

higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE APPLIED MANAGEMENT N5

22 November 2021

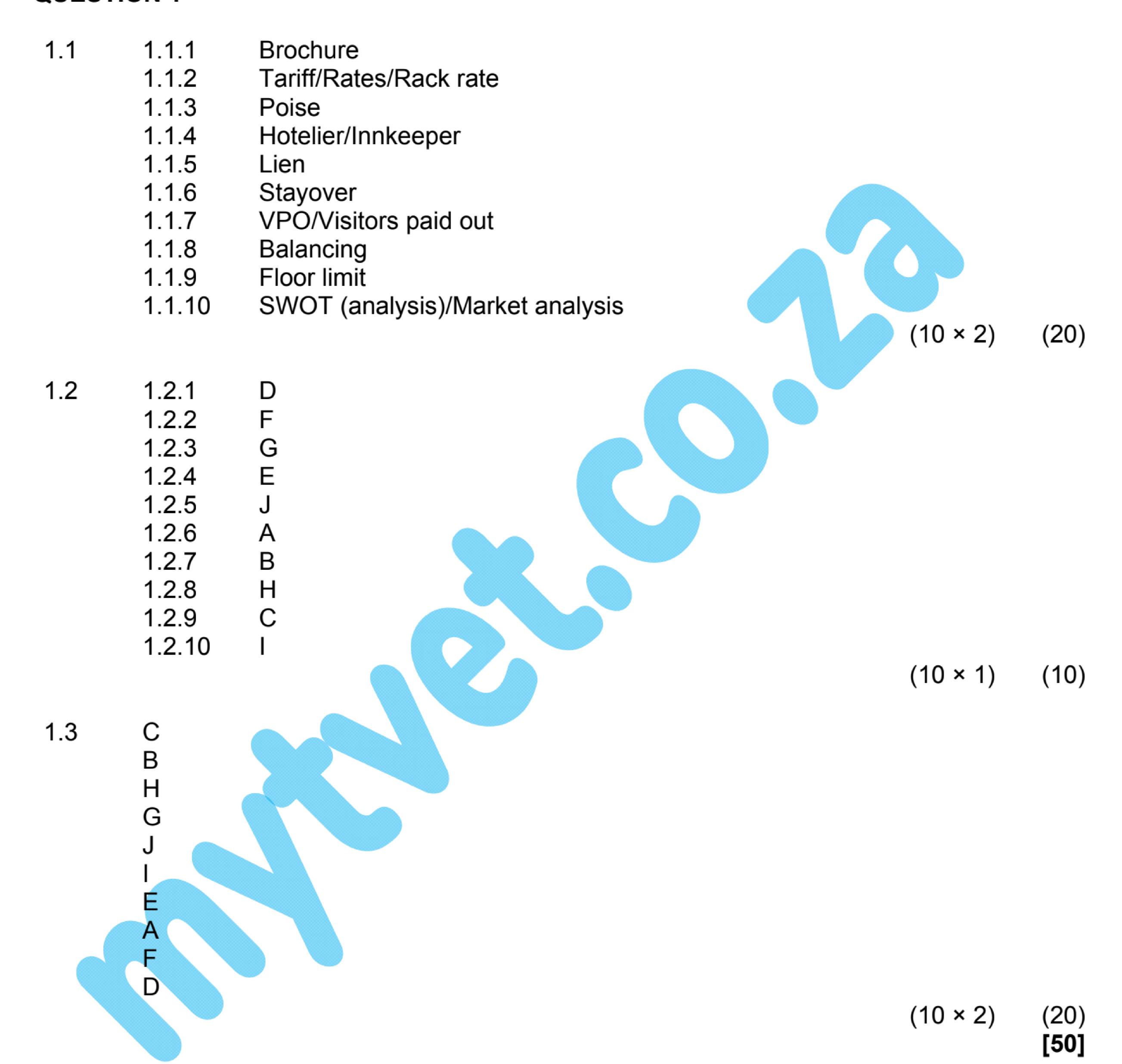
This marking guideline consists of 11 pages.

Copyright reserved Please turn over

-2-APPLIED MANAGEMENT N5

SECTION A

QUESTION 1



Copyright reserved Please turn over

TOTAL SECTION A:

50

-3-APPLIED MANAGEMENT N5

SECTION B

QUESTION 2

- Be friendly: Have a genuine smile.
 - Be attentive: Listen./Be interested/concerned./Read the situation.
 - Make eye contact: Show attention in a respectful manner.
 - Pleasant tone of voice: Make sure it is not too fast/loud/high/low pitched.
 - Use guests' names: Ensure a personalised service and show interest.
 - Give special attention to small children, the elderly and differently abled.
 - Be empathetic: Be aware of other's feelings.
 - Listen: Listen to colleagues and guests before reacting.
 - Follow directions from superiors/colleagues.
 - Be professional: Have manners.
 - Avoid conflict: Be a team player and know you are there to meet customer needs.
 - Be outspoken/extrovert: Do not be shy and interact with others./Assist guests when required.
 - Treat everyone with respect (guests and colleagues).
 - Be patient: Allow guests to talk./Allow reasonable time in action.
 - Be tactful and diplomatic: Know what to say and when to say it./Do not be offensive.
 (Any 4 × 2)

Copyright reserved Please turn over