



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE APPLIED MANAGEMENT N5

21 November 2022

This marking guideline consists of 10 pages.

SECTION A**QUESTION 1**

- | | | | | |
|-----|--------|--|----------|------|
| 1.1 | 1.1.1 | Rack rate✓✓ | | |
| | 1.1.2 | Special rate/Group rate/Package rate✓✓ | | |
| | 1.1.3 | American plan/Inclusive terms✓✓ | | |
| | 1.1.4 | European plan✓✓ | | |
| | 1.1.5 | High/peak season (tariff/rate)✓✓ | | |
| | 1.1.6 | Shoulder period✓✓ | | |
| | 1.1.7 | Low season✓✓ | | |
| | 1.1.8 | Modified American plan/half board✓✓ | | |
| | 1.1.9 | Continental plan/Room and Breakfast✓✓ | | |
| | 1.1.10 | Discounted rate✓✓ | | |
| | | | (10 × 2) | (20) |
-
- | | | | | |
|-----|-------|--|---|------|
| 1.2 | 1.2.1 | Assistant manager/Personal Assistant to GM | | |
| | | 1.2.2–1.2.10 in any order: | | |
| | | Reception/Front Office | | |
| | | Reservations | | |
| | | Cashier/Accounts/Bill Office | | |
| | | Switchboard | | |
| | | Restaurant | | |
| | | Bar | | |
| | | Kitchen | | |
| | | Room service | | |
| | | Lounge | | |
| | | Still Room | | |
| | | Housekeeping | | |
| | | Laundry room | | |
| | | Conference & Banqueting | | |
| | | Security | | |
| | | Maintenance | | |
| | | Spa | | |
| | | Gym/Pool | | |
| | | Stores | | |
| | | Concierge | | |
| | | (Hotel) Curio/Kiosk | | |
| | | | (Any relevant department/area) (Any 10 × 1) | (10) |
-
- | | | | | |
|-----|-------|---|--|--|
| 1.3 | 1.3.1 | K | | |
| | 1.3.2 | J | | |
| | 1.3.3 | I | | |
| | 1.3.4 | H | | |
| | 1.3.5 | G | | |
| | 1.3.6 | F | | |
| | 1.3.7 | E | | |

	1.3.8	D		
	1.3.9	C		
	1.3.10	B	(10 × 1)	(10)
1.4	1.4.1	Herringbone/Chevron✓✓		
	1.4.2	Boardroom✓✓		
	1.4.3	U-shape✓✓		
	1.4.4	Hollow square✓✓		
	1.4.5	Theatre✓✓	(5 × 2)	(10)
				[50]
TOTAL SECTION A:				50

SECTION B**QUESTION 2**

- 2.1
- Always show friendliness to all – be consistent in your friendly approach.✓✓
 - Attentive – active listener, shows interest, concerned.✓✓
 - Appropriate body language/Make eye contact – acknowledge the guest.✓✓
 - Pleasant tone of voice – not too loud, high pitched, or too fast.✓✓
 - Use the guest's name often.✓✓
 - Pay special attention to the needy (children, elderly and disabled).✓✓
 - Behave like a social person – be socially responsible.✓✓
 - Ask open-ended questions to encourage conversation.✓✓
 - Be an extrovert – do not be shy.✓✓
 - Encourage others to talk about themselves.✓✓
 - Create goals for yourself/be goal driven.✓✓
 - Be generous in sharing compliments.✓✓
 - Read books about social skills.✓✓
 - Practice good manners/say please and thank you.✓✓
 - Treat everyone with respect.✓✓
 - Patient – allow a customer/colleague to talk.✓✓
 - Knows the appropriate way of talking without offending, speaks with tact.✓✓
 - Acts with a sense of professionalism.✓✓
 - Presents themselves well and good stance – poised.✓✓
 - Impeccable deportment.✓✓
 - Be a team player and avoid conflict.✓✓
 - Have a sense of empathy – truly understand others.✓✓
 - Work on improving relationships.✓✓
- Any relevant explanation to improve learnt social skills
(MUST DISCUSS/write out a sentence for 2 marks to be awarded)(Any 5 × 2) (10)

- 2.2 2.2.1
- Booking/Reservation enquiry.
 - Checking booking details.
 - Answering questions about the hotel.
 - Assisting a guest.
 - Handling a general enquiry.
 - Handling a complaint.
 - Checking the availability of services in other departments of the hotel.
 - Arranging a VPO with a supplier.
 - Making transport arrangements for a guest.
 - Calling/providing an EMT.
 - Checking a guest's credit worthiness with the bank.
 - Calling the manager to deal with something beyond their authority.
 - Transferring calls.
 - Taking messages.
 - Providing information about the hotel.
- (Any relevant answer) (Any 8 × 1) (8)
- 2.2.2
- Answer promptly/within the first three rings.✓✓
 - Keep a pencil and notepad handy.✓✓
 - Give pleasant and professional greetings, with a smile.✓✓
 - Tactfully ask for the reason for calling if it is not mentioned.✓✓
 - Listen attentively, do not interrupt a caller while they are talking.✓✓
 - Record the date, time, caller name, the person the message is for, and sign.✓✓
 - Repeat the message to verify all the details.
 - Always sit/stand upright, have good body language (a caller can hear you slouching)
 - Make sure you are enthusiastic when answering the call.
 - Make sure that all the required equipment e.g., computer, is working when dealing with the call.
 - Always inform a caller what you are going to do/inform them if you are transferring/putting them on hold.
 - Inform a caller where/to which department you are redirecting their call.
- (Any relevant answer) (Any 6 × 2) (12)

- 2.3
- Greeting/meeting/welcoming guests.✓✓
 - Check all floats for sufficient change.✓✓
 - Deal with late arrivals.✓✓
 - Left-over filing done.✓✓
 - Post lunch, afternoon tea, and dinner charges to guest bills and tab.✓✓
 - Purchases for the day affected on the ledger.✓✓
 - Generate/type up arrival list for the next day.✓✓
 - Generate/compile/do departure list for the next day.✓✓
 - Distribute all reports to the relevant departments.✓✓
 - Final balancing of ledger (zero the billing machine - date change).✓✓
 - Check housekeeper's list (room vacancy list) to note the rooms available that are to let the next day.
 - Handle any late-night bookings/reservations.
 - May assist in ensuring that maintenance issues are communicated to the night handyman if required.
 - Notify night porter of late arrivals, rooms available for letting.
 - Prepare manager's report on daily turnover and room occupancy.
 - Take in all takings from bars and restaurant.
 - Check accuracy and set up next day's floats.
 - Ensure cash/payments are put away for safe keeping.
 - Manage any messages for guests/management.
 - Handle any complaints during the shift.
 - Answer any queries/questions from guests.
 - Remain a salesperson in selling products/facilities/services.
 - Ensuring guest satisfaction throughout shift.
 - May act as a first aider, if required and qualified.

Mark examples of any relevant duty that a receptionist may stand in and do, e.g., setting up conference venue equipment (depends on size of hotel).

(Any relevant answer 10 × 2)

(20)
[50]

QUESTION 3

- 3.1 3.1.1
- An act of God
 - or inevitable superior force
 - Fire not caused through negligence by the hotel/staff
 - Armed robbery, but not ordinary housebreaking or theft
 - Misconduct of a guest
 - Negligence of the guest
 - A fraudulent claim by the guest
 - When the hotel can prove they were not negligent

(Any 5 × 1)

(5)

- 3.1.2
- Guests sign the register✓✓
 - Guest sign terms and conditions on reservations✓✓
 - Hotel displays notice in guest rooms✓✓
 - The room safe has a notice inside it
 - 'I hereby agree to the conditions' – guest signs
 - Hotel Notices in parking area
 - Hotel notices at reception/lobby
 - 'Proprietor will not accept liability for loss of goods or valuables'
- (Any 3 × 2) (6)
- 3.1.3
- Bodily injury caused due to a poor hotel infrastructure.✓✓
 - Illness caused by food or drink supplied by the hotel.
 - Bodily injury caused due to staff negligence.
 - Damage to guest belongings caused by staff.
 - Damage to guest belongings caused by accidents due to defects on the premises.
- (Any 1 × 2) (2)
- 3.2 The licence holder, his agent, or employee, may:
- Refuse to admit/allow any person
 - to the premises or any part thereof
 - May refuse entry to guests if they are not wearing masks
 - Can refuse/limit entry if no social distancing is maintained
 - Also refuse to sell alcohol to and
 - May remove from the premises
 - drunk, disorderly, offensive people
 - May call the police to help
 - May reserve the right of access due to the dress code
 - A guest can be refused entry if the management rules are disobeyed
 - When guest appears on a blacklist
 - Establishments cannot lawfully discriminate against people according to their race, gender, sex, religion, disability etc.
- (Any relevant answer which addresses the question -1 fact 1 mark)(Any 7 × 1) (7)
- 3.3
- 3.3.1
- The hotel may only exchange Rands for the currency of the guest's home country.✓✓
 - Not for any other currency, or the other way around.✓✓
- (2)
- 3.3.2
- The hotel can offer whatever price it wishes.
 - Always a lower price than the exchange rate.
 - The difference between what the hotel can get from a currency exchange and what the guest offers is the profit/can add interest.
 - Handling fee percentage is added on.
 - Generally foreign currency is exchanged for a profit.
 - Hotels can save foreign currency to trade it for local currency when exchange rates are more favourable.
- (Any 3 × 1) (3)

- 3.4
- Kept up to date:✓ Charges occur any time of the day and night and they have to be able to know what the total is at any time.✓
 - Different charges identifiable:✓ Breakdown of different charges must be allocated to cost centres.✓
 - Balancing should be possible:✓ Total charges should equal outstanding amount for control purposes✓
 - Control checks must be possible:✓ Checks that all charges have been recorded correctly.✓
 - Should be easy to operate:✓ Automatic posting on tab and bill.✓
 - Quick and cheap:✓ needs of the hotel will dictate how sophisticated the system should be (very sophisticated = complicated and expensive).✓
- (Any 6 × 2) (12)
- 3.5
- Tabular ledger/manual system
 - Machine billing/semi-manual system
 - Computer billing/automated
- (3)
- 3.6
- 3.6.1 Opening of a new bill
- Must show head guest's name
 - Room tariff
 - Room number
 - Ensure bill shows zero balance
 - Must have no brought down balance
- (Any relevant answer) (Any 1 × 2)
- 3.6.2 Posting charges
- Ensure charge is for the correct guest
 - Ensure correct room number
 - Balance brought forward is correct
 - Balance keys is always done at end of each transaction
 - Correct charge posted to correct account
 - Correct charge allocated to correct department
 - Record is made on audit
 - Control checks verified at night audit
- (Any relevant answer) (Any 1 × 2)
- 3.6.3 Ensure adjustment/correction
- Is correctly charged
 - Is authorised by supervisor/manager
 - Adjustment key is enabled when correcting the error
 - Guest bill must be credited
 - Record of errors are also manually recorded – to verify
 - Night auditor ensures reconciliation of these
- (Any relevant answer) (Any 1 × 2)

- 3.6.4
- If the machine has one, the 'paid in full' key automatically totals account
 - 'Paid in full' key automatically prints a receipt
 - Ensure correct guest bill is closed off
 - Ensure all payments are made
 - Balance must show zero
 - If using a manual system, ledger payments are keyed in
 - Any adjustments/corrections are made
 - Night audit will confirm/reconcile these at the end of the business day

(Any relevant answer) (Any 1 × 2)

3.6.5 Balancing

- Ensure the total balance is reflected
- Hotel systems may ask the user to press the total key
- X and Z keys are used (if required)
- Search to see if there are any errors
- All corrections are done
- Accounts closed off at the end of hotel business day
- Night audit functions ensure bills are closed off
- Ensure reporting of summary sheet

(Any relevant answer) (Any 1 × 2)

(5 × 2)

(10)
[50]

QUESTION 4

- 4.1
- Check if the guest is on the hotel's credit ledger account list✓✓
 - Verify guest's identity against the nominated users on the list✓✓
 - Check if the bill is within the ceiling amount set by the account holder✓✓
 - If it is over the ceiling amount, generate an extra bill for immediate payment✓✓
 - Present the account for approval to the guest
 - Obtain signature as proof of agreement
 - Verify address and other account details
 - Pass the bill on to the debtors' clerk for mailing

(Any relevant answer) (Any 4 × 2)

(8)

- 4.2
- Convenience and speed of check out✓✓
 - Reward to loyal customers

(Any 1 × 2)

(2)

- 4.3
- Cash
 - Foreign currency
 - Credit card
 - Debit card
 - Charge card
 - Account payment
 - Company payment
 - Complimentary
 - Voucher
 - EFT
 - PayPal
 - Webpage direct to a payment page
 - Rewards/loyalty programme
- (Cheques are not accepted) (Any relevant answer) (Any 10 × 1) (10)
- 4.4
- Conferences
 - Group function bookings – Private
 - Group function bookings – Companies
 - Business travellers
 - Individual travellers
 - Overseas/foreign travellers
 - Inland tourism/local tourism
 - Local holiday makers
- (Any relevant market segment) (Any 5 × 1) (5)
- 4.5
- All information in the marketing brochure
 - Details about costs, special tariffs etc.
 - What each room offers
 - Transport to and from places of interest
 - Parking facilities
 - Additional facilities at the hotel e.g., spa, conferencing, wedding venue etc.
 - Menus of restaurant
 - and service times of the restaurant
 - Facilities for the disabled and children
 - Specials/promotions offered by the hotel
 - Local happenings, places of interest
 - Contact details for travel operators
 - All the rules and regulations of the hotel (methods for payment/chance guests etc.)
 - Direct guests and advise on how to use hotel facilities
- (Any relevant answer) (Any 10 × 1) (10)

- 4.6
- Enquiries via phone.✓✓
 - Enquiries via email from a potential guest.✓✓
 - Enquiries via walk-ins – indicate the things guests are looking for.✓✓
 - Repeat visits – as guest checks out, enquire when they will be back – advanced reservation.✓✓
 - Local newspapers – source of information about local happenings/events.✓✓
 - Unusual booking patterns – points toward possible events that are not published yet.
 - Referrals – word of mouth. (Any relevant answer) (Any 5 × 2) (10)
- 4.7
- Security – the hotel is known to them, and they feel safe.✓✓
 - Comfort – elderly/disabled guests can access reception.✓✓
 - Desire – the seaside is synonymous with annual vacation.✓✓
 - Pleasure – judging by the pool toys and palm trees, there are pools and a beach to enjoy.✓✓
 - Fashion/Habit – this is a pattern of the family (regular); children are on vacation – everyone is on holiday.✓✓
 - Location/Facilities – Beach and activities at the resort suit the needs of the guests.
 - Value for money – the head of the family might have received a package for a large booking/multiple rooms booked.
 - Personalised service – hotel staff know them and their needs.
(Any relevant answer) (FIVE with valid motivation for each) (Any 5 × 2) (10)
- [50]**
- TOTAL SECTION B: 150**
GRAND TOTAL: 200