



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

APPLIED MANAGEMENT N5

(4090605)

6 June 2022 (X-paper)

09:00–12:00





This question paper consists of 9 pages.

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. Use only a blue or black pen.
 5. Write neatly and legibly.
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SECTION A**QUESTION 1**

- 1.1 Give ONE word or term for the following: 
- 1.1.1 An alphabetical list of all the guests that will be arriving and noting all the special requirements.
- 1.1.2 A slip providing information of guests who have advanced reservations and have changed rooms, after the list has been circulated.
- 1.1.3 The term that refers to moving guests from one room to another that require proper notification to all relevant departments. 
- 1.1.4 An alphabetical list that provides information of all the guests in the hotel prepared by the receptionist every evening.
- 1.1.5 A list showing the room numbers of all the guests that will be checking out of the hotel.
- 1.1.6 Once a week the reception department will issue a list noting all the upcoming events. 
- 1.1.7 A list compiled by reception showing the exact time at which guests wish to be called in the morning.
- 1.1.8 Cards kept by luxury hotels which have all the personal information of guests including their likes and dislikes of every stay.
- 1.1.9 Hotel management information summary generated for all department heads to confirm and cross-check guests' information and statistics.
- 1.1.10 Cards that provide detail of the furnishings and fittings of each particular type of room. 
- (10 × 2) (20)