



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE APPLIED MANAGEMENT N5

6 June 2022

This marking guideline consists of 11 pages.

SECTION A**QUESTION 1**

1.1	1.1.1	Arrival list		
	1.1.2	Departmental notification		
	1.1.3	Change of room/Room change		
	1.1.4	House list		
	1.1.5	Departure list/Checkout list		
	1.1.6	Function/tour/ten-day/event list or forecast		
	1.1.7	Wake-up call report/list		
	1.1.8	Guest history cards/Electronic guest information record		
	1.1.9	Daily summary sheet/Daily management report		
	1.1.10	Room inventory cards	(10 × 2)	(20)
1.2	1.2.1	F		
	1.2.2	E		
	1.2.3	D		
	1.2.4	C		
	1.2.5	B	(5 × 2)	(10)
1.3	1.3.1	Television/TV (service)		
	1.3.2	Room/Hotel safe		
	1.3.3	Hairdresser/Hair (cutting) service		
	1.3.4	Air conditioning/Air con		
	1.3.5	Restaurant/F&B eatery		
	1.3.6	Meter taxi/Taxi/Cab service		
	1.3.7	Disabled friendly/Wheelchair (friendly)		
	1.3.8	Room service/Trolley service		
	1.3.9	Cocktail bar/Ladies bar/Bar/Lounge		
	1.3.10	Laundry facilities/Washing machine service	(10 × 1)	(10)
1.4	1.4.1	True		
	1.4.2	False		
	1.4.3	False		
	1.4.4	True		
	1.4.5	False		
	1.4.6	True		
	1.4.7	True		
	1.4.8	False		
	1.4.9	True		
	1.4.10	True	(10 × 1)	(10)

TOTAL SECTION A: 50

SECTION B

QUESTION 2

- 2.1 2.1.1 TGCSA/South African Tourism Board (2)
- 2.1.2
- It indicates the name of the hotel establishment.
 - It indicates the unique serial number.
 - It indicates a distinct message, viz. Property of TGCSA.
 - It indicates the TGCSA logo of SA.
 - The TGCSA logo is a star in the South African colours.
 - It shows the number of star awards.
 - It can state quality in different colours.
 - Plaques can be coloured differently.
- (Candidate must write a sentence to be given 2 marks) (3 × 2) (6)
- 2.1.3
- A 1 star✓
Basic quality/basic facilities/basic services✓
Good quality furnishings/service/guest care/facilities✓
- B 2 stars✓
Good quality/better than 1 star/not as good as 3 star✓
Good quality furnishings/service/guest care/facilities✓
- C 3 stars✓
Very good quality/better than 2 star/not as good as 4 star✓
Very good furnishings/service/guest care/facilities✓
- D 4 stars✓
Superior or excellent comfort/quality/standards/services✓
High standard of furnishings/service/guest care/facilities✓
- E 5 stars✓
Exceptional quality/luxury✓ accommodation/comfort/quality/
standard/services.✓
Meticulous guest services/high form of personalised service
Highest standard of furnishings/service/guest care/facilities✓
(1 mark for naming star, 1 mark for describing star) (5 × 2) (10)