



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

APPLIED MANAGEMENT N5

18 June 2025

This marking guideline consists of 10 pages.

SECTION A

QUESTION 1

Note: TWO marks for TRUE. ONE mark for FALSE. ONE mark for the correct answer, if false.

- 1.1 1.1.1 False.✓ It's called *rapport* **OR** poise is to behave in a confident, composed and tactful manner even in difficult situations.✓
- 1.1.2 False.✓ It's a non-revenue-generating centre **OR** the guest rooms, function rooms, food and beverage department, and laundry services are revenue-generating centres.✓
- 1.1.3 True✓✓
- 1.1.4 True✓✓
- 1.1.5 True✓✓
- 1.1.6 False.✓ Disclosure means to make information known to others.✓
- 1.1.7 False.✓ It must have an *on-consumption* liquor license **OR** off-consumption means that liquor must be consumed away from the licensed premises.✓
- 1.1.8 False.✓ It's a workshop **OR** a conference is a formal gathering of people, e.g. businesses/professions discussing information relevant to their industry.✓
- 1.1.9 False.✓ 15%✓
- 1.1.10 False.✓ A debit posting will *increase* the outstanding balance **OR** a *credit posting* will decrease the outstanding balance the guest has to pay.✓

(10 × 2) (20)

- 1.2 1.2.1 GIT travellers: Group Inclusive Tour✓ is a group of a minimum of 10 people usually organised by a tour operator.✓
- 1.2.2 FIT travellers: Free Independent Traveller(s)✓ is an individual or small group (less than 10) not part of a tour group or package that travels with a self-booked travel plan or itinerary.✓
- 1.2.3 TGCSA: Tourism Grading Council of South Africa.✓✓ (Must be 100% correct to earn TWO marks; otherwise, there will be no marks).
- 1.2.4 Banqueting: Serving food for a special business or social event.✓✓

- 1.2.5 Amenities are useful features offered to guests as part of the service,✓ e.g. free toiletries, coffee/tea/breakfast, Internet, hairdryer, use of pool, etc.✓
- 1.2.6 Density chart: Rooms are classified in similar types, and no specific rooms are allocated until the guests arrive at the establishment.✓✓
- 1.2.7 Stop-go chart (space availability chart): It represents a full calendar year with symbols, e.g. when no specific room types are available OR when accommodation for the night is sold out OR when the establishment nears capacity and the reservation clerk must "stop/go slow" with reservations.✓✓

The reservation clerk can also use it to block further reservations of specific room types at certain periods, OR at reduced rates for longer stays, OR higher-rate bookings for better income.

- 1.2.8 6 pm release: If a reservation is not guaranteed with a payment or credit card, and if the guest does not arrive by 6 pm (18:00), the rooms status will change from reserved to being available.✓✓
- 1.2.9 VPO: Visitor Paid Out✓ is a cash amount (cash advance) paid to vendors on behalf of guests for services not provided by the establishment✓ E.g. charges for florists, transport/taxi, courier, cinema tickets, etc.
- 1.2.10 Night audit: Audit done by the night auditor during the night✓ to review the day's financial activities of the hospitality establishment.✓

(10 × 2) (20)

- 1.3 1.3.1 CCV number is the card verification value on the back of a credit or debit card.✓
- 1.3.2 The target market is a specific group of customers to whom the guesthouse wants to sell its services.✓
- 1.3.3 The inclusive rate includes all charges for the product or service.✓
- 1.3.4 Transient bookings are for guests in less than 10 rooms.✓
- 1.3.5 Marginal costs are the increase or decrease in the total costs of producing one more product or serving one more customer.✓
- 1.3.6 Overbooking is when the guesthouse accepts more reservations than the number of available rooms.✓
- 1.3.7 Lien is the legal right to retain a guest's property.✓

- 1.3.8 The room inventory card specifies the contents (fittings and furnishings) of a guest room.✓
- 1.3.9 Blacklist is a list of undesirable guests.✓
- 1.3.10 The hotel diary provides summarised information on each arrival for a specific day.✓

(10 × 1) (10)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

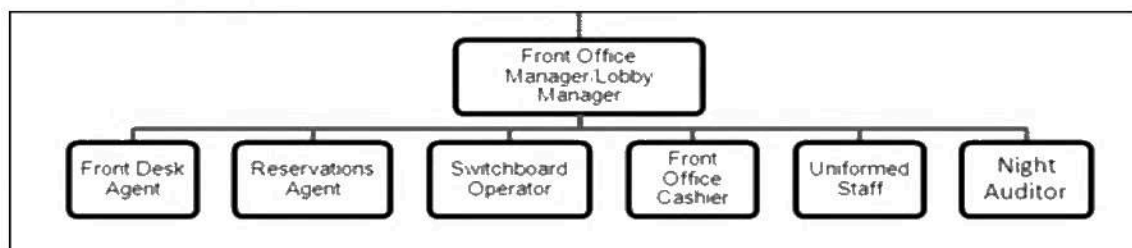
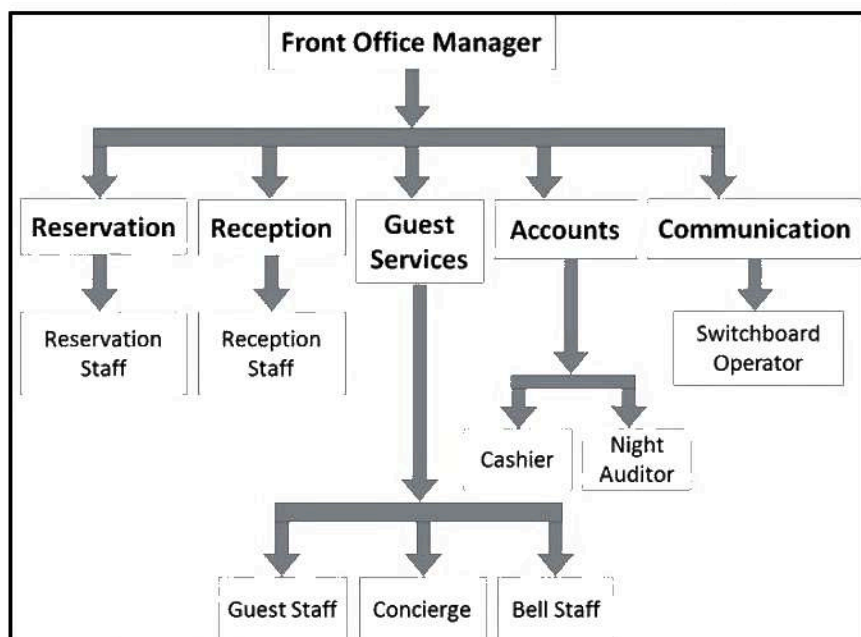
- 2.1
- He/she needs these skills to build lasting relationships with guests.✓
 - As the "face" of the guesthouse, he/she must be professional with guests from arrival to departure to ensure good relations.✓
 - Must use these skills to sell rooms and services effectively to guests to generate income.✓
 - Good communication is important to deal effectively with guest complaints and queries.✓
 - All staff must use interpersonal skills to work effectively as a team to achieve goals. (4)
- 2.2
- Increased sales due to the support of regular guests.✓
 - Word-of-mouth (WOM) advertising (referrals) from guests to other potential customers.✓
 - The needs of guests can be identified and satisfied accordingly.✓
 - Regular two-way communication with guests via newsletters, website, or loyalty schemes.✓ (4)
- 2.3
- Extra services that the guesthouse sells to guests to generate extra income.✓✓
- E.g. Travel insurance, car hire, hotel transfers, event tickets, room services, special packages (spa), and upselling upgraded rooms etc.✓✓✓✓ (Any 4)
(2 + 4) (6)

2.4 **NOTE:** The structure does **not** need to be exactly as the examples given below, but it must include at least SIX job titles as per the examples below.

(Any 6)✓✓✓✓✓✓

1. Front Office Manager
2. Front Desk Clerk or Receptionist
3. Reservation Clerk
4. Switchboard Operator
5. Concierge
6. Bell Staff/Door Attendant or Porter
7. Night Auditor
8. Cashier

Must show jobs titles under the direct vertical line authority of the front office manager. (2)✓✓



- 2.5
- Gives credibility and improves the reputation of the guesthouse.✓✓
 - Assures guests of the quality of services and facilities offered.✓✓
 - The guesthouse can display the TGCSA plaque on its premises✓✓ (publicity).
 - The guesthouse can use the logo in its marketing material.
 - The guesthouse is marketed on the TGCSA website.
 - Helps the guesthouse to position itself in the (hospitality) market.
 - Grading is a quality tool with feedback mechanisms for improvement.

(Any 3 × 2)

- 2.6 2.6.1 1. Listen to the complaint✓
2. Record details of the complaint✓
3. Collect all the facts✓
4. Offer choices/solutions to the problem✓
5. Solve the problem✓
6. Follow up and provide feedback✓
7. Recordkeeping/keep record of complaints✓ (7)
- 2.6.2 • Written or electronic guest complaints form✓
• Complaint or incident reports (contain details of complaints)✓
• Written or electronic correspondence between guest and establishment about problem✓
• Written or electronic guest surveys/questionnaires to get feedback from guests (Any 3 × 1) (3)
- 2.7 2.7.1 • Assess the situation based on the feedback from the guest and room service attendant. Ask the staff member to explain why the wrong order was delivered.✓
• Apologise to the guest and assure him/her the complaint will be resolved immediately.✓
• Make sure the guest gets the right food order delivered as soon as possible.✓
• Follow-up to ensure the problem has been solved. Offer the guest a free lunch voucher.✓ (4)
- 2.7.2 • Both departments must work together to deliver services and prevent complaints and mistakes✓✓
• Must ensure that requests/needs of guests are satisfied correctly, e.g. delivering the right food order to the right guest promptly✓✓
• Must keep track of extra purchases of guests, e.g. drinks at bar (F&B) to be added to bill (FO)✓✓
• Must communicate about event details, catering, dates, etc. to ensure good planning✓✓ (6)
- 2.8 • Photos of guesthouse with name, logo, contact and website details✓
• List of the facilities and amenities offered✓
• Pricing and availability of room types✓
• Clear location directions and coordinates to the guesthouse✓
• Supporting and ancillary services offered✓ (2)

[50]

QUESTION 3

3.1 Mark any 15 entries; it must be 100% correct as provided in the examination paper.

RESERVATION FORM									
Blue Ocean Guesthouse – Cape Town									
Guest Details									
Guest's name	Mr and Mrs B Abara✓								
ID/Passport number	650320 6008 087✓								
Physical address	5 Bellevue Street, Cape Town 8000✓								
Cell number	084 900 9000✓			Email address	Abara@outlook.com ✓				
Arrival date	26/6 ...✓			Arrival time	13:30✓				
Departure date	30/6 ...✓			Departure time	10:00✓				
Number of rooms	1			No of occupants	Adults	2✓	Children		
Room type	Single	Double	Suite X✓	Connecting rooms	Disabled	Chalet	Studio		
Pick-up required?	Yes X No		Pick-up details	Cape Town International Airport @ 13:00✓					
Credit card type	Mastercard✓			Special Requests					
Credit card number	7534 8999 5320 4666✓			- Airport transfer services✓ - Luxury sea-view suite - Laundry services					
Expiry date	05/26✓								
Reservation taken by									
Name	✓Your name and surname								
Input to PMS by									
Date	✓Any date before reservation								
Confirmation sent on (date)	✓Same date or date immediately after reservation date								

(15 × 1) (15)

- 3.2
- Check the day's departure list, and confirm departure date and time with guests.✓ Inform other departments with notification slips or updating the (PMS) Property Management System.✓
 - Ensure other departments' services the guests used, e.g. restaurant, bar and spa costs, were posted correctly to the guest's folio.✓
 - Ensure guests collect their valuables from the safety deposit boxes (if required).✓
 - Ensure the final guest folio is correct and process the guest's payment.✓
 - Ensure a porter is ready to assist with luggage and that the airport transfer is ready.✓
- (6)
- 3.3
- Image A – By frustration:**✓ The **fire** (unforeseen event) prevented both parties from performing the contract. The event was not the fault of either party.✓ The unforeseen fire made it impossible for the guesthouse to render any services to the guest.✓
- Image B – By performance:**✓ The guesthouse delivered the services,✓ and the guest paid for it; thus, the contract was performed.✓
- Image C – By breach of contract:**✓ When one party does not honour the terms of the contract.✓ In this case, the guest did not arrive on the booked date;✓ thus, he/she breached the contract and may be liable for a one-night accommodation fee. (3 × 3)
- (9)
- 3.4
- Disorderly behaviour✓
 - Non-payment✓
 - Failing to register as a guest or using false pretences/information to register✓
 - Using the premises for unlawful acts or bringing property onto the premises that may endanger staff or other guests
 - Violating national/provincial laws, bylaws, regulations or the rules of the guesthouse✓
 - Failing to vacate a room at the check-out time without making contingency arrangements
- (5)
- 3.5
- Ensure the area is **safe** (not dangerous) before approaching the patient.✓
 - Check if the patient can **respond**, e.g. answer questions.✓
 - Check if the person's **airway is open** and not blocked.✓
 - Check if the patient is **breathing normally**.✓
 - Check if there is a **pulse** and if the patient is **bleeding**.✓
- (5)
- 3.6
- Put direct pressure on the wound to control the bleeding.✓
 - Place a sterile dressing on the wound and bandage it firmly.✓
 - Do not apply a tourniquet. If still bleeding, increase pressure and apply more dressing.✓
- (3)

- 3.7
- Guests pay VAT (output tax) on accommodation/services provided by the guesthouse.✓✓
 - The guesthouse pays VAT (input tax) on goods/services bought from their suppliers.✓✓ (2 + 2) (4)
- 3.8
- "We buy" is the rate at which the establishment **buys** the guest's **foreign** currency.✓
 - "We sell" is the rate at which the establishment **sells** our **local** currency to the guest.✓
 - The "We sell" rate may be higher than commercial bank rates and may include a commission fee. ✓ (3)
- [50]
- TOTAL SECTION B: 100**

SECTION C

QUESTION 4

- 4.1
- Count money in the presence of the depositing staff member.✓✓
 - Check bank notes, coins and credit/debit card slips against deposit slips.✓✓
 - Issue receipt signed by depositing staff member and cashier.✓✓
 - Double-count the money with another authorised staff member before locking it in the safe.✓✓
 - Record deposit details according to the accounting system used at the guesthouse.✓✓ (5 × 2) (10)
- 4.2
- 4.2.1 Also called a guest ledger or visitor tabular ledger, it is used to **manually** record transactions between an establishment and guests✓ using a **double-entry bookkeeping** system.✓ (2)
- 4.2.2 The tab sheet✓ and guest account.✓ (2)
- 4.2.3
- Total daily sales of guesthouse✓
 - Facilities and services used by guests for a particular day✓
 - Total sales made by each facility✓
 - Cash and credit balances of guests✓
 - Total transactions per guest per day (4)
- 4.3
- Ensure the foreign currency is acceptable in South Africa.✓
 - Ensure the correct exchange rate is used to convert the money.✓
 - Ensure the correct surcharge or commission is charged.✓
 - Ensure the foreign exchange receipt is correct and signed by the guest and cashier.✓
 - Record the transaction correctly according to the guesthouse's policy.✓ (5)

- 4.4 4.4.1 **NOTE:** FOUR marks for *Attention, Interest, Desire and Action*, and FOUR marks for the application.
- The photo of the couple and heading "Celebrate your Love" draw **attention**.✓✓ (What is it?)
 - The picture and the heading create **interest**; want to read more about it.✓✓ (I like it)
 - **Desire**✓ is evoked by the text about the date, dinner, price and stayover.✓ (I want it)
 - "Book now ..." tries to induce **action** from a guest to make a booking.✓✓ (I am getting it) (4 + 4) (8)
- 4.4.2
- Staff must focus on the needs of guests, thus promote the romance/love idea to couples to drive sales for the Valentine's Day special of 14 February.✓✓
 - Staff must use personal selling skills, deal with objections and try to close sales.✓✓
 - Staff must communicate persuasively and build rapport to sell this special.✓✓
 - Staff can cross-sell and upsell to encourage current guests to use this special.✓✓
 - Staff must be well-informed of the time, place and details of the special to sell it well. (Any 4 × 2) (8)
- 4.4.3
- Upsell to encourage guests to buy more expensive services/products to increase revenue.✓✓
 - For example, offer upgraded rooms with better amenities or upsell special packages.✓ (3)
- 4.4.4
- Cross-sell to encourage guests to buy complementary services in addition to accommodation services to increase revenue.✓✓
 - For example, encourage guests to use the full range of services like transfers, spas, etc.✓✓
 - For example, offer F&B specials like Valentine's Day dinner or discounted cocktail hour, etc.✓✓
 - For example, offer special day tours of tour operators or discounted museum tickets, etc. (Any 3 × 2) (6)
- 4.5 It refers to the physical/tangible products and intangible services of an establishment that a guest can benefit from, like the guest rooms, facilities, and amenities.✓✓ (2)

[50]

TOTAL SECTION C: 50
GRAND TOTAL: 200