



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

**N40(E)(N16)H
NOVEMBER EXAMINATION
NATIONAL CERTIFICATE
APPLIED MANAGEMENT N6**

(4090576)

**16 November 2016 (X-Paper)
09:00–12:00**

This question paper consists of 6 pages.

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. Write neatly and legibly.
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QUESTION 1

You are the manager of a restaurant in Pretoria and responsible for various management and staff functions. The restaurant is well-known for its unique dishes created by Junot, a well-qualified chef. The restaurant caters for families, functions and local businesses.

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 the statement if it is FALSE.

- 1.1.1 Administration management entails recordkeeping and processing of business information.
- 1.1.2 Coordination is the process of leading people to achieve objectives.
- 1.1.3 Motivation is the transfer of verbal and non-verbal messages.
- 1.1.4 A lack of interest in a topic is an external barrier of communication.
- 1.1.5 Gestures are a form of verbal communication.
- 1.1.6 The grapevine is a formal source of communication in the business.
- 1.1.7 A hidden contract is when there is no written or verbal contract in place.
- 1.1.8 A logbook is a method that is used for job analysis.
- 1.1.9 The profit and loss account refers to the food costs over a certain period.
- 1.1.10 Fixed costs vary according to product sales.

(10 × 2) (20)

1.2 Give a complete description for each of the following concepts:

1.2.1 Operating budget

1.2.2 Standardised recipe

1.2.3 Meal plan

1.2.4 Meal pattern

1.2.5 Open system

(5 × 2) (10)

1.3 Give ONE 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 This occurs when an evaluator judges a worker too high or too low based on a specific trait.

1.3.2 This act makes provision for the registration of trade unions, employer organisations and industrial councils.

1.3.3 This act makes provision for payments to employees who has lost their jobs and has contributed to a fund while still working.

1.3.4 This is the process where the unions and workplace representatives negotiate with each other to reach legal agreements.

1.3.5 This test is used to determine a new employee's mental and intellectual abilities.

(5 × 2) (10)

- 1.4 Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A–E) next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.4.1	Leader	A	discuss prices with suppliers
1.4.2	Negotiator	B	talking on the radio to advertise the restaurant
1.4.3	Spokesperson	C	undertaking new catering projects for the restaurant
1.4.4	Entrepreneur	D	dealing with problems from the kitchen staff
1.4.5	Conflict handler	E	head of the kitchen staff

(5 × 2)

(10)
[50]**QUESTION 2**

- 2.1 Describe the following within the practical context of the restaurant:
- 2.1.1 SIX functions of human resource management. (12)
- 2.1.2 Name the SIX M's concerning resources of the restaurant and give suitable examples of each. (6 × 2) (12)
- 2.2 Describe the following functions in the restaurant:
- 2.2.1 Purchase management (3 × 2) (6)
- 2.2.2 Production management (2 × 2) (4)
- 2.3 Briefly describe FIVE objectives of trade unions. (10)
- 2.4 State any SIX examples of labour relations activities that management has to deal with on a daily basis. (6)
[50]

QUESTION 3

- 3.1 Briefly describe the role of the mediator in the mediation process at the workplace. (6)
- 3.2 Describe the EIGHT steps the manager must follow when dealing with a conflict interview at the restaurant. (16)
- 3.3 Describe SIX uses of job analysis at the restaurant. (12)
- 3.4 Complete the job requirements for the chef under the following headings:
- 3.4.1 Educational qualification (2)
- 3.4.2 THREE knowledge areas (6)
- 3.4.3 THREE job skills
- 3.4.4 FOUR daily job duties the chef has to perform at the restaurant. (8)
- [50]**

QUESTION 4

- 4.1 Describe the FIVE steps of method study. (10)
- 4.2 Name any SIX techniques used for method study and work measurement. (6)
- 4.3 Design an advertisement for the restaurant's Sunday buffet special for the month of June.
- Explain also what the acronym AIDA means and illustrate how you applied the AIDA principle. (4 × 3) (12)
- 4.4 The restaurant menu needs to be revised regularly as part of the control process to determine if the menu is practical and profitable.
- Give FIVE questions the chef needs to ask to ensure the menu is balanced and profitable. (10)
- 4.5 Briefly describe and give practical examples for the following micro-environment variables:
- 4.5.1 THREE basic objectives of the restaurant. (6)
- 4.5.2 THREE methods to market the restaurant except for advertisements and radio broadcasts. (6)
- [50]**

TOTAL: 200