



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

**NATIONAL CERTIFICATE
APPLIED MANAGEMENT N5**

(4090605)

**26 November 2019 (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. Write neatly and legibly.
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SECTION A**QUESTION 1**

- 1.1 Choose the information source from COLUMN B that matches the general enquiry in COLUMN A. Write only the letter (A–F) next to the question number (1.1.1–1.1.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.1.1	Tickets for theatre shows	A	room availability chart
1.1.2	Transportation needed to the airport from the hotel	B	flight schedules
1.1.3	Location of places of interest	C	street guide 
1.1.4	Cash a traveller's cheque	D	local newspaper
1.1.5	Request to make a future reservation	E	current exchange rate table
		F	bulletin

(5 × 1)

(5)

- 1.2 Define each of the following terms relating to reservations:

1.2.1 Room nights  (3)

1.2.2 Commissionable bookings (2)

1.2.3 T or P (5)

1.2.4 CIP  (2)

1.2.5 Back to back (2)