

higher education & training

Department:

Higher Education and Training REPUBLIC OF SOUTH AFRICA

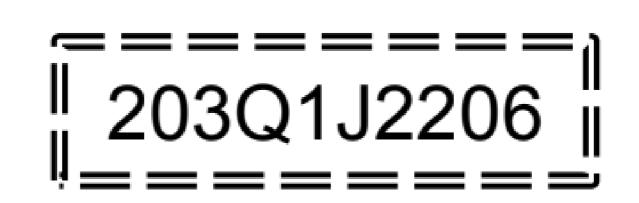
NATIONAL CERTIFICATE

APPLIED MANAGEMENT N5

(4090605)

6 June 2022 (X-paper) 09:00–12:00

This question paper consists of 9 pages.



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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.
- 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.

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