



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

APPLIED MANAGEMENT N5

5 December 2024

This marking guideline consists of 13 pages.

SECTION A

QUESTION 1

1.1	1.1.1	J
	1.1.2	E
	1.1.3	F
	1.1.4	G
	1.1.5	H
	1.1.6	C
	1.1.7	A
	1.1.8	I
	1.1.9	B
	1.1.10	K

(10 × 1) (10)

1.2	1.2.1	B
	1.2.2	A
	1.2.3	D
	1.2.4	C
	1.2.5	A
	1.2.6	D
	1.2.7	C
	1.2.8	A
	1.2.9	B
	1.2.10	B
	1.2.11	B
	1.2.12	D
	1.2.13	B
	1.2.14	C
	1.2.15	A
	1.2.16	C
	1.2.17	B
	1.2.18	A
	1.2.19	C
	1.2.20	A

(20 × 1) (20)

1.3	1.3.1	False		
	1.3.2	False		
	1.3.3	True		
	1.3.4	True		
	1.3.5	True		
	1.3.6	False		
	1.3.7	True		
	1.3.8	True		
	1.3.9	False		
	1.3.10	True		
	1.3.11	True		
	1.3.12	True		
	1.3.13	False		
	1.3.14	True		
	1.3.15	False		
	1.3.16	True		
	1.3.17	False		
	1.3.18	True		
	1.3.19	True		
	1.3.20	True		
			(20 × 1)	(20)
TOTAL SECTION A:				50

SECTION B

QUESTION 2

2.1	2.1.1	Telephone		(1)
	2.1.2	• Facsimile/Fax • Email/Electronic communication • Online reservation/Company website • Personal/Face to face • Overseas telegrams • Overseas booking agents • Local travel agents	(Any 4 × 1)	(4)
	2.1.3	• The telephone rang eight times, while it should be answered within three rings. • It was not a standard greeting; Jacob stated the wrong hotel name. • It was not a smooth way of handling the call, and colloquial language was used. • During the call, Jacob does not use the customer's name. • Your first duty is your job. Do not converse with others if it influences your job/work.	(Any 2 × 2)	(4)

- 2.1.4
- Customer's name and surname
 - Pax/Amount of people staying
 - Type of room
 - Number of nights
 - Rate of room
 - Number of adults
 - Number of children, if any
 - Arrival date
 - Departure date
 - Address (physical)
 - Email address (for confirmation of reservation to be sent)
 - ID number/Passport number
 - Telephone number
 - Cellphone number
 - Credit card details (to guarantee booking)
- Any special requests/Accept examples thereof (max 1 mark)
(Any 10 × 1) (10)
- 2.1.5
- A guaranteed reservation means that a guest provides proof of payment before arriving.
 - A guest makes payment by providing card details to complete the booking process.
 - It means securing the room, no matter what time the guests arrive.
- (Any 1 × 2)
- Advantages
- It does not matter what time the guest arrives, the room is held.
 - The hotel is guaranteed the money in the event that the guest does not arrive.
 - If the guest cancels, the hotel is still entitled to cancellation fees.
 - It maximises hotel profits.
 - It saves time.
 - It saves costs.
 - It automates the booking/reservation system.
 - It reduces errors.
 - Guest details are saved.
 - It promotes customer satisfaction.
 - It improves the check-in process.
- (Any 2 × 1) (4)
- 2.2 2.2.1 Register✓✓
- It is a large book, bound,✓ has ruled columns.✓
 - Guests complete this on arrival.✓
 - It is mostly suitable for small hotels.✓
- (Any 2 × 2) (4)

2.2.2 Advantages

- No chance of book being lost
- Permanent record of guests
- Low cost
- Guest information stored in chronological/ABC order
- Guest information easy to locate

Disadvantages

- Might be untidy due to customers' handwriting not being legible
- Errors can occur
- Reception cannot process registration while the guest is registering
- Tour groups will take long to complete
- Slows check-in process if too many guests check in the same time
- Guest information is not confidential/others may see guest info

(Any 2 × 2)

(4)

2.2.3

- Assist guests with luggage
- Assist guests with car (if applicable)
- Greet and welcome guests to hotel
- Guests confirm details on registration card
- Guests complete and sign registration card
- Photocopy guests' details (ID/passport)
- Issue guests with keys/key cards
- Inform guests about hotel location
- Inform guests about hotel facilities
- Inform guests about trading hours if any for F&B
- Porter to assist guests with luggage to room
- Porter to provide basic tour of room
- Once check-in is done, reception ticks off complete on arrival list

(Any 5 × 1)

(5)

2.2.4 Electronic master keys

- Senior staff has access.
- It fits/allows access to all hotel rooms.
- It is programmed to fit multiple locks.
- Head of housekeeping/security/head porter may have these.
- It can be a duplicate set.
- It can override any key lock.
- It has no expiry period programmed to it.
- Master keys may not be labelled the same as guest room keys.

Electronic guest room keys

- It is programmed for a specific key.
- It is issued to a guest at check-in.
- It is programmed/allowed access only for the duration of a guest's stay.
- It is programmed/allowed access to a specific room.
- Staff are not issued these keys.

2.2.5 Deposit envelopes

- Strong envelope in which guests seal property and sign over seal
 - Reception marks envelope with guest's details (name, room number)
 - Receipt issued to guest of envelope storage, guest signs book
- Safety deposit (box)
- Individual deposit box for each guest
 - It is big enough to store guest property
 - Boxes stored in individual safes
 - Reception/Cashier has one lock and the guest has the second
 - Double security as both the guest and reception are required to be present to unlock the box
 - Both guest and reception must sign in and out access control

Room safe

- In guest room
- Guest programmes own code for access
- Only guest will know password
- Only guest has access
- Modern form of safekeeping of guest property
- New codes are entered when guest checks in
- If guest forgets password, security can reprogram

Walk-in hotel safe

- For leading large superior hotels
- A modern form of safe, stored usually in secure back-of-house location in hotel
- Has strict access protocol, hotel senior staff only allowed access with guest to grant access to room
- Walk-in hotel safe is a room with various safety deposit boxes
- Guest issued with a key to unlock own safety deposit box
- Hotel senior staff will have either code/password/lock/system to gain access to the room

(Any 2 × 3)

(6)

2.3 A list of people/guests✓ who are regarded as unacceptable/not trustworthy/undesirable/objectionable✓

A list of people✓ who have proven to not fulfil duties✓ as required and are not allowed to certain/all hotel facilities✓

(2)

[50]

QUESTION 3

- 3.1 3.1.1 • Front office/Desk agent/staff/personnel
 • Receptionist (Any 1 × 2) (2)
- 3.1.2 Hair✓
 • Must be short✓
 • No extravagant hairstyles
 • No extravagant hair colour
 • Maintain natural colours
 • Keep hair tied back
 • Hair accessories as per standard
 • Males to keep facial hair tidy/shaven
 • Ensure hair is clean
 • Hair free of dandruff
 Make-up✓
 • Keep to minimum✓
 • Use natural colours
 • Use colours that are standardised as per hotel rules
 • Must be discreet/not overdone
 • Avoid wearing too much
 Hands✓
 • Keep nails short✓
 • Keep clean at all times
 • Wash hands regularly
 • Avoid colourful nail varnish
 • Nails must be well groomed/not chipped
 Clothing✓
 • Must be standardised✓
 • Be professional
 • Smell clean
 • Avoid tacky/worn-out clothing
 • Must be ironed/pressed
 Halitosis✓
 • Ensure breath smells fresh✓
 • Visit dentist if a problem occurs
 • Ensure appropriate dental care
 • Brush teeth regularly
 Body odour✓
 • Ensure you bathe daily✓
 • Avoid sweaty poor odours
 • Use deodorant
 • Avoid sweet/overpowering smells
 (Mark allocations: 1 mark for name, 1 mark for explanation)(4 × 2) (8)

3.1.3 Poise✓

- Ensure professional appearance✓
- Have dignified manner/approach
- Be self-confident
- Good/Professional composure
- Self-possession to show stance in work

Diplomatic✓

- Art of negotiation✓
- Have a tactful approach
- Sensitive approach in dealing with people
- Self-discipline to handle difficult situations

Loyal✓

- Show support to someone/business✓
- Allegiance to a company/person/institution

Empathetic✓

- Sensitive approach in dealing with people✓
- Show ability to understand others' feelings

Logical✓

- According to the rules of logic or formal argument✓
- Characterised by or capable of clear, sound reasoning
- Showing organised thought
- Objective approach

Knowledgeable✓

- Have the know-how to do some task/job/duty✓
- Be informed
- Expert in a situation/task/job/duty
- Having the skills

Approachable✓

- Be friendly and easy to talk to✓

(Mark allocations: 1 mark for name, 1 mark for explanation)

(Any 5 × 2) (10)

- 3.1.4
- Answer telephone
 - Sell hotel rooms
 - Greet guests on arrival
 - Welcome guests on arrival
 - Do guest registration
 - Assist guests with special requests
 - Inform guests on hotel information
 - Take care of queries
 - Attend to advance bookings
 - Assist with checking in large groups
 - Allocate guests to hotel rooms
 - Communicate with housekeeping department/readiness of rooms
 - Ensure up-to-date room statuses
 - Cashier functions/Bill guests
 - Receive correct method of payment
 - Check out guests
 - Administrative work in hotel/guest needs
 - Printing and/or photocopying
 - Assist with luggage storage/securing guest property
 - Interdepartmental communication (Any 5 × 1) (5)
- 3.1.5
- Hotels operate every day/365 days a year
 - Depending on trading hours, can operate normal trading hours/or 24/7
 - Shifts usually eight hours per day
 - Generally two types of shifts – early/late
 - There can be split shifts/staggered shifts
 - Can be allocated a shift starting at 06:00
 - Last shift usually represented as close/23:00
 - Night shift duties depending on size of hotel, if small, can be done by receptionist
 - Often will work public holidays
 - Will work over festive seasons/school holidays
 - Will work when generally majority of public is off (Any 5 × 1) (5)
- 3.2.1
- (a) Federated Hospitality Association of South Africa
 - (b) South Africa Tourism Services Association (2 × 2) (4)

- 3.2.2
- Increases customers'/investors' belief/confidence in the product/hotel
 - Provides marketing opportunities
 - Grading logo can be used in hotel's own marketing/advertisements
 - Free listing on the grading website
 - Opportunity to advertise in the accommodation guide
 - Accommodation guide offers multiple/worldwide opportunities
 - E-guide versions of listings
 - Hotel is endorsed by the SA Tourism official website
 - Gives competitive advantage
 - Provides quality control
 - Improves standards
 - TGCSA plaque can be displayed in/at hotel – improves marketing directly to customers
 - Hotels receive a valid/current certificate to display
 - Hotels have right to access historic and current assessment details
 - Consumer feedback is gathered
 - Hotel receives regular information pertaining to the industry
- (Any 6 × 1) (6)
- 3.3.1 No smoking✓
- No person is allowed to smoke✓
 - Smoking is prohibited
 - No smoke zone
- 3.3.2 Washing machine/Laundry facilities✓
- Clothes can be washed on site✓
 - Laundry/Washing service can be done by housekeeping
- 3.3.3 Hair salon/Hair services/Hairdresser✓
- Any relevant answer regarding hair services✓
 - Cut and blow
 - Wash hair
 - Blow-dry hair
- 3.3.4 Tourism Grading Council/Star-graded✓
- Graded hotel✓
 - Governed by TGCSA
- 3.3.5 Room service/F&B 24/7✓
- Service of food 24/7✓
 - Room service delivery to guest room
- (5 × 2) (10)
[50]

QUESTION 4

- 4.1 4.1.1 • Hotel Marriot
 • Mr Vincent Jack (2)
- 4.1.2 20 August 2022 (2)
- 4.1.3 Point of sale (2)
- 4.1.4 • Bar TV/Flat-screen/70-inch television
 • Five liquor bottles
 • R120 000 worth of damage plus drinks
 • (Room) curtains
 • (Room) carpet
 • (Room) couch (6 × 1) (6)
- 4.1.5 • Can keep the engagement ring till payment by Mr Jack
 • Can auction the ring
 • Can sue guest for damages
 • Court interdict and proceedings (Any 2 × 1) (2)
- 4.1.6 On consumption licence✓✓
 • Allows liquor to be consumed on premises✓
 • Allows for liquor to be delivered to premises✓
 • Sells liquor during trading hours allowed✓
 • Liquor must only be consumed on premises/Liquor cannot be consumed elsewhere✓
 • No liquor can be bottled on premises
 • Cannot sell liquor to under-aged drinkers/under 18s
 • Must provide adequate toilet facilities
 • Must maintain record of hotel guests (6 × 1) (6)
- 4.2 4.2.1 • Camera surveillance
 • Standardised uniform
 • Security personnel
 • Boomed access control
 • Name badges for all staff
 • Random searches on hotel staff
 • Ensure all locks are regularly checked
 • Ensure emergency exit areas are secure
 • Have armed response available
 • Be aware of packages/luggage not attended to
 • Keep secure storage
 • Security and porter to do regular walkabouts
 • Keys under strict control
 • Money and valuables locked up
 • Staff to be aware of any unsavoury characters (Any 5 × 1) (5)

- 4.2.2
- Maintain social distancing
 - 1,5 m and 2 m spacing of guests to staff and vice versa
 - Wash hands regularly
 - Have alcohol disinfectants available
 - Ensure that running water and soap is available
 - Wear masks
 - Clean sanitising equipment/areas regularly
 - Log sheets implemented on COVID-19 protocol (Any 5 × 1) (5)
- 4.3 4.3.1
- Establishments nationally graded fall under this
 - All guests are required to pay this levy
 - Levy is for promotion of South Africa as tourist destination
 - Hotels collect levy on behalf of SATOUR
 - Levy is charged if room/stay occupied
 - Levy works out on 1%
 - Charged on serviceable rooms/units
 - Levy charged at graded hotels
 - Service accommodation is like hotel rooms, et cetera
 - Serviced accommodation at self-catering relates to resorts, parks, et cetera (Any 4 × 1) (4)
- 4.3.2
- Conversion of one currency into another country's currency
 - A country currency is valued according to laws of supply and demand
 - All currencies are listed on world indicator
 - Forex rates fluctuate throughout the day
 - Rates differ based on market forces (Any 2 × 1) (2)
- 4.3.3
- Rand
 - US dollar
 - Yen
 - Euro
 - Pound/Sterling
 - Australian dollar
 - New Zealand dollar
 - Baht
 - Zim dollar
 - Swiss franc
 - Indian rupee
 - Peso
 - Krone
 - Hong Kong dollar
 - Dinar
 - Nigeria lira (Any 4 × 1) (4)

- 4.3.4
- Prior arrangements must be made in advance and must be checked.
 - The guest must authorise the cashier to pay out a sum of money for the services to be paid for.
 - An upper limit may be set as a guard as security to prevent fraud.
 - Note VPOs exclude VAT/is exempted from VAT.
 - The VPO must be signed by the guest/person receiving the money.
 - The VPO charge must be posted on the guest account.
 - The VPO can be added to the cashier's/receptionist's float to exchange for cash.
 - The VPO can be paid directly to management at the end of the shift.

(Any 5 × 2) (10)
[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200