



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE APPLIED MANAGEMENT N5

4 June 2021

This marking guideline consists of 8 pages.

SECTION A**QUESTION 1**

- | | | | | |
|-----|--------|---|----------|------|
| 1.1 | 1.1.1 | H | | |
| | 1.1.2 | F | | |
| | 1.1.3 | I | | |
| | 1.1.4 | A | | |
| | 1.1.5 | B | | |
| | 1.1.6 | E | | |
| | 1.1.7 | C | | |
| | 1.1.8 | G | | |
| | 1.1.9 | J | | |
| | 1.1.10 | D | | |
| | | | (10 × 1) | (10) |
-
- | | | | | |
|-----|-------|---|--|-----|
| 1.2 | 1.2.1 | Possible services | | |
| | | <ul style="list-style-type: none"> • Accommodation✓ – There is a bed in the background.✓ • Room service/food and beverages✓ – He is being served by an attendant from a trolley in his room.✓ • EMT✓ – There are newspapers behind him/It is a breakfast being served in his room. (Any 2 × 2) | | (4) |
| | 1.2.2 | Possible facilities | | |
| | | <ul style="list-style-type: none"> • Wi-Fi/Internet✓ – The guest has a notebook open on his lap and is possibly working online. • Suite✓ – The guest is sitting on a coach, therefore there is a lounge area in the room. (2 × 2) | | (4) |
| 1.3 | 1.3.1 | <ul style="list-style-type: none"> • Group rooms on same floor✓ – There are dependants that would need adult help or supervision.✓ • Rent rooms within the price range of a family✓ – It is a large family that may not be able to afford high-priced luxury.✓ • Ensure whether people sharing a double room want double or single beds✓ – There are varied ages in the group so assumptions or predictions cannot be made as to where persons would want to sleep.✓ • Place the family in adjacent rooms✓ – There are dependants that would need help or supervision.✓ • Place older or disabled persons near a lift or on the ground floor.✓ – The grandfather is paraplegic and the lady with him seems elderly, therefore mobility with stairs can be a problem.✓ • Determine the clients' preference on view, noise, etc. ✓ – The elderly couple could possibly prefer to have a better view as they may likely not partake in all the activities or the children might be light sleepers or any relevant conclusion.✓ (Any 4 × 2) | | (8) |

- 1.3.2 A Swimming pool
 B Gym
 C Hairdryer in room
 D Laundry facility
 E Gift shop
 F Children entertainment in room
 G Satellite/Cable TV in room
 H Minibar in room (8)

- 1.3.3 D • They are staying for two weeks and would need the laundry facility for their clothes.
 F/G • When the weather is not good or at night, children need to be occupied indoors.
 G • The elderly couple with mobility problems may need entertainment in the room.
 H • Beverages on hand when keeping self-entertained in the room.
 I • Food service when unable to dine in the restaurant.
 J • Hotel bar could be utilised by adults before or after dining in the restaurant or when the children are asleep or being looked after.
 K • Hotel restaurant for family meals.
 N& • The family may like to make use of hairdressing and the ladies of the spa facilities while on holiday.
 O
 P • Adults can all go out together while children are being looked after. (Any 8 × 2) (16)

[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

- 2.1 • Reservations
 • Transport services and schedules
 • Details of places of interest
 • Details of activities and entertainment
 • Details of churches and public services
 • Postal or connectivity enquiries
 • Information about local medical services
 • Information on shops/malls in the area
 • Information about the country – foreign visitors (Any 7 × 1) (7)