



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
APPLIED MANAGEMENT N5

(4090605)

4 June 2021 (X-paper)
09:00–12:00

This question paper consists of 8 pages.

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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. Start each section on a new page.
 5. Use only a black or blue pen.
 6. Write neatly and legibly.
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SECTION A

QUESTION 1

1.1 Choose an option from COLUMN B that matches a description in COLUMN A. Write only the letter (A–K) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.1.1	Accommodation only, no meals	A	American plan
1.1.2	Rate charged for occupancy of a room during the day but not night	B	B&B
1.1.3	Promotion rates offered to regulars	C	continental plan
1.1.4	Accommodation and three meals	D	EMT
1.1.5	Accommodation and breakfast	E	modified American plan
1.1.6	Accommodation, breakfast and one other meal	F	day rate
1.1.7	Accommodation and continental breakfast	G	SC
1.1.8	Service charge payable at the hotel	H	European plan
1.1.9	Cereal, bacon/ham and egg, toast, jam and marmalade, tea and coffee	I	special rates
1.1.10	Special request by guest to be served in his/her room in the morning	J	English breakfast
		K	VAT

(10 × 1) (10)