higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

TOURISM OPERATIONS
NQF LEVEL 2

17 November 2022

This marking guideline consists of 8 pages.

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SECTION A

QUESTION 1

1.1

1.1.1	D
1.1.2	E
1.1.3	G
1.1.4	F
1.1.5	H
1.1.6	A
1.1.7	B

(7 × 1) (7)

1.2

1.2.1	False
1.2.2	True
1.2.3	False
1.2.4	False
1.2.5	True

(5 × 1) (5)

1.3

REQUISITION FORM

Date: **Date of exam/any✓**

Name: **Student name /any ✓**

Department: Finance department/ ✓

Current Quantity	Quantity required	Description	Date required
1✓	**2✓**	**Ream of paper✓**	3 days from date of order✓
O✓	**3✓**	**ITEC403 printer ink cartridge✓**	3 days from date of order✓
Signature: Any name (required by)✓ **Approved: Manager's name (manager) ✓**			

(13)

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1.4 1.4.1 B
1.4.2 B
1.4.3 A
1.4.4 C
1.4.5 D

(5 × 1) (5)
[30]

SECTION B

QUESTION 2

2.1
- Stay calm.✓ It does not serve any purpose if both the caller and the call centre staff get angry. One needs to stay calm when dealing with an angry phone call. Remember that angry phone calls are not personal. It is annoying, but the customer is aiming the anger at whoever happens to answers the phone.✓
- Pick your words wisely.✓ React in a positive way, You and your staff should always think about how you would like to be spoken to and the message that you would like to hear.✓
- Let the customer talk.✓ Often, all a customer wants to do is get things off their chest. For whatever reason, they feel they have been wronged and they want to rant. Let them do so. Nobody likes being interrupted or second-guessed. So, just let them get their point across.✓
- Consider your way of speaking.✓ Be businesslike The tone of voice can be everything when dealing with an angry caller. Not being gentle enough can seem like you don't care. Having a steady and calm voice will help calm things down. Apologising, when necessary, will show that you take the situation seriously. And using a soft tone will show empathy with the situation.✓
- Try not to put them on hold.✓ As a customer call agent, it can be very tempting to put angry callers on hold. Nobody wants yet another angry phone call to ruin their day. Some even believe going on hold will give the person a chance to calm down. Some customers might even feel that agents are complaining about them. It's a bit like the call centre way of saying, 'talk to the hand'. Basically, in their eyes, you are not listening to them, and you seemingly don't care.✓
- Be honest.✓Honesty is the best policy. We all know that. Part of dealing with customer calls is telling them what is going on. Put yourself in their shoes. If you called a company with an issue, you would want to know what was really going on. If there has been a mistake made at your end, tell them. Even if you don't know an answer, it is permissible to say so. Try to get the message across that you will find the answer at some point.✓

(Any applicable answer) (Any 5 × 2) (10)

2.2
- Who would you like to talk to?
- What is the call in connection with?
- Would you like to make a booking for a flight? (2)

- How may I help you?

(Any 2 × 1)

2.3 You should ask permission✓ from the client on the phone to respond to the international call first✓ and then return to them.✓ The rule says international callers should not be kept holding since their calls are quite expensive.✓ (3)

2.4
- Accessible
- Simple
- Suitable
- Flexible
- Neat
- Cost effective
- Efficient
- Safe and durable (Any 5 × 1) (5)

2.5 2.5.1 Issued by travel agents for air or surface transportation, excess luggage, tours, car hire, refunds, hotel accommodation and pre-paid tickets.

2.5.2 To give clients details of products bought, or for record of products sold by a business. It can be issued before or after payment.

2.5.3 To be sent to the hotel booked for the client, for recordkeeping and for giving a copy to the client as proof with all the booking information as verification.

2.5.4 It is a written, binding document with a time limit to establish the price of a product or service.

2.5.5 Proof of purchase for a flight booked at an airline.

2.5.6 For keeping records of a client, information about his/her preferences when travelling, contact details, etc.

(6 × 1) (6)

2.6
- Filing takes up minimal space.
- Information is retrieved very quickly.
- Access to confidential information can be blocked with computer passwords.
- Linked terminals can share information.
- Information can be updated at any time and kept confidential with passwords.
- Huge volume of data can be kept.
- Paperless offices
- Manageable out of office
- Easy to email as attachment (Any 4 × 1) (4)

[30]

QUESTION 3

3.1

CLIENT FILE

Client name: John and Zozibini Nale✓	**Client no:**✓any
Address: Scottsville Park✓ Pietermaritzburg ✓	
Contact details: Cell No. 061 599 3383✓ Fax No. 033 582 0254✓ Tel No: 033 284 2473 any two contact numbers	
E-mail address: E-mail address:jnale@gmail.co.za✓	
Activities of client: Adventure✓ Leisure✓	
Compiled & signed by: Any name and signature✓	

(10)

3.2 P L E A S I N G (1)

3.3
3.3.1 Transport
3.3.2 Hospitality
3.3.3 Recreation
3.3.4 Transport
3.3.5 Hospitality
3.3.6 Transport
3.3.7 Hospitality
3.3.8 Recreation
3.3.9 Transport
3.3.10 Hospitality
3.3.11 Transport
3.3.12 Hospitality
3.3.13 Recreation
3.3.14 Transport
3.3.15 Hospitality

(15 × 1) (15)

3.4
- Credit card vouchers✓
- Receipt rolls for cash register, speed point stationery✓
- Pens,✓ stapler✓
- Printer paper and notepad✓ (Any 4 × 1) (4)

[30]

QUESTION 4

4.1
4.1.1 False
4.1.2 False
4.1.3 True
4.1.4 True
4.1.5 False

(5 × 1) (5)

4.2
4.2.1 South African Airways
4.2.2 Credit card: 3487 45589 6795892
4.2.3 20 December 2021
4.2.4 Cape Town
4.2.5 4 kg excess baggage
4.2.6 Mrs Nox Xekwa (6)

4.3
- Negligence and carelessness
- Inexperience
- Haphazard/careless/difficult filing system
- The human factor (Any 2 × 1) (2)

4.4
- 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 unauthorised person should be allowed to enter the work area.
- Ensure that there are enough visible security measures such as delayed doors, restricted areas, and adequate number of security personnel.
- Have visible security measures in place.
- Activate EFT and electronic payments to minimise handling of cash
- Have a glass panel between cashier and client. (Any 5 × 1) (5)

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4.5
- Cheques are not bank guaranteed.
- Amount on the bill exceeds customer limit on card/ insufficient funds
- The relevant credit card company has denied authorisation.
- Signature on the credit card does not correspond with the signature on the credit card slip.
- The amount required for payment is more that the amount the cheque is guaranteed for.
- An expired credit card. (Any 3 × 2)

(6)

4.6 Lock all confidential documents away.
Protect confidential information from inquisitive eyes.
Do not allow personnel to take confidential information off the premises.
Lock all confidential documents away after hours.
Protect computerised documentation with passwords
Stay with a computer technician who is working on your computer
Do not give your password to a technician
Report unfamiliar persons without access cards to security. (Any SIX) (6)

[30]

QUESTION 5

5.1 5.1.1
- The company may experience loss of income
- The company may lose customers
- The company will receive bad publicity or advertising
- Company may operate at a loss with less profit (4)

5.1.2
- Make manual booking
- Booking errors may easily be made – fix error as quick and professional
- Give customer a choice of options
- Offer a discount voucher
- Record the inconvenience and how it was resolved (4 × 2) (8)

5.2 Parties
The purpose
Commencement date
Expiry date (4)

5.3 5.3.1 security breach
5.3.2 fire
5.3.3 accessible
5.3.4 archive

(4 x 1) (4)

5.4 5.4.1 Confidential
5.4.2 Not Confidential
5.4.3 Confidential
5.4.4 Confidential (4)

5.5 Client preferences
Preferred class of travel
Dietary need
Contact details (2)

5.6 For reference purposes
To ensure all parties hold to the agreement
To ensure no fraud can be perpetrated
To ensure there are no disputes about the conditions and terms of the contract (4)
[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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