.3.1	False		
	1.3.2	True		
	1.3.3	False		
	1.3.4	True		
	1.3.5	True		
			(5 × 1)	(5)
1.4	1.4.1	D G		(2)
	1.4.2	V W X		(3)
	1.4.3	A F		(2)
	1.4.4	I J		(2)
	1.4.5	K S		(2)
	1.4.6	R S		(2)
	1.4.7	C S		(2)
	1.4.8	J U Q		(3)
	1.4.9	B		(1)
	1.4.10	M		(1)
1.5	1.5.1	Housekeeping		
	1.5.2	Restaurant		
	1.5.3	Assistant manager		
	1.5.4	Switchboard		
	1.5.5	Room service		
	1.5.6	General manager		
	1.5.7	Service manager		
	1.5.8	Personnel manager		
	1.5.9	Food and beverage manager		
	1.5.10	Sales manager		
			(10 × 1)	(10)

[50]**TOTAL SECTION A: 50**

SECTION B

QUESTION 2

- 2.1 An establishment/business✓ that offers food, drinks✓ and sleeping accommodation✓ without special contracts✓ to able and willing travellers✓ at a reasonable price✓ (6)
- 2.2
1. Prepares/Prints account for presentation✓ – Checks that all charges and payments made have been posted to account✓
 2. Ensures that all valuables are collected from safe✓ – Obtains signed receipt from guest✓
 3. Prepares luggage clearance pass from departure list for the porter,✓ to be issued when bill is settled✓
 4. Processes payment✓ and receives key back✓
 5. Hands luggage clearance pass to porter to assist with luggage✓ and takes leave of guest with return invitation✓ (5 × 2) (10)
- 2.3
- 2.3.1
- Refuse admittance to any person
 - Refuse to serve/sell/supply liquor to any person
 - Ask any person to leave the premises when drunk, violent or disruptive
 - May remove drunk, violent or disruptive people form premises
 - May call police to arrest drunk, violent and disruptive patrons (5)
- 2.3.2 Days on which no alcohol may be served,✓ for example Sundays, Good Friday and Christmas✓ (2)
- 2.3.3 Property✓ from which licence holder is operating✓ including areas like the bar, parking area, public areas✓ (3)
- 2.4
- 2.4.1
- Prices per single, double or en suite
 - Prices if service charges are included
 - Prices including VAT
 - Prices including meals or no meals included (4)
- 2.4
- 2.4.2
- Traditionally on or at reception counter
 - On website of establishment (2)
- 2.5
- Staff trained✓ to question suspicious or unknown characters✓
 - Regular security checks/rounds✓ to be done by security staff or porters✓
 - Strict control of keys,✓ guests to return keys every time they leave the premises or using coded room key cards (Any relevant example)✓
 - All valuables locked up✓ in hotel safe or provided room safes✓
 - Vigilance and security awareness among staff✓ instilled by regular staff meetings and/or training✓
- (Any relevant answer with example) (5 × 2) (10)