



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE APPLIED MANAGEMENT N5

(4090605)

**22 November 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 question 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 Give ONE term for each of the following descriptions by writing it next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

- 1.1.1 Document designed to present the most attractive aspects of a hotel to prospective guests
- 1.1.2 Structure of charges for the services of a hotel
- 1.1.3 Self-discipline that enables one to appear serenely dignified with an elegant and balanced demeanour
- 1.1.4 Legal term for person who owns, runs or manages a hotel
- 1.1.5 Right to retain a guest's luggage or property until the bill has been paid in full
- 1.1.6 Guest who is not expected to check out today and will remain at least one more night
- 1.1.7 Prior arranged payment made on behalf of a guest
- 1.1.8 Essential feature of hotel billing that provides a quick guide to the accuracy of the posting of charges
- 1.1.9 Maximum amount of credit allowed without prior authorisation
- 1.1.10 Situational competitive analysis tool whereby a hotel can analyse and conduct research of the hotel's internal and external factors to technique

(10 × 2) (20)