



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

**NATIONAL CERTIFICATE
APPLIED MANAGEMENT N5**

21 November 2022

This marking guideline consists of 10 pages.

SECTION A**QUESTION 1**

- 1.1 1.1.1 Rack rate✓✓
 1.1.2 Special rate/Group rate/Package rate✓✓
 1.1.3 American plan/Inclusive terms✓✓
 1.1.4 European plan✓✓
 1.1.5 High/peak season (tariff/rate)✓✓
 1.1.6 Shoulder period✓✓
 1.1.7 Low season✓✓
 1.1.8 Modified American plan/half board✓✓
 1.1.9 Continental plan/Room and Breakfast✓✓
 1.1.10 Discounted rate✓✓
- (10 × 2) (20)
- 1.2 1.2.1 Assistant manager/Personal Assistant to GM
- 1.2.2–1.2.10 in any order:
- Reception/Front Office
 Reservations
 Cashier/Accounts/Bill Office
 Switchboard
 Restaurant
 Bar
 Kitchen
 Room service
 Lounge
 Still Room
 Housekeeping
 Laundry room
 Conference & Banqueting
 Security
 Maintenance
 Spa
 Gym/Pool
 Stores
 Concierge
 (Hotel) Curio/Kiosk
- (Any relevant department/area) (Any 10 × 1) (10)
- 1.3 1.3.1 K
 1.3.2 J
 1.3.3 I
 1.3.4 H
 1.3.5 G
 1.3.6 F
 1.3.7 E

1.3.8 D
1.3.9 C
1.3.10 B

(10 × 1) (10)

1.4 1.4.1 Herringbone/Chevron✓✓
1.4.2 Boardroom✓✓
1.4.3 U-shape✓✓
1.4.4 Hollow square✓✓
1.4.5 Theatre✓✓

(5 × 2) (10)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

- 2.1
- Always show friendliness to all – be consistent in your friendly approach.✓✓
 - Attentive – active listener, shows interest, concerned.✓✓
 - Appropriate body language/Make eye contact – acknowledge the guest.✓✓
 - Pleasant tone of voice – not too loud, high pitched, or too fast.✓✓
 - Use the guest's name often.✓✓
 - Pay special attention to the needy (children, elderly and disabled).✓✓
 - Behave like a social person – be socially responsible.✓✓
 - Ask open-ended questions to encourage conversation.✓✓
 - Be an extrovert – do not be shy.✓✓
 - Encourage others to talk about themselves.✓✓
 - Create goals for yourself/be goal driven.✓✓
 - Be generous in sharing compliments.✓✓
 - Read books about social skills.✓✓
 - Practice good manners/say please and thank you.✓✓
 - Treat everyone with respect.✓✓
 - Patient – allow a customer/colleague to talk.✓✓
 - Knows the appropriate way of talking without offending, speaks with tact.✓✓
 - Acts with a sense of professionalism.✓✓
 - Presents themselves well and good stance – poised.✓✓
 - Impeccable deportment.✓✓
 - Be a team player and avoid conflict.✓✓
 - Have a sense of empathy – truly understand others.✓✓
 - Work on improving relationships.✓✓

Any relevant explanation to improve learnt social skills
(MUST DISCUSS/write out a sentence for 2 marks to be awarded)(Any 5 × 2) (10)