higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

TOURISM OPERATIONS
NQF LEVEL 2

22 November 2024

This marking guideline consists of 8 pages.

Copyright reserved

SECTION A

QUESTION 1

1.1	1.1.1	False	
	1.1.2	False	
	1.1.3	False	
	1.1.4	False	
	1.1.5	False	
	1.1.6	True	
	1.1.7	False	
	1.1.8	False	
	1.1.9	False	
	1.1.10	True	
			(10 × 1) (10)
1.2	1.2.1	Photocopy machine	
	1.2.2	Printing machine	
	1.2.3	Telephone	
	1.2.4	Fax machine	
	1.2.5	Shredder	
	1.2.6	Electronic diary	
			(6 × 1) (6)
1.3	1.3.1	To make duplicate of documents	
	1.3.2	Print electronic information into hard copy documents	
	1.3.3	Making outgoing and receiving incoming calls	
	1.3.4	Transmitting documents quickly from point A to point B	
	1.3.5	Destroying confidential documents ,cutting them into very thin strips so that they cannot be read by unauthorised personnel	
	1.3.6	Planning for meetings and upcoming events.	
			(6 × 1) (6)
1.4	1.4.1	The consultant could confirm availability immediately as the client accepts the booking.	
	1.4.2	The client can immediately confirm if they accept the recently increased price right after the consultant shows it to them.	
	1.4.3	The client can decide if the price is acceptable immediately, he did accept the price.	
	1.4.4	The client was able to establish if the hotel offers printing facilities/The client was able to establish if a deposit was required. (Any relevant answer)	
			(4 × 2) (8)

TOTAL SECTION A: 30

SECTION B

QUESTION 2

2.1

2.1.1	D
2.1.2	E
2.1.3	G
2.1.4	B
2.1.5	H
2.1.6	C
2.1.7	J
2.1.8	A
2.1.9	F

(9 × 1) (9)

2.2 See message on ADDENDUM A (8)

2.3
- Takes minimal space
- Advanced searches can be run
- Huge volume of data can be stored
- Terminals from different offices can be linked
- Information can be retrieved quickly
- Confidential information can be password blocked

(Any 4 × 1) (4)

2.4 Principals are the suppliers.✓ of tourism products like hotels and airlines.✓ Wholesalers are the middleman.✓ between the principals and.✓ customers.✓, they organise package.✓ tours for customers and the retailers are yoyr travel agencies are also midleman between suppliers and customer,✓ but sell individual products to customers.✓ The wholesalers and retailers complement the principals as they sell products that belong to principals.✓

(Any relevant answer)(6 × 1) (6)

2.5 Paper jam/ No response from the machine/poor quality of photocopies. (3)

[30]

QUESTION 3

3.1
- Losing the client
- Losing income
- Demonstrating incompetence
- Bad word of mouth about your company (Any 2 × 1) (2)

3.2 See ADDENDUM B. (15)

3.3 It's a Monday afternoon, just before close of business at the office, Mr. Zikhatu, one of our frequent customers walks in. I immediately stood up from my desk to welcome him with a firm hand shake (polite).✓✓ I greeted him with my beautiful wide smile.✓✓ He then started explaining his booking for that day. Listening carefully✓✓, I grabbed a pen and started noting all he was saying. After which I read back the important points to him to emphasize and give feedback✓✓ in order to see if I noted everything correctly. I asked✓✓ him if he was travelling alone, and as I was talking to him I kept my eye contact to show him that my attention and interest.✓✓ He requested a special diet for dinner at the hotel that same evening, and even though it was a last minute booking I promised to speak to the hotel about it (never say NO)✓✓. The hotel could not arrange it, so I organised dinner for him at a nearby restaurant (Go the extra mile).✓✓ (5 × 2) (10)

3.4
- Unhappy customers
- Financial loss
- Loss of repeat business
- Decline of profits (Any 3 × 1) (3)

[30]

QUESTION 4

4.1
- Carelessness: A✓ travel consultant leaves✓ her system not password locked✓ to answer her cell phone,✓ while other people in the office might access it.✓
- Intentional & unauthorized accessing of confidential information: A reservationist who is not authorized✓ to access contracts between our hotel and some travel agencies has been curious ✓ to find out the different deals✓ that our hotel has with different travel agencies, I saw her looking✓ over my manager's shoulder as the manager was going through the different contracts at her desk.
- Intentional & unauthorized disclosure of confidential information: One of my colleagues✓ has started a travel agency with his family, while he still works for our agency. He has been making✓ a list of customers' names✓ and numbers so that when he leaves he can steal✓ those customers for his family business.

(4 × 3) (12)

4.2
- A till drawer should only be opened when cash is put into or taken from the cash register
- Keep the till drawer closed at all times
- Do not leave any cash lying around
- No unauthorized person should be allowed to enter the work area.
- Ensure that there are enough visible security measures such as delayed doors, restricted areas, and an adequate number of security personnel.
- Have a glass panel between the cashier & client. (Any 3 × 1) (3)

4.3 4.3.1 Explore Bela Bela resort. (2)

4.3.2
- Hotel Accommodation
- Backpacker Accommodation (2 × 2) (4)

4.3.3
- Game drive
- Paddle boat
- Road trip
- Water slides
- Fuji slides
- Quad biking (4)

4.3.4
- Phone: 2 778 225 2270
- Email: *bookings@socioolotetravel-tours.co.za*
- Website: www.*socioolotetravel-tours.co.za* (Any 2 × 1) (2)

4.3.5
- 15- 17 March.
- 13-15 September
- 06- 08 December (Any 1 × 1) (1)

4.3.6 R5150 pps : Hotel
R4700 pps: Backpackers (2)
[30]

QUESTION 5

5.1 5.1.1 A clear difference between wholesalers' and retailers is that wholesalers deal with packaged tours✓, they buy products in bulk ✓from principals and create ✓holiday packages to sell to customers, whereas retailers buy single✓items and sell them to customers as per customer's request✓.

Any relevant answer. (4)

5.1.2
- XL Blue Planet Travel Agency
- Flight Factory travel Agency
- Seekers Travel Agency (Any 2 × 2) (4)

5.2
- Ask the right questions.
- Listen to customers and make notes.
- Know your products and where to source lesser-known alternatives.
- Match clients' need to the closest suitable service.
- Offer more than one alternative.
- Always be honest with clients if product is not available.
- Get the client permission to make any substitutions.

(Any 6 × 1) (6)

5.3
- Asking for help from a senior receptionist would assist in learning a new system.
- Study the manual that came with the telephone equipment.
- Attending exhibitions on telecommunications technology.
- Using the internet as a source of information to learn the latest technology.
- Attending short courses offered by the manufacturer of the switchboard.

(Any 2 × 1) (2)

5.4

5.4.1 Remove all the cash received, debit and credit cards slips and compare the total with the employee audit printout, both amounts should balance.

5.4.2 Count the float remaining in the cash register and ensure it's the same as the amount that was given.

5.4.3 Put all the takings in an envelope or cash bag and hand to duty manager.

5.4.4 Customarily sign the float off, and sign off from the shift.

5.4.5 Complete any other documentation as per company policy in the customary manner.

(5 × 2) (10)

5.5
- Authorised methods of payments are legal✓ methods of payments accepted✓ in all tourism businesses.
- Unauthorised methods of payments are fraudulent/illegal✓ methods; they are not ✓acceptable in any business.

Any relevant answer
(Any 4 × 1) (4)
[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

Copyright reserved

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

ADDENDUM A

QUESTION 2.2

To CEO (Mr. Keeth)✓

Date Date of exam✓

Time of call 8:30 (Any applicable time)✓

From Mr. Junice (Hiper Car Rentals)✓

Telephoned ✓

Please phone back

Returned your call

Message:

Mr. Junice called, he would like to have an appointment with you.✓ His number is 068 359 0225✓

Taken by: Student name✓

(8)

Copyright reserved

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

ADDENDUM B

QUESTION 3.2

HOTEL

CUSTOMER RECORD FILE

Client name: Jameson/Mr✓	**Client no:** 117✓
Address: 13 Magu Cresent Dinika Location Square Bloemfontein✓✓	
Contact details: Tel: 051 649 8224✓✓ Cell No. 965 723 9028 Fax NO. 051 947 3916	
E-mail address: Email address:jjameson@outlook.co.za✓	
Activities for the children: Ratanga Junction for a games day✓	
Places to be visited by all: Cape Town Jazz Festival✓ Table Mountain✓	
Activities for the wife: manicure✓ and pedicure✓ treatment at the hotel spa	
Name of partner: Zahida✓	
Compiled & signed by: Student name✓	**Date: Date of exam✓**

(15)

Copyright reserved