higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

TOURISM OPERATIONS
NQF LEVEL 4

22 November 2024

This marking guideline consists of 9 pages.

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QUESTION 1

1.1 1.1.1 Is an allowance separate from the discretionary allowance, used by companies whose representatives travel frequently.

1.1.2 A plan for a journey✓ listing different places in the order in which they are to be visited.✓

1.1.3 A short journey or trip OR less than 24hrs,✓especially taken as a leisure activity.✓

1.1.4 A set of questions✓ used to gather information✓ in a survey.

1.1.5 It refers to a natural disaster,✓ such as floods or storms.✓

(5 × 2) (10)

1.2 1.2.1 (a) Thai Baht
(b) New Zealand Dollar

(2 × 2) (4)

1.2.2 30 September 2024 or 60 days prior to departure (2)

1.2.3 (a)
- If lost, replacements can be issued anywhere in the world.
- Once purchased, the exchange rate is locked for the duration of the journey.
- No payment of commission when one encash travellers cheques.
- It is easy and safe to use. (4)

(b)
- Countersign the cheque in the presence of the bank official.
- Show your passport of form of identification.
- Show your sales advice.
- The official will obtain authorisation before encashing the cheque.
- Important not to countersign the cheque until the time of encashment and only in the presence of the official. (5)

(c)
- Cash/Foreign notes
- Credit card
- Cash card
- Pre-loaded debit card/Travel card (4)

(d)
- Banks
- Border posts
- Foreign exchange agencies
- Internet
- Travel agencies
- Newspapers (Any 3 × 1) (3)

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(e) Mr Boesak – R1 000 000✓
his wife – R1 000 000 ✓
18 year-old son – R1 000 000 ✓
15 year-old daughter – R200 000✓

Total = R3 200 000✓✓/

OR

R160 000.00✓
R160 000.00✓
18 year-old son - R160 000.00✓
15 year-old daughter – R50 000.00✓

Total = R530 000.00✓✓

(6)

(f) 30 days (2)
[40]

QUESTION 2

2.1 Special interest tour (2)

2.2 The tour is aimed at a specific group of people,✓ those interested in sport/ rugby.✓ (2)

2.3
- 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) (Any 3 × 1) (3)

2.4 R43,590 per person sharing (2)

2.5 4* Hotel or 4 star Hotel (2)

2.6 Quarter final 2 or 14 Oct✓ and Quarter final 4 or 15 Oct✓ (2)

2.7 2.7.1 Unforeseeable circumstances that prevent someone from fulfilling a contract

OR

A legal term that suggests an unexpected large event that makes somebody do something.

2.7.2 The fee charges by porters for carrying things, e.g., luggage. (2 × 2) (4)

2.8
- Customers may not resell, offer, expose, dispose of any match tickets or make available by any means any match tickets to another party.
- You may not use this package for prizes or competitions or for any promotional purposes.
- 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.

(3 × 2) (6)

2.9 Edusport Travel shall not be liable to customers for its inability to perform any obligations under this agreement caused by a force majeure event. (2)

2.10 R43,590 × 5 packages✓ = R217 950✓
R217 950 × 7% ✓= R15 256,50✓✓ (5)

2.11
- Consider shortening the tour with a few days or simplify the itinerary.
- Cost the tour at a higher minimum expectation.
- Do more bargaining, try to negotiate lower rates or higher overrides.
- Consider a tour manager who lives overseas.
- Lower the hotel category by one level.
- Drop all meals except a welcome and farewell meal function.
- Plan a less expensive tour brochure.
- Publish more than one tour in the same brochure. (Any 6 × 1) (6)

2.12
- Pillow gifts
- Meet-and-greet
- Complimentary drinks and meals
- Porterage and tips
- Travel bags
- Farewell meals (Any 4 × 1) (4)

[40]

QUESTION 3

3.1 3.1.1 ZAR150 000 ÷✓ 16.6595✓ = EUR9 003 travellers cheques✓
3.1.2 ZAR10 000 ×✓ 0.0627✓ = CHF627✓
(3 × 2) (6)

3.2 EUR2 500 ×✓ 18.0047✓ = ZAR45 011.75✓ (3)

3.3 3.3.1 Approximately 28 degrees Celsius✓✓ and rainy weather, as it indicates up to 68 mm✓✓ rain for the month of October. (4)

3.3.2 July (2)

3.3.3 September (2)

3.3.4
- Tourists expect good weather when travelling.
- Certain activities or attractions are influenced by the weather.
- Customers need to know what clothing to pack. (3)

3.4
- Determine the client's wants and needs.
- Determine the time of the year.
- Determine the day of the week on which the tour should start.
- Determine the length of the tour.
- Choose reliable and well-financed tour operators.
- Anchor the first and last days of the itinerary with dramatic destinations, events or attractions.
- Schedule flights with practical considerations in mind.
- Schedule as few hotel changes as possible.
- Schedule a general city tour as one of the first activities.
- Keep the number of scheduled activities to a reasonable number.
- Choose interesting routes.
- Keep bus rides to a reasonable length.
- Give the tour a broad variety of features.
- Plot all the activities of the tour on a calendar-like chart. (Any 5 × 2) (10)

3.5
- Cancel the tour and refer the clients to an existing tour of another tour operator.
- Raise the tour price and operate it without reducing the promised features.
- Change the tour so that it is no longer fully escorted.
- Consider operating by van or minibus instead of a large bus.
- Include fewer attractions or activities. (5 × 2) (10)

[40]

QUESTION 4

4.1
- Interests✓ – sport, nature and culture✓
- Physical limitations✓ − none✓
- Topic✓ – 1st hockey team tour✓
- Duration✓ – 6 nights and 7 days✓
- Price level✓ – R3 500 p/p✓
- Benefit to the community✓ – the community will benefit financially, by the money spend during the group's stay in the different locations.✓ (6 × 2) (12)

4.2 (15)

COSTING SHEET – GREY COLLEGE HOCKEY TOUR		
COMPONENTS	**CALCULATION**	**TOTAL**
Tankwa Karoo National Park	**R52 per adult × 2 = R104** **R26 per scholar × 15 = R390**	**R494.00✓**
Cango Caves	**HERITAGE TOUR** **The HERITAGE TOUR departs on the hour every hour daily from 9:00 am – 4:00 pm** **Admission fees** **Adults: R170,00 × 2 = R340** **Scholar: R120,00 × 15 = R1 800**	**R2 140,00✓**
Cango Wildlife Ranch	**Adults: R210,00 × 2 = R420** **Scholars: R130,00 × 15 = R1 950**	**R2 370,00✓**
Diaz Museum Complex	**Complex & Caravel** **Adults: R40,00 ×2 = R80** **Children under 18: R 10,00 × 15 = R150**	**R230,00✓**

Outeniqua Transport Museum 	**R20,00 per person × 17**	**R340,00✓**
Kleinplaas – Oudtshoorn 2 nights Kleinplaas Self Catering / Holiday Resort **2 BEDROOM CHALET (SLEEPS 6)**	**R1,766,00** **Per night per chalet** **R1 766 × 3 chalets✓**	**R5 298,00✓**
Pine Lodge Resort – George 4 nights PINE LODGE **Two Bedroom 6 Sleeper**	**ZAR 1,514.70** **Cost for 1 night, 6 guests** **R1514,70 × 3**	**R4 544,10✓**
Meals	**R150 p/p per day** **(R150 × 17) × 7 days✓**	**R17 850,00✓**
Sub-Total		**R33 266,10✓**
5% Mark-up	**R33 266,10 × 5%**	**R1 633,31✓**
Total for tour group	**R33 266,10 + R1 633,31**	**R34 899,41✓**
Cost per person	**R34 899,41 ÷ 17 people✓**	**R2 052,91 p/p✓**

4.3 Yes,✓ the school's budget was R3 500 p/p, the total of the tour per person is only R2 052,91 p/p✓ (1 + 2) (3)

4.4 Fixed costs do not vary with the number of passengers in the group.✓ Variable costs are determined by the number of passengers in the group.✓ (2)

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4.5	4.5.1	Fixed		
	4.5.2	Variable		
	4.5.3	Fixed		
	4.5.4	Variable		
			(4 × 2)	(8)
				[40]

QUESTION 5

5.1	5.1.1	EUR275 ×✓ 16,0538✓ = ZAR4 414,80✓		
	5.1.2	GBP315✓ × 21.2081✓ = ZAR6 680.55✓		
	5.1.3	THB425 ✓÷ 2.3483✓ = ZAR180,98✓		
			(3 × 3)	(9)
5.2	5.2.1	6 travellers		(2)
	5.2.2	• 3 or 4 star accommodation • Avis kombi rental • Culinary tour to experience Indian cuisine. • Flight with Safair from OR Tambo International to Durban International Airport	(Any 2 × 2)	(4)
	5.2.3	False		(1)
	5.2.4	It is a fly-drive tour,✓ as the passengers will be flying from OR Tambo International Airport to Durban International Airport from where they will drive with an Avis kombi for the duration of their tour.✓		(2)
	5.2.5	Option B or Midlands Forest Lodge		(2)
	5.2.6	It is a 3 star establishment as per client request/needs/preferences.		(2)
	5.2.7	• Tourism Grading Council of South Africa • The Hotel and Travel Index • The Official Hotel Guide • The Internet • GSA	(Any 3 × 1)	(3)
5.3	5.3.1	D		
	5.3.2	A		
	5.3.3	C		
	5.3.4	F		
	5.3.5	B		
			(5 × 2)	(10)

5.4
- To determine whether the tour was acceptable.
- To determine whether the clients were satisfied.
- To evaluate the trip and to determine what to adapt and improve in future.
- To determine whether the hotel rating and quality justify the tour price.
- To determine any complaints about the meals.
- To determine whether the pace of the tour was suitable for the group.
- To determine whether the tour included all the sites of importance in the area.
- To determine whether the group had enough free time. (Any 5 × 1) (5)

[40]

TOTAL: 200

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