

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.

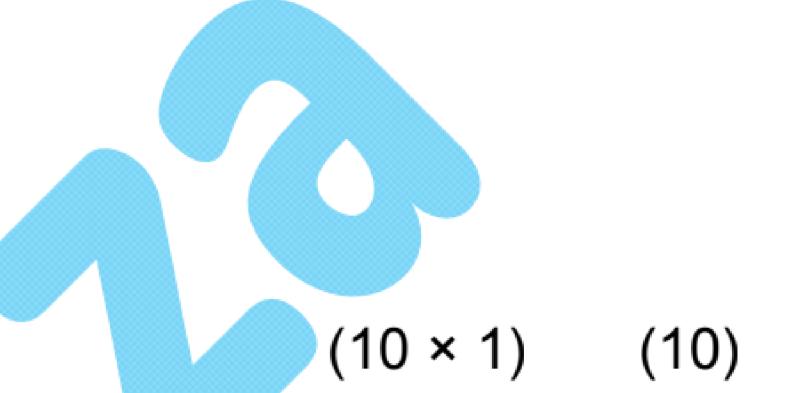
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-2-APPLIED MANAGEMENT N5

SECTION A

QUESTION 1

1.1	1.1.1	Н
	1.1.2	F
	1.1.3	- 1
	1.1.4	Α
	1.1.5	В
	1.1.6	Ε
	1.1.7	С
	1.1.8	G
	1.1.9	J
	1.1.10	D



(8)

1.2 1.2.1 Possible services

- Accommodation ✓ There is a bed in the background. ✓
- EMT✓ There are newspapers behind him/lt is a breakfast being served in his room.
 (Any 2 × 2)

1.2.2 Possible facilities

- 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)
- 1.3 1.3.1
- Group rooms on same floor√ There are dependents 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 dependents 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)

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1.3.2 A B C D E F G H	Swimming pool Gym Hairdryer in room Laundry facility Gift shop Children entertainment in room Satellite/Cable TV in room Minibar in room	(8)
1.3.3 D F/G G H I J K N& O P	 They are staying for two weeks and would need the laundry facility for their clothes. When the weather is not good or at night, children need to be occupied indoors. The elderly couple with mobility problems may need entertainment in the room. Beverages on hand when keeping self-entertained in the room. Food service when unable to dine in the restaurant. Hotel bar could be utilised by adults before or after dining in the restaurant or when the children are asleep or being looked after. Hotel restaurant for family meals. The family may like to make use of hairdressing and the ladies of the spa facilities while on holiday. Adults can all go out together while children are being looked after. (Any 8 × 2) 	(16) [50]
 Details of postals of a postal or continuous. Details of a postal or continuous. Information Information 	ns services and schedules claces of interest activities and entertainment churches and public services connectivity enquiries about local medical services on shops/malls in the area about the country – foreign visitors (Any 7 × 1)	(7
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