higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

TOURISM OPERATIONS
NQF LEVEL 4

(11011074)

22 November 2024 (X-paper)
09:00–12:00

Calculators may be used.

This question paper consists of 9 pages and 3 addenda of 6 pages.

509Q1N2422

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
TOURISM OPERATIONS
NQF LEVEL 4
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. Use only a black or blue pen.
5. Write neatly and legibly.

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QUESTION 1

1.1 Define the following terms:

1.1.1 Omnibus allowance

1.1.2 Itinerary

1.1.3 Excursion

1.1.4 Questionnaire

1.1.5 Acts of God

(5 × 2) (10)

1.2 One of your duties as a tour operator is to assist customers with their queries on foreign exchange.

1.2.1 Provide the full names of the currencies used in the following countries:

(a) Thailand

(b) New Zealand

(2 × 2) (4)

1.2.2 If a client departs on 30 November 2024, by when at the earliest can he/she purchase foreign exchange? (2)

1.2.3 You advised a client to take foreign currency in the form of travellers cheques.

(a) Name FOUR advantages of this method. (4)

(b) Compile guidelines for clients on how to encash travellers cheques. (5)

(c) Name FOUR other methods (except traveller cheques) that can be used to take foreign currency overseas. (4)

(d) Suggest THREE sources the customers can use to find information on foreign exchange. (3)

(e) Mr Boesak, his wife, 18-year-old son and 15-year-old daughter will be travelling to France for leisure purpose.

Calculate how much foreign exchange the family can take with them. Show all calculations. (6)

(f) How long after returning from France should the family exchange their EUROS back to ZAR? (2)

[40]

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QUESTION 2

Study ADDENDUM A (attached) and answer the questions that follow.

2.1 Would you classify this package as a tailor-made tour or a special interest tour? (2)

2.2 Substantiate your answer in QUESTION 2.1. (2)

2.3 Identify THREE items excluded from the package. (3)

2.4 What is the cost of the package per person sharing? (2)

2.5 Identify the type of accommodation to be used. (2)

2.6 Which rugby matches will the client be able to attend? (2)

2.7 Explain the following terms:

2.7.1 Force Majeur event

2.7.2 Porterage

(2 × 2) (4)

2.8 List THREE legal liabilities of the customer should they book the package.
(3 × 2) (6)

2.9 List ONE legal liability of Edusport Travel. (2)

2.10 Edusport Travel pays 7% commission to travel agents selling the package on their behalf. Your agency sold five packages.

Calculate the amount of commission that the agency will receive. Show all calculations. (5)

2.11 When compiling a package like this one, it is important to evaluate the price to determine whether it is within the target market's budget.

Suggest SIX ideas for Edusport Travel to implement to reduce the cost. (6)

2.12 Suggest FOUR special tour components that the tour operator could include. (4)
[40]

QUESTION 3

3.1 Refer to ADDENDUM C (attached) and calculate the amount of forex that the client will receive.

3.1.1 ZAR150 000 to EUR in travellers cheques

3.1.2 ZAR10 000 to CHF in cash

(3 × 2) (6)

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3.2 Calculate how much ZAR the client will receive on return from his holiday:

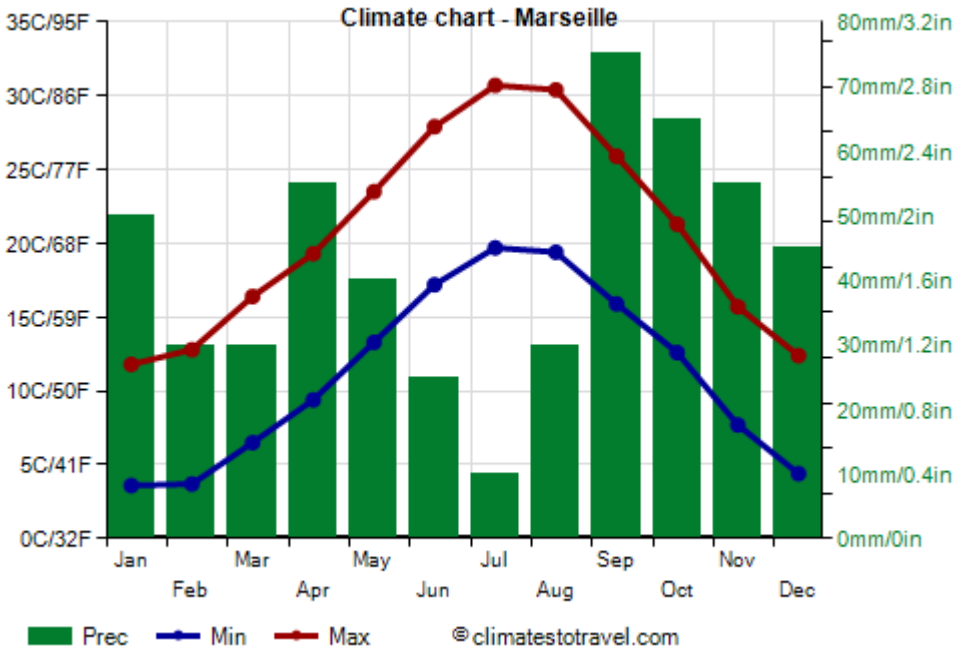
EUR2 500 in travellers' cheques (3)

3.3 Study the weather chart of Marseille, France, to answer the following questions.

MARSEILLE CLIMATE (FRANCE)

DATA AND GRAPHS FOR WEATHER & CLIMATE IN MARSEILLE

The climate of Marseille is **Mediterranean**, with mild, relatively rainy winters and hot, sunny summers, sometimes sultry, but tempered by the breeze.
The city is located on the Mediterranean coast, east of the Camargue and the Rhone River delta, in an area exposed to the Mistral, the cold and dry wind of the north.



[Source: *https://www.climatestotravel.com/climate/france/marseille*]

3.3.1 Briefly explain to the client what weather to expect during October in Marseille. Keep their tour package in mind. (4)

3.3.2 When can a client expect the least rainfall? (2)

3.3.3 Which month is the hottest month in Marseille? (2)

3.3.4 Why is it important to consider the weather of a destination when planning a tour? (3)

3.4 In logical order, compile a guideline to teach junior employees to compile an itinerary. (5 × 2) (10)

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3.5 When calculating the cost of the tour to Marseille you estimated a minimum group size of 40 people. However, only 30 people booked to join the tour.

Explain how to deal with fewer travellers to ensure that you don't operate the tour at a loss. (5 × 2) (10)

[40]

QUESTION 4

You have been approached by the coach of the 1st hockey team of Grey College to assist the school with travel arrangements to George during the June holidays for 6 nights and 7 days.

The school would like to play matches against the Kwaggas and York High. The team that will be travelling consist of a total group of 15 Grade 11 and 12 boys, accompanied by two teachers.

On their way to George they would like to include visits to:
* Karoo National Park – Beaufort West
* Cango Caves – Oudtshoorn
* Cango Wildlife Ranch – Oudtshoorn
* Diaz Museum – Mossel Bay
* Outeniqua Railway Museum – George

They prefer staying in self-catering accommodation.

The school works on a budget of R3 500 p/p and the school will sponsor the transport.

4.1 Draw up a tour framework to start the planning of the tour. (6 × 2) (12)

4.2 Complete the costing sheet, ADDENDUM B (attached), to calculate the cost of the tour per person. The agency works on a mark-up of 5%. (15)

4.3 Evaluate the tour price.

Is the cost within the school's budget? Substantiate your answer. (1 + 2) (3)

4.4 Distinguish between *variable costs* and *fixed costs*. (2)

4.5 Classify the following as either fixed costs or variable costs:

4.5.1 Tour guide's salary

4.5.2 Accommodation cost

4.5.3 Brochure cost

4.5.4 Meals

(4 × 2) (8)

[40]

QUESTION 5

5.1 Refer to ADDENDUM C (attached).

Calculate the amount of money that a client would receive back on returning from the holiday:

5.1.1 EUR275 in cash

5.1.2 GBP315 in travellers cheques

5.1.3 THB425 in cash

(3 × 3) (9)

5.2 Study the scenario below and answer the questions that follow.

> Mr and Mrs Govendor are planning to travel with two other couples to KwaZulu-Natal during the December holidays. They are interested in the history and rich culture of the province. During their visit to the province they would like to include a culinary tour to experience Indian cuisine. They requested 3 or 4 star accommodation.
>
> You need to arrange for an Avis kombi rental for them, which they will collect from Durban International Airport, after their flight with Safair from OR Tambo International Airport.

5.2.1 How many travellers will be travelling together? (2)

5.2.2 Identify TWO special requests by the travellers. (2 × 2) (4)

5.2.3 Indicate whether the following statement is TRUE or FALSE by writing only 'True' or 'False' next to the question number (5.2.3) in the ANSWER BOOK.

The scenario is an example of a fly-cruise tour. (1)

5.2.4 Substantiate your answer in QUESTION 5.2.3. (2)

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5.2.5 From the options below, decide on the most suitable accommodation for the group of friends. (2)

OPTION A: ALOE CROFT



Self-Catering
Aloe Croft offers modern self-catering accommodation and is situated in a gated estate where fauna roams freely, making for a quiet and relaxing stay. Whether in Howick or surrounds for business, sport or pleasure, Aloe Croft will warmly welcome you to the little village of Howick, part of the Midlands Meander.

OPTION B: MIDLANDS FOREST LODGE



3-star hotel
Midlands Forest Lodge is perched high up on the edge of luscious green hills and slopes. This tranquil and secluded hillside retreat lives up to its name by bordering on the pristine indigenous forest where fauna and flora abound and a natural sanctuary to numerous species of birds exists.

OPTION C: THE OYSTER BOX

UMHLANGA ROCKS, KWAZULU-NATAL
2 Lighthouse Road, Umhlanga, KwaZulu-Natal, South Africa

A TIMELESS ICON



Occupying a majestic location on the Umhlanga beachfront in the KwaZulu-Natal province, The Oyster Box is one of South Africa's most celebrated hotels, as famous for its remarkable coastal views as the understated luxury and gracious hospitality that have become the hallmarks of this cherished seaside destination.

Set just 15 minutes' drive from King Shaka International Airport, The Oyster Box offers an array of individually decorated rooms and suites, an award-winning spa set amid tropical gardens, and a mouth-watering menu from restaurants and bars.

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5.2.6 Substantiate your choice of accommodation. (2)

5.2.7 List THREE sources that one can use to find suitable accommodation for the clients. (3)

5.3 Choose a tour component from COLUMN A that matches the target market in COLUMN B. Write only the letter (A–F) next to the question number (5.3.1−5.3.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
5.3.1	Marine Dynamics offer sightings of great whites, copper sharks and stingrays – join us today for shark cage diving in Gans Bay	A	leisure tourist
5.3.2	Mall of Africa, the best and biggest shopping experience in Africa	B	special interest tourist
5.3.3	BazBus, your ideal hop-on hop-off bus service, travelling with like-minded crazed backpackers	C	backpacker
5.3.4	Fly in a comfortable class on SAA for work purposes.	D	adventure tourist
5.3.5	The Taste of Africa tour offered in Yeoville, Johannesburg, a highly cosmopolitan area with many African nationals. Come experience and taste African cuisine.	E	nature tourist
		F	business traveller

(5 × 2) (10)

5.4 Explain the importance of getting feedback from tour guides after a tour. (5)

[40]

TOTAL: 200

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ADDENDUM A

EDUSPORT TRAVEL AND TOURS

CALL US:
+27 (0) 31 265 0040

ENQUIRE NOW

Rugby Travel Packages

Whether you are cheering for the Bokke, the Blitzbokke (or even if you support another team), our rugby travel packages take you to the best events in the world to experience the action up close and in person. Nothing compares to the electric atmosphere in the stands when a try is scored, especially in an iconic stadium such as Twickenham.

Rugby World Cup – Quarter Final Weekend – Category 3 Tickets
From R43,590 per person sharing

Standard Package 4* Hotel

From R43,590 per person sharing
Package Dates: 13 to 16 October

Inclusions

- 3 night's accommodation in Paris at a selected 4 star hotel
- City tax (Rate subject to change)
- Breakfast daily
- Guaranteed official Rugby World Cup match tickets; Quarter final 2 (14 Oct) and Quarter final 4 (15 Oct) Category 3
- Travel insurance
- Tour liaison

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Exclusions

- Domestic and international flights and airport taxes
- All transfers
- Excursions not mentioned, optional extras / optional sightseeing
- Items of a personal nature such as telephone calls, laundry, etc.
- Meals and drinks not specified
- Tips, porterage and gratuities
- Visa (required by South African Passport holders)

Additional Information

- All packages are valid for 24 hours from the date that the quote is sent and is subject to fluctuations in the exchange rates and availability at the time of booking.
- Cancellation: Airline and hotel cancellation penalties will apply and match tickets are non-refundable.
- Edusport Travel's standard terms and conditions apply – see booking contract for details
- Courier supplement to outlying areas may apply*

Terms & Conditions

- Rugby World Cup Match Ticket Terms and Conditions:
- The customer purchasing the Rugby World Cup package must have a billing address which is their permanent and primary residential address.
- Customers may not resell, offer, expose, dispose of any match tickets or make available by any mean any match tickets to another party.
- Match tickets must form part of a travel package and may not be sold as a standalone item.
- You may not use this package for prizes or competitions or for any promotional purposes.
- Match tickets may not necessarily be located together. Edusport will attempt to fulfil any specific requests, however, specific seating requests cannot be guaranteed.
- Each traveller is required to provide us with their full name and copy of their passport in order for Edusport to record against all match tickets purchased.
- Match ticket prices are subject to change with or without prior notice.
- Edusport Travel shall not be liable to customers for its inability to perform any obligations under this agreement caused by a force majeure event.
- Failure to adhere to these match ticket terms and conditions could result in the cancellation of your booking without a refund.

We can tailor many of our packages to include flights, additional nights, and hotel and ticket upgrades.

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ADDENDUM B

COSTING SHEET – GREY COLLEGE HOCKEY TOUR		
COMPONENTS	**CALCULATION**	**TOTAL**
Tankwa Karoo National Park	**R52 per adult, per day** **R26 per scholar, per day**	
Cango Caves	**HERITAGE TOUR** **The HERITAGE TOUR departs on the hour every hour daily from 9:00 am to 4:00 pm** **Admission Fees** **Adults: R170,00** **Scholar: R120,00**	
Cango Wildlife Ranch	**Adults: R210,00** **Scholars: R130,00**	
Diaz Museum Complex	**Complex & Caravel** **Adults: R40,00** **Children under 18: R10,00**	
Outeniqua Transport Museum 	**R20,00 per person**	

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Kleinplaas – Oudtshoorn 2 nights  **2 bedroom chalet (sleeps 6)**	**R1,766.00** **per night per chalet**	
Pine Lodge Resort – George 4 nights  **Two bedroom 6 sleeper**	**ZAR 1,514.70** **Cost for 1 night, 6 guests**	
Meals	**R150 p/p per day**	
Sub-total		
5% Mark-up		
Total for tour group		
Cost per person		

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ADDENDUM C

Standard Bank						
FOREX OPENING INDICATION RATES FOR 09 June 2024 as at 13:00						
Rates for amounts up to R 200 000						
		Bank Buying			Bank Selling	
Country	Cur	T/T	Cheques	Foreign Notes	Cheques and T/T	Foreign Notes
QUOTATIONS ON BASIS RAND PER UNIT FOREIGN CURRENCY						
BRITSH POUND	GBP	18.7892	21.2081	18.7891	19.4619	19.4619
EURO	EUR	16.0538	18.0047	16.0538	16.6595	16.6595
UNITED STATES DOL	USD	15.0754	15.9193	15.0754	15.4403	15.4403
QUOTATIONS ON BASIS FOREIGN CURRENCY PER R1						
UAE DIRHAM	AED	.2471			.2346	
AUSTRALIAN DOLLAR	AUD	.0932	.0924	.0932	.0893	.0893
BRAZILLIAN REAL	BRL	.3251			.3173	
BOTSWANA PULA	BWP	.8194	.7987	.8194	.7472	.7472
CANADIAN DOLLAR	CAD	.0841	.0861	.0841	.0806	.0806
SWISS FRANC	CHF	.0654	.0603	.0654	.0627	.0627
CHINESE YUAN	CNY	.4466		.4466	.4285	.4285
CZECH KRONER	CZK	1.5408	2.2134		1.4788	
DANISH KRONER	DKK	.4640	.4385		.4459	
EGYPTIAN POUND	EGP	1.2723			1.1774	
FIJI DOLLAR	FJD	.1481			.1367	
GHANA CEDI	GHS	.5645			.5227	
HONG KONG DOLLAR	HKD	.5250	.5094	.5250	.5040	.5040
HUNGARIAN FORINT	HUF	25.0149			23.2839	
ISRAELI SHEKEL	ILS	.2244		.2244	.2129	.2129
INDIAN RUPEE	INR	5.3008	4.8434		4.8903	
JAPANESE YEN	JPY	8.9015	7.3319	8.9015	8.5739	8.5739
KENYAN SHILLING	KES	8.1789	7.9641		7.3833	
SRI LANKA RUPEE	LKR	24.3091	12.9607		22.8966	
LESOTHO LOTI	LSL	1.0000		1.0000	1.0000	1.0000
MOROCCAN DIRHAM	MAD	.6044			.5675	

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MALAGASY ARIARY	MGA	214.9860			182.4446	
MAURITIAN RUPEE	MUR	3.0248	2.7968	3.0248	2.7752	2.7752
MALAWI KWACHA	MWK	69.8456	53.5457		65.3679	
MEXICAN PESO	MXN	1.3370			1.2278	
MOZAMBIQUE NETICA	MZN	4.4158			3.9578	3.9578
NAMIBIA DOLLAR	NAD	1.0000		1.0000	1.0000	1.0000
NIGERIAN NAIRA	NGN	67.2528	27.7136		25.6435	
NORWEGIAN KRONOR	NOK	.6348	.5909		.6091	
NEW ZEALAND DOLLA	NZD	.1038	.0992	.1038	.0994	.0994
POLISH ZLOTY	PLN	.2910			.2698	
QATAR RIYAL	QAR	.2486			.2290	
ROMANIAN LEU	RON	.3140			.2910	
RUSSIAN ROUBLE	RUB	4.0579			3.6348	
RAWANDAN FRANC	RWF	75.4872			64.2475	
SAUDI RIYALS	SAR	.2560			.2359	
SWEDISH KRONER	SEK	.6546	.5901		.6292	
SINGAPORE DOLLAR	SGD	.0919	.0918	.0919	.0883	.0883
SOUTH SUDAN POUND	SSP	32.7354			29.5655	
SWAZILAND LILANGE	SZL	1.0000		1.0000	1.0000	1.0000
THAI BAHT	THB	2.3483	2.1818	2.3483	2.1754	2.1754
TUNISIAN DINAR	TND	.1874			.1724	
TURKISH LIRE	TRY	1.1638			1.1036	
TANZANIA SHILLING	TZS	159.3988			146.3054	
UGANDA SHILLING	UGX	253.7246			233.1561	
CFA FRANC	XAF	42.5236			38.8393	
SENEGALESE FRANC	XOF	42.1369			38.8846	
ZAMBIAN KWACHA	ZMW	1.1685			1.0566	

'Cheques' denotes Travellers cheques, Personal cheques, Drafts and Clean items.

Exchange rates supplied by Corporate and Investment Banking Division

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