



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N40(E)(J7)H

NATIONAL CERTIFICATE

APPLIED MANAGEMENT N6

(4090576)

7 June 2017 (X-Paper)
09:00–12:00

This question paper consists of 6 pages.



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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
APPLIED MANAGEMENT N6
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. Answer ALL the questions within the practical context of the given situation.
 6. Write neatly and legibly.
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QUESTION 1

INTRODUCTION: You are the general manager of a boutique hotel in Durban which caters for high income visitors. The kitchen supervisor and the personnel/HR manager report directly to the general manager. The hotel offers spa facilities, beauty services, an excellent restaurant, luxury rooms and different tours for visitors.

The general manager sets overall objectives and compiles the master budget. The HR manager is responsible for staff evaluation and labour relations. The kitchen supervisor oversees all food preparation and manages kitchen staff.

1.1 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.1.1 – 1.1.10) in the ANSWER BOOK. Correct a statement that is FALSE.

- 1.1.1 Management is the process of getting work done through people and resources.
- 1.1.2 Control is done to check if planned business objectives have been achieved.
- 1.1.3 The figurehead role of a manager includes internal and external liaison duties.
- 1.1.4 Positive discipline is when the manager issues a warning to an employee.
- 1.1.5 Planning promotes proactive management and stability.
- 1.1.6 Members join trade unions for social acceptance and economic reasons.
- 1.1.7 Personality tests evaluate characteristics such as leadership and temperament.
- 1.1.8 MS Office is an example of computer hardware.
- 1.1.9 Dry storage refers to the storage of frozen foods.
- 1.1.10 The capital budget provides for the expenditure for long-term assets.

(10 × 2) (20)

- 1.2 Give a complete description for each of the following. Write the description next to the question number (1.2.1 – 1.2.5) in the ANSWER BOOK.
- 1.2.1 Portion control
- 1.2.2 Central tendency fault
- 1.2.3 Performance evaluation
- 1.2.4 Performance test as a personnel evaluation technique
- 1.2.5 Work simplification as work study method
- (5 × 2) (10)
- 1.3 Give a term for each of the following descriptions. Write only the term next to the question number (1.3.1 – 1.3.5) in the ANSWER BOOK.
- 1.3.1 The process of searching for suitable candidates for vacancies in the business
- 1.3.2 The degree to which performance evaluation actually measures the qualities it is supposed to measure (a performance evaluation requirement)
- 1.3.3 The measure of output of goods and services in relation to the input of resources
- 1.3.4 Process whereby new employees are introduced to their new work environment
- 1.3.5 The workplace procedure and channel where problems are heard and investigated
- (5 × 2) (10)
- 1.4 Choose an item from COLUMN B that matches the environmental variables in COLUMN A. Write only the letter (A–E) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Technological variables	A	Consumer lifestyles
1.3.2	Economic variables	B	Labour laws
1.3.3	Social variables	C	Inflation rates
1.3.4	Political variables	D	Import taxes
1.3.5	International variables	E	New computer software

(5 × 2) (10)
[50]

QUESTION 2

- 2.1 Refer to the INTRODUCTION SECTION in QUESTION 1 to answer the following questions. Describe these questions within the practical context of the hotel.
- 2.1.1 Name the THREE management levels in the hotel and state their functions. Also name the correct management member for each level. (3 + 8) (11)
- 2.1.2 Describe the specific functions for which each of the THREE management members are responsible. Give examples of the functions of each member. (10)
- 2.1.3 With reference to the THREE management members mentioned in QUESTION 2.1.2, identify the most suitable skill for each member. Only write down ONE of the management members next to each of the following skills in your ANSWER BOOK:
- A Conceptual skills
B Human skills
C Technical skills (3)
- 2.2 Describe the EIGHT elements of the communication process between the general manager and the personnel manager with the aid of a suitable example. (8 × 2) (16)
- 2.3 Briefly describe FIVE upward communication methods that hotel staff can use to communicate with management. (5 × 2) (10)
- [50]**

QUESTION 3

- 3.1 Compile a job description for a hotel kitchen supervisor, based on the following elements:
- 3.1.1 THREE duties of the job (3 × 2) (6)
- 3.1.2 FOUR critical job skills or knowledge required for a kitchen supervisor (4 × 2) (8)
- 3.2 Write down any SIX requirements of a job specification. (6 × 1) (6)
- 3.3 Clearly describe SIX principles of motion economy that the kitchen staff can apply. (6 × 2) (12)
- 3.4 3.4.1 Clearly define the term *work-study*. (4)
- 3.4.2 What is the dual purpose of a work-study? (2 × 2) (4)
- 3.4.3 Name the TWO techniques used for a work-study. (2)
- 3.5 Describe FOUR objectives of personnel evaluation. (4 × 2) (8)
- [50]**

QUESTION 4

- 4.1 Explain why staff must adhere to safety rules in the kitchen. (4 × 2) (8)
- 4.2 Describe FOUR methods that the manager can use to communicate non-verbally. (4 × 2) (8)
- 4.3 Write down the 6M resources and then identify the applicable examples from the information given below:
- The manager uses his calculator to prepare a financial quote for a dinner function required by a business for fifty business people. The manager and the kitchen supervisor have to make decisions about the food and drinks that need to be prepared for this function. Waiters will serve food and snacks while the guests socialise on the patio. (6 × 2) (12)
- 4.4 Discuss marketing for the hotel under the following headings:
- NOTE: Read the INTRODUCTION SECTION in QUESTION 1 to answer the following questions.
- 4.4.1 What is a target market and who is the market for the hotel? (4)
- 4.4.2 What is geographic segmentation and in what area is the hotel located? (3)
- 4.4.3 Briefly describe FOUR guest facilities offered by the hotel. (4)
- 4.4.4 Write down THREE methods the hotel can use to advertise their facilities. (3)
- 4.5 Give FOUR reasons why control management is necessary in the kitchen. (4)
- 4.6 Distinguish between a *meal plan* and a *meal pattern*. (4)
- [50]

TOTAL: 200