



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

**NATIONAL CERTIFICATE
APPLIED MANAGEMENT N5**

26 NOVEMBER 2019

This marking guideline consists of 10 pages.

SECTION A

QUESTION 1

1.1	1.1.1	D		
	1.1.2	B		
	1.1.3	C		
	1.1.4	E		
	1.1.5	A		
			(5 × 1)	(5)
1.2	1.2.1	<ul style="list-style-type: none"> • Number of rooms available • Multiplied by period of time • Shows number of possible rooms to let for that period 		(3)
	1.2.2	<ul style="list-style-type: none"> • Room sales done by agents • Percentage of sales paid to agent 		(2)
	1.2.3	<ul style="list-style-type: none"> • Regular customers • Booking on short notice • Are given a take or place allocation • When they arrive and room is available – get room as per normal • If no room is available, hotel arranges alternative accommodation. 		(5)
	1.2.4	<ul style="list-style-type: none"> • Commercially important person • Specific allocation of room made during booking 		(2)
	1.2.5	<ul style="list-style-type: none"> • Booking made by agents and/or tour operators • As one group departs, another arrives 		(2)
1.3	1.3.1	B		
	1.3.2	C		
	1.3.3	D		
	1.3.4	B		
	1.3.5	A		
			(5 × 1)	(5)
1.4	1.4.1	Receptionist action		
	1.4.2	Guest action		
	1.4.3	Checks registration card		
	1.4.4	Notifies other departments		
	1.4.5	Goes to room		
	1.4.6	Posts charges		
	1.4.7	Checks outstanding charges and closes bill		
	1.4.8	Settles account		
	1.4.9	Notifies other departments of departure		
	1.4.10	Receives room back to re-let		
			(10 × 1)	(10)

1.5	1.5.1	False		
	1.5.2	True		
	1.5.3	False		
	1.5.4	False		
	1.5.5	True		
	1.5.6	True	(6 × 1)	(6)
1.6	1.6.1	Exhibition		
	1.6.2	Standard rated		
	1.6.3	Conference		
	1.6.4	VPO		
	1.6.5	Workshop		
	1.6.6	Receipt		
	1.6.7	Conference		
	1.6.8	Tabular ledger		
	1.6.9	(B & B) Bed and breakfast or Continental plan		
	1.6.10	Foreign currency	(10 × 1)	(10)
				[50]
			TOTAL SECTION A:	50