higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

TOURISM OPERATIONS
NQF LEVEL 2

(11011072)

22 November 2024 (Y-paper)
13:00–16:00

This question paper consists of 8 pages, 2 addenda and 1 annexure.

507Q1N2422

Copyright reserved

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
TOURISM OPERATIONS
NQF LEVEL 2
TIME: 3 HOURS
MARKS: 150

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 section on a new page.
5. Use only a black or blue pen.
6. Write neatly and legibly.

Copyright reserved

SECTION A

QUESTION 1

1.1 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 When a receptionist is on a call with a customer, they cannot use body language to acknowledge a walk-in customer.

1.1.2 In the tourism industry record-keeping is necessary only for evidence of income and expenses.

1.1.3 There is no specific required posture from a receptionist who is talking to a client over the phone.

1.1.4 In the tourism industry, there is no standard telephone greeting, a receptionist may decide how they answer the phone.

1.1.5 As a receptionist, one should never bother customers by asking probing questions, you should just transfer calls immediately.

1.1.6 A receptionist is the face of the company, keeping a smile and being polite to customers is not negotiable.

1.1.7 A quotation, hymn, invoice, and tax deduction are examples of information kept in a tourism business.

1.1.8 Manual filing is the only way of creating records in the tourism industry.

1.1.9 In the tourism industry, an agreement and a contract are identified as the same type of document.

1.1.10 Client preferences like class of travel, loyalty numbers, and dietary information play an important role when completing a reservation.

(10 × 1) (10)

1.2 Different duties performed in the tourism industry, require that businesses operating in this industry acquire different types of electronic equipment. Mention SIX examples of such equipment. Write your answers next to the question number (1.2.1–1.2.6) in the ANSWER BOOK. (6)

1.3 Mention ONE function each piece of electronic equipment you stated in QUESTION 1.2. Write the answers next to the question number (1.3.1-1.3.6) in the ANSWER BOOK (6)

1.4 Read the conversation below and answer the questions that follow. Telephone bookings are still the most interactive way of making bookings despite the advancement of technology. They also come in as very helpful when computer systems are down.

List FOUR advantages of the telephone call for Mr. Sandals as a guest from the transcript below. Write your answers next to the question numbers (1.4.1–1.4.4) in the ANSWER BOOK.

(4 × 2) (8)

Mr. Sandals: I'd like to reserve a hotel room.

Hotel reservationist: That should be no problem. May I have your full name, please?

Mr. Sandals: My name is Nash Sandals.

Hotel reservationist: Good day, Mr. Sandals. My name is Michelle. What days do you need that reservation, sir?

Mr. Sandals: I'm planning to visit Mpumalanga from Friday, December 14th until Monday, December 17th.

Hotel reservationist: Our room rates recently went up. Is that okay with you, Mr. Sandals?

Mr. Sandals: How much per night are we talking about?

Hotel reservationist: Each night will be R1 300,00, Breakfast at an extra R120,00 per person.

Mr. Sandals: That price is perfectly acceptable.

Hotel reservationist: Wonderful! A 50% deposit is required a week before arrival.

Mr. Sandals: Not a problem. Does your hotel have printing facilities, as I am attending a conference?

Hotel reservationist: Oh yes, we do have a printer Mr. Sandals. Your reservation is complete. All we need now is a phone number.

Mr. Sandals: Certainly. My phone number is 065 555 1739.

Hotel reservationist: Thank you, Mr. Sandals. We look forward to seeing you at our hotel.

[30]

TOTAL SECTION A: 30

SECTION B

QUESTION 2

2.1 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–J) next to the question number (2.1.1–2.1.9) in the ANSWER BOOK.

COLUMN A		COLUMN B	
2.1.1	Files are arranged in strict order from A-Z.	A	'Out file'
2.1.2	Not checking thoroughly whether the document belongs with the documents already in the file.	B	Alpha-Numerical
		C	Accessible
2.1.3	Result of misfiling documents in the workplace.	D	Alphabetic filling
		E	Negligence
2.1.4	This system combines alphabets and numbers when filing.	F	Durable
2.1.5	Lack of concentration or being in a hurry can easily lead to mistakes.	G	Frustration
		H	Human factor
2.1.6	The system is functional, and files are easy to store and find	I	'Out card'
2.1.7	Filing according to the topic inside the files	J	Subject
2.1.8	A system used when a complete file is borrowed and removed from the filing system		
2.1.9	Files are safe from dust, liquids, and burglars		

(9 × 1) (9)

2.2 You are a receptionist at Zingatu Corporate Travel Agency. This Agency is one of the biggest travel agencies in South Africa, with branches in Johannesburg, Pretoria, Durban, and Cape Town. You are based at their head office in Sandon City, where (Mr Keeth), the CEO of the travel agency, is also based. Daily you receive calls from the tourism industry business partners from all over South Africa wanting to talk to your CEO. This morning you received a call from Mr. Junice from Hiper Car Rentals, who would like to have an appointment with your CEO, at that moment he was out of the office. Using ADDENDUM A provide an example of a message that you took for him. (8)

2.3 Filing of documents is one of the most important aspects when dealing with client information in the tourism industry. Your company has just moved from a manual filing system to an electronic filing system. Give FOUR advantages of using the electronic filing system that you are now enjoying in the workplace. (4)

2.4 The tourism and hospitality industry has three major sectors, which are Principals, Wholesalers, and Retailers. Explain the interrelationship between these sectors. (3 × 2) (6)

2.5 List THREE possible routine problems that may occur with electronic equipment in the workplace. (3)
[30]

QUESTION 3

3.1 Product knowledge is very important when making clients bookings in the tourism industry. Mention TWO effects of giving incorrect information to customers. (2)

3.2 Using the information below fill in the customer record file on ADDENDUM B. (15)

Mr. Jameson one of your tourism lecturers has requested you to organise a weekend away for him and his family. They would like to visit Cape Town. The dates they gave you coincide with the Cape Town Jazz Festival. Zahida his wife and their three children are so excited for this weekend away, as they are jazz lovers. She has booked a manicure and pedicure treatment at the hotel spa. They will be arriving on the 12th of December 2024 and checking out on the 16th of December 2024. Their children Hitasa 12 years old, and Sarita 14 years old will have their Saturday booked at the Ratanga Junction for a game's day. Amongst their activities, the family will also be visiting the Table Mountain, a must-see attraction for Cape Town

Tel: 051 649 8224
Cell No. 965 723 9028
Fax NO. 051 947 3916
Email address:jjameson@outlook.co.za

Address
13 Magu Cresent
Dinika Location Square
Bloemfontein

3.3 When dealing with customers, the PLEASING principle is one of the most important principles.

Give an example in your workplace where you applied any FIVE elements of this principle. (5 × 2) (10)

3.4 As a pay point operator in a tourism business when you don't have enough change for your clients, what negative impact will this have on your clients and business? (3)
[30]

Copyright reserved

QUESTION 4

4.1 As an employee in the tourism industry, one will be interacting with different types of confidential information. Company regulations must always be followed concerning the handling of such information.

Provide THREE scenarios that you have observed in your workplace showing the THREE levels of violations of company procedures when it comes to handling confidential information. (4 × 3) (12)

4.2 As a cashier securing the payment point from unauthorised personnel is not negotiable.

Give THREE suggestions on how to secure the payment point. (3)

4.3 Study the poster on ANNEXURE 1 (attached) and answer the following questions:

4.3.1 Identify the tourism product advertised on the poster. (2)

4.3.2 Identify TWO options of accommodation advertised on the poster. (2 × 2) (4)

4.3.3 Mention FOUR activities that can be enjoyed by customers when visiting the place on the poster. (4)

4.3.4 How can clients make their bookings? Mention TWO methods. (2)

4.3.5 Identify the possible dates for clients to visit this place. (1)

4.3.6 Identify TWO price options that clients may choose from. (2)

[30]

QUESTION 5

5.1 Businesses in the tourism sector may be classified as Principals, Wholesalers, and Retailers. As a tourism student, you should be familiar with your local tourism industry.

5.1.1 Wholesalers and retailers are both middlemen in the tourism industry. Argue the difference between the two (4)

5.1.2 Provide TWO names of businesses from your province that can be classified as retailers in the tourism industry. (2 × 2) (4)

Copyright reserved

5.2 Checking the availability of services for customers is a daily activity for consultants in the tourism industry.

Mention SIX guidelines that will assist in offering your client the closest possible service to their need. (6 × 1) (6)

5.3 As a new switchboard operator, how can you speed up the process of learning the new switchboard? (2)

5.4 As a person processing payments in a tourism business mention the FIVE steps to follow at the end of your shift. Write your answers next to the question numbers (5.4.1–5.4.5) in the ANSWER BOOK. (5 × 2) (10)

5.5 In the tourism industry, we accept authorised methods of payments, but sometimes we face unauthorised methods of payments.

Compare these two methods of payments. (2 × 2) (4)

[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

Copyright reserved

EXAMINATION NUMBER: | | | | | | | | | | | | | | |

ADDENDUM A

QUESTION 2.2

To: ……

Date: ……

Time of call: ……

From: ……

Telephoned ☐

Please phone back ☐

Returned your call ☐

Message:

……

……

……

……

……

……

Taken by:

Copyright reserved

EXAMINATION NUMBER: | | | | | | | | | | | | | | |

ADDENDUM B

QUESTION 3.2

HOTEL

CUSTOMER RECORD FILE

Client name:	**Client no:**
Address:	
Contact details:	
E-mail address:	
Activities for the children:	
Places to be visited by all:	
Activities for the wife:	
Name of partner:	
Compiled & signed by:	**DATE:**

(15)

Copyright reserved

ANNEXURE 1

QUESTION 4.3



www.socioolitetravel-tours.co.za

Copyright reserved