higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

TOURISM OPERATIONS
NQF LEVEL 2

(11011072)

17 November 2022 (Y-paper)
13:00–16:00

This question paper consists of 11 pages and 2 addenda.

519Q1N2217

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

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SECTION A

QUESTION 1

1.1 Choose an item or word from COLUMN B that matches a description in COLUMN A. Write only the letter (A–H) next to the question number (1.1.1–1.1.7) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.1.1	The apparatus is used to duplicate paper documents	A	concierge
1.1.2	An apparatus connecting your computer with a telephone line to gain access to the internet or intranet	B	occupancy
1.1.3	A room provided free of charge	C	computers
1.1.4	Living room connected to one or more bedrooms and bathroom	D	photocopiers
1.1.5	Exchange of goods and services	E	modem
1.1.6	A person who welcomes guests at the hotel	F	studio
1.1.7	Number of persons staying in a hotel room	G	complimentary/COMP
		H	transaction

(7 × 1) (7)

1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

1.2.1 It is not important to check customer history each time you are making a reservation for a regular client.

1.2.2 In the tourism industry, it is important that availability of services is checked for a guest before making a booking.

1.2.3 Misfiling is good for companies because it ensures that documents which belong together are stapled and filed together.

1.2.4 Recordkeeping is not necessary for evidence of income and expenses of a company.

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1.2.5 Sharing confidential information with a fellow colleague to complete a reservation for a client, is a form of a security breach. (5 × 1) (5)

1.3 The Finance department office stock is running low. There is only one ream of paper left, and no ink cartridge for the ITEC403 laser printer. You work in the purchasing department. You are requested to order two more reams of white paper and three ink cartridges for the laser printer. Use the requisition form in ADDENDUM A (attached) to answer the question. (13)

1.4 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

1.4.1 The code of conduct/ethical policy is used by management to establish …

A obligations
B corporate values
C business functions
D cooperatives

1.4.2 The travel documents used in the office are collectively known as …

A court orders
B STDs
C case study
D protection order

1.4.3 For domestic travel, passengers require a/an …

A identity document or licence for identification
B valid passport
C visa
D health documents

1.4.4 Miscellaneous charge order is a valid document issued by airlines for travel-related services such as …

A lost luggage
B cancellation of accommodation
C hotel accommodation
D airline invoices

1.4.5 The following is a form of payment in the tourism industry:

A Token
B Credit card
C Voucher
D All of the above

(5 × 1) (5)
[30]

TOTAL SECTION A: 30

SECTION B

QUESTION 2



As a call centre representative or manager, chances are you probably receive an angry phone call at least once a day. It could be an irritated caller complaining about a bill. Or even an angry caller getting frustrated about call times (with 75% of customers believing call waiting times to be too long, this is probably a regular issue). Whatever the reason, it can be a frustrating experience all around.

When spoken to rudely and aggressively by irritated customers, it can be hard to be polite and helpful in response. However, if a call isn't handled well, there is a high chance that the customer won't return. If this happens daily, that is a lot of unreturning customers. And a lot of revenue missed out on. Of course, it can be difficult to push through the negativity. But it is very possible! With the right training, tools, and software, every phone call can be a great phone call. Meaning call centre agents can handle calls with grace every time. Deescalating an angry phone call leads to customer satisfaction. Which, in turn, leads to a more productive call, shorter handle times, great customer service, and overall better results.

[Source: *www.ringcentral.co.uk/gb/en/blog/angry-phone-call-techniques-to-handle-an-angry-caller*]

2.1 In light of the above scenario, as a manager in a tourism call centre, advise your call centre employees on FIVE correct ways of handling angry customers. (5 × 2) (10)

2.2 Compile TWO probing questions that a receptionist should ask callers to determine what the call is about, in order to transfer calls to the relevant person. (2)

2.3 You are the switchboard operator and busy on a call with a client, when you realise that there is an incoming international call.

Describe how you would handle this specific situation. (3)

2.4 With the Covid-19 pandemic that we have lived with since March 2020, a lot has changed in the workplace. In this 'new normal', for instance, employees come to work on a rotation basis to avoid more Covid-19 infections. This means there will be a different filing clerk in the office each day.

Give FIVE requirements of an effective filing system that will ensure that documents are stored safely, while eliminating frustration. (5)

2.5 In the travel and tourism industry, different documents are used to keep records or information.

Give ONE purpose for each of the following documents.

2.5.1 MPD

2.5.2 Invoice

2.5.3 Hotel voucher

2.5.4 Quotation

2.5.5 Paper ticket

2.5.6 Client profile

(6 × 1) (6)

2.6 Filing of documents is one of the most important aspects when dealing with a client's information in the tourism industry. Without the relevant client information at hand, it might be impossible to assist your clients with anything. Covid-19 forced many employees to work from home. It was not possible to move all office documents to employees' homes. Consequently, most businesses started using electronic filing.

Give FOUR advantages of using electronic filing. (4)

[30]

QUESTION 3

3.1 Read the information below based on an accommodation booking for a weekend away for a young couple and complete the client file in ADDENDUM B (attached).

John Nale and his wife Zozibini want to spend their honeymoon weekend at the Wild Coast Sun Resort in the Eastern Cape. They want to book a double room with a shower for two nights. They have been looking forward to visiting the Eastern Cape for a while since being stuck in New York for two years due to Covid-19 restrictions.
Their primary aim is to experience a weekend of adventure and enjoying nature. Their check-in date is 28 December 2022 and departure date is 30 December 2022. John will be using cash for payment.

Telephone: 033 284 2473
Cell phone number: 061 599 3383
Fax number: 033 582 0254
E-mail address: jnale@gmail.co.za

Address
Scottsville Park
Pietermaritzburg (10)

3.2 Interacting with customers and offering friendly and prompt service are essential in the tourism industry.

Give the acronym of a principle that is used to achieve this. (1)

3.3 The tourism industry has various sectors that work very closely together. The pictures below may be classified either as part of the hospitality sector, transport sector or recreation sector. Write the chosen sector next to the question number (3.3.1–3.3.15) in the ANSWER BOOK.


3.3.1


3.3.2



3.3.3



3.3.4


3.3.5



3.3.6



3.3.7


3.3.8


3.3.9


3.3.10


3.3.11


3.3.12


3.3.13



3.3.14



3.3.15

(15)

3.4 As a senior consultant at Sunshine Travel, you must always check that everything is ready at the commencement of each shift when dealing with customer payments.
Give FOUR items that you need to check that everything is ready. (4)
[30]

QUESTION 4

4.1 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (4.1.1–4.1.5) in the ANSWER BOOK.

4.1.1 Having limited amounts of cash makes it difficult to tally up money during busy periods.

4.1.2 You may only allow your manager to take cash without counting it and signing it off according to company procedure.

4.1.3 Prompt service is the basis of effective customer service at the till point.

4.1.4 The customer may be offended if, at any point during the transaction, he/she realises that the service provider is suspicious of a fraudulent payment.

4.1.5 It is not important to anticipate the amount of change required and be aware of how much is available in your till at any given time.

(5 × 1) (5)

4.2 Below is an example of a MCO issued to a passenger, Mrs Nox Xekwa. Write the answer next to the question number (4.2.1 - 4.2.5) in the ANSWER BOOK. Identify the following information from the MCO:

4.2.1 Issuing airline

4.2.2 Form of payment

4.2.3 Date of issue

4.2.4 Place of issue

4.2.5 Purpose of the MCO

4.2.6 Name of passenger

(6)

Multi-purpose document coupon Audit SOUTH AFRICAN AIRWAYS	Amount in letters Four hundred rand	Date of issue 20 DEC 2021	Place of issue SA AIRWAYS CAPE TOWN
		Currency amount R400,00	Form of payment Cash/ credit card
Name of passenger: NOX/XEKWAMRS			
Type of service for which required: Excess baggage of 4 kg	Credit card no 3487 45589 6795892		Exp date: June 2022
10705632085940	Airline code Serial no 083 500 6240722 6		

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4.3 Consequences of misfiling in the workplace include loss of time, frustration, and loss of productivity. As a travel consultant at Sunshine Travel Agency, there are four possible causes of misfiling at your workplace.

Name TWO causes of misfiling. (2)

4.4 Processing of payments when clients pay for their travel bookings is part of the daily activities in a tourism business.

Which FIVE suggestions would you make to you manager concerning securing a pay point? (5)

4.5 Unauthorised payment involves a customer trying to pay for a service and the payment being rejected.

Give THREE examples of unauthorised/declined payments that could take place in different businesses in the tourism industry. (3 × 2) (6)

4.6 It is important to ensure the maintaining of security in a business.

Name SIX prevention measures to prevent breaching of security. (6)

[30]

QUESTION 5

5.1 Read the scenario below and answer the questions.

> It is difficult to define the tourism industry, as unlike with other industries, there is not one clear product. It incorporates many industries, including accommodation, transport, attractions, travel companies, and more. In its broadest sense, tourism is defined as when people travel and stay in places outside of their usual environment for less than one consecutive year for leisure, business, health, or other reasons.
>
> Source: [*Published by S. Lock, Jun 17, 2021]*

5.1.1 Explain how inaccurate information impacts a travel agency. (4)

5.1.2 Describe FOUR ways to solve a situation where the computer systems are down due to loadshedding, and the customer is inconvenienced. (4 × 2) (8)

5.2 List the components of a contract. (4)

5.3 Choose the correct answer from those given in brackets. Write only the answer next to the question number (5.3.1–5.3.4) in the ANSWER BOOK.

5.3.1 A (security breach/safety policy) can occur due to negligence of office personnel.

5.3.2 Documents should be secured from (fire/borrowing) so that the company can continue using them.

5.3.3 It is important to store files in such a manner that they are (accessible/close) when required.

5.3.4 Storage space for inactive documents is known as a/an (cupboard/archive). (4)

5.4 Classify the following types of information used in the travel agency as either *CONFIDENTIAL* or *NOT CONFIDENTIAL* by writing only 'Confidential' or' Not Confidential' next to the question number 5.4.1-5.4.4 in the ANSWER BOOK.

5.4.1 Customer's passport number

5.4.2 Special tour packages

5.4.3 Personal telephone number of a staff member

5.4.4 Travel plans of a client (4)

5.5 Name any TWO types of information stored in a client record file. (2)

5.6 Explain the importance of maintaining records of all contracts and quotations in the travel agency. (4)

[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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ADDENDUM A **EXAMINATION NUMBER:** | | | | | | | | | | | | | |

QUESTION 1.3

REQUISITION FORM			
Date: Name: Department:			
Current quantity	**Quantity required**	**Description**	**Date required**
Signature: Approved:			

(13)

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ADDENDUM B **EXAMINATION NUMBER:** | | | | | | | | | | | | | |

QUESTION 3.1

CLIENT FILE

Client name:	**Client no:**
Address:	
Contact details:	
E-mail address:	
Activities of client:	
Compiled & signed by:	

(10)

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