



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
APPLIED MANAGEMENT N5

(4090605)

8 October 2020 (X-paper)
09:00–12:00

This question paper consists of 9 pages and 1 addendum.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
APPLIED MANAGEMENT N5
TIME: 3 HOURS
MARKS: 200

INSTRUCTIONS AND INFORMATION

1. Answer all the questions.
 2. Read all the questions carefully.
 3. Number the answers according to the numbering system used in this question paper.
 4. Write neatly and legibly.
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SECTION A**QUESTION 1**

- 1.1 Give ONE term for each of the following descriptions by writing it next to the question number (1.1.1–1.1.5) in the ANSWER BOOK.
- 1.1.1 Scheme designed to improve standard of service, quality, professionalism and hospitality for the benefit of all South Africans
- 1.1.2 Ability to behave appropriately towards others in different situations
- 1.1.3 Self-discipline enabling one to act professionally and pleasantly even in difficult circumstances
- 1.1.4 Correct way of standing and walking
- 1.1.5 Art of conducting negotiations between people
- (5 × 1) (5)
- 1.2 State what is included in each of the following reception terms:
- 1.2.1 Continental plan
- 1.2.2 European plan
- 1.2.3 American plan
- 1.2.4 Modified American plan
- 1.2.5 R & B
- (5 × 2) (10)
- 1.3 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.
- 1.3.1 All details of bookings and cancellations are stored alphabetically in filing cabinets.
- 1.3.2 Overseas guests are normally asked to complete a supplementary form for aliens for additional information.
- 1.3.3 The three sides of a triangle are used on a bed sheet.
- 1.3.4 An alphabetical arrival list is prepared a day in advance showing all guests due to arrive the following day, the length of stay and any special requirements.
- 1.3.5 A hotel has the right to retain a guest's luggage until the person's bill is settled.
- (5 × 1) (5)