higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

TOURISM OPERATIONS
NQF LEVEL 4

17 November 2022

This marking guideline consists of 7 pages.

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QUESTION 1

1.1 1.1.1 C
1.1.2 E
1.1.3 F
1.1.4 D
1.1.5 A

(5 × 1) (5)

1.2 1.2.1 A tour where a client flies to one destination and stays there for the entire trip,✓ while taking daytrips to nearby places.✓

1.2.2 A tour that starts and ends at the same city. ✓✓

(2 × 2) (4)

1.3 It is money that may be converted into foreign currency✓ for travel purposes, which includes gifts, donations, maintenance and travel.✓ (2)

1.4 Mr Thompson – R1 000 000
Mrs Thompson – R1 000 000
18-year-old – R1 000 000
14-year-old – R200 000
Total allowance = R3 200 000 (5)

1.5 1.5.1
- If lost or stolen, they can be replaced anywhere in the world.
- Once they has been bought, the exchange rate is locked for the duration of the trip.
- No commission is charged when encashing traveller's cheques.
- Readily accepted worldwide
- Secure- present password to encash

(Any 2 × 1) (2)

1.5.2
- A valid passport
- A valid air ticket which is valid within 3 months of the travel date
- Proof of address (Any 2 × 1) (2)

1.5.3
- Countersign the cheque in front of the bank official.
- Show one's passport as identification.
- One may be asked to show the sales advice.
- The official will obtain authorisation, before encashing the traveller's cheque.
- One should not countersign the cheque until the time of encashment and only in the presence of the acceptor. (5)

1.5.4 60 days to buy foreign currency (1)

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1.5.5 (a) ZAR20 000 × 0,0560✓ = CHF1120✓✓
(b) ZAR35 000 ÷ 18,0956✓ = EUR1934.17✓✓
(c) ZAR10 000 ÷ 21,2534✓ = GBP470.51✓✓
(d) ZAR5 000 ÷ 18,1271✓ = EUR275.83✓✓

(4 × 3) (12)

1.5.6
- Banks
- Border posts
- Foreign exchange agencies
- Internet
- Travel agencies
- Newspapers

(Any 2 × 1) (2)
[40]

QUESTION 2

2.1 2.1.1 (a) Fixed costs do not vary with the number of passengers in the group, e.g. salaries, toll gates, etc.

(b) Variable costs vary with the number of tourists included in the group, e.g. meals or hotel accommodation, tours, etc

(2 × 2) (4)

2.1.2 (a) Variable
(b) Fixed
(c) Variable
(d) Fixed
(e) Fixed

(5 × 2) (10)

2.1.3
- The length of the tour can be made shorter by a few days or by simplifying the itinerary.
- Consider minimum expectations.
- Try to negotiate lower rates or discuss the overriding commission with the supplier.
- Consider a tour manager that stays overseas.
- Lower the hotel category by one level throughout.
- Exclude meals except perhaps a meal at the welcome or farewell function.
- Plan a less expensive tour brochure.
- Look at other profit possibilities surrounding the package.
- Publish more than one tour in the same brochure.

(5 × 1) (5)

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2.1.4
- Pillow gifts
- Meet-and-greet
- Complimentary drinks and meals
- Porterage and tips
- Travel bags
- Farewell meals (Any 5 × 1) (5)

2.2
2.2.1 Special-interest tour
2.2.2 Adventure tour
2.2.3 Fly-drive
2.2.4 Cruise
2.2.5 GIT
(5 × 2) (10)

2.3
- Determine what the customer wants.
- Determine the time of year the tour will be undertaken.
- Determine which day of the week the tour will depart.
- Determine the length of the tour.
- Choose reliable and well-financed suppliers.
- Anchor the first and last day of your itinerary with dramatic destinations, attractions or events.
- Schedule flights with practical considerations in mind.
- Schedule as few hotel changes if possible.
- Schedule a general city tour as one of the first tour activities.
- Plan a reasonable number of scheduled activities.
- Choose interesting routes.
- Keep bus rides to a reasonable length.
- Include a broad variety of features in the tour.
- Plot all the activities of the tour on a calendar chart. (Any 6 × 1) (6)

[40]

QUESTION 3

3.1
- Interests✓ – nature, Augrabies Falls, Orange river white-water rafting and the history of the gold mining era✓
- Physical limitations✓ – none✓
- Topic✓ – Grade 7 Tour/Northern Cape Tour (any relevant topic)✓
- Duration✓ – 7 days✓
- Price level✓ – R8 500 per learner✓
- Benefit to the community✓ – hockey, netball and rugby training session in one of the rural areas✓ (6 × 2) (12)

COSTING SHEET

3.2

COMPONENT	ITEM	SPECIFIC	AMOUNT	TOTAL
Variable costs	**Accommodation**	Kimberley✓	2 nights 400 × 2✓	✓✓800
	Transport			✓4 000
	Meals	7 days✓	100 × 7✓	✓✓700
	Attractions	Museum✓		✓70
		White-water rafting✓		✓2 500
Subtotal				✓✓8 070
Mark-up			8 070 × 20% ✓	✓✓1 614
Total				✓✓**9 684,00**

(20)

3.3.1 No✓ (1)

3.3.2 The budget given by the school was R8 500✓ per learner, and the tour costs are R9 684✓ per learner (2) (3)

3.4
- Standard guidebooks
- Industry publications
- Brochures
- Maps and atlases
- Tourist bureaus
- On-site visits
- Internet

(Any relevant 5 × 1) (5)
[40]

QUESTION 4

4.1
- Cancel the tour and refer your clients to an existing tour of another tour operator.
- Raise the tour price and still provide the promised features.
- Make changes to the tour so that it is no longer fully escorted, but rather locally hosted in each country or city.
- Consider operating by van or minibus instead of a large bus. (4 × 2) (8)

4.2 4.2.1 Panorama Route full-day small-group tour from Hazyview

4.2.2 Full-day guided tour of Cradle of Humankind from Johannesburg or Pretoria

4.2.3 Kayak Safaris: Hippo and Croc Kayak Safari

4.2.4 Apartheid Museum, Johannesburg

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4.2.5 Cederberg Mountain Conservancy

(5 × 2) (10)

4.3 4.3.1

- The business must operate legally and comply with the necessary legal obligations and commitments, e.g. labour legislation, SARS registration, etc.
- Product liability – The supplier must take responsibility for all products and damages caused by the product.
- The supplier must provide the service as promised and advertised.
- The supplier has the responsibility to perform the duty itself and not subcontract it to another supplier.
- If it is an air carrier, they must meet government requirements and is liable for any losses or damages.. (Any 3 × 2) (6)

4.3.2 (a) This cover will be paid if the client is involved in a situation where a third party is accidentally injured, or where accidental damage is caused to a third party's property during the period of travel or holiday.

(b) This is paid when the client has travelled to the destination but has to return home early.

(c) This is paid when baggage is lost, stolen or damage.

(3 × 2) (6)

4.4

- Is well-managed and well-staffed
- Values group business
- Is strategically located
- Is relatively new or extremely well-maintained.
- Has a good atmosphere
- Is of at least medium size
- Reasonable distance from the airport (Any 5 × 2) (10)

[40]

QUESTION 5

5.1 5.1.1 GBP100 × 20.6358 = ZAR2063,58
5.1.2 USD575 × 15.2538 = ZAR8770,94 or 8770.95
5.1.3 AED1100 ÷ 0.2447 = ZAR4495,30
5.1.4 CHF20000 × 0.0560 = ZAR1120.00 (4 × 3) (12)

5.2

- Omnibus allowance is an allowance separate from the discretionary allowance.
- It is used by companies whose representatives travel frequently on business. (3)

5.3 5.3.1

- July – Aug
- Lowest rainfall period of the year.
- Temperature average between 18 – 28 °C. (1 + 2) (3)

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	5.3.2	November	(1)
	5.3.3	January	(1)
	5.3.4	• Tourists need to know what clothing to pack. • The weather can have an influence on the attractions to be visited. (Any relevant answer)	(2)
5.4	5.4.1	Tropical storm Elsa	(1)
	5.4.2	• It forced would-be subway riders to navigate waist-deep waters on their way into one Upper Manhattan station. • Several subway stations took on water – some from above, some from below. The No. 1 station at Broadway and 157th Street in Manhattan appeared to suffer most dire effects of the storm, with some passengers opting to wade through filthy water on their way to the platform.	(2)
	5.4.3	• Call the local embassy or government officials to ask advice. • Ensure the safety of the client. • Decide if it is possible to proceed as planned or if it is necessary to avoid the affected area. • Find a possible alternative route.	(3)
	5.4.4	• Tourists trust the agent with their lives. • Tourists want to understand the reasons for the changes. • It is important to assure them that they are safe. • Tourists should be made aware that their travel insurance requires them to be removed to a safe and stable area. (Any 2 × 1)	(2)
5.5	5.5.1	Letaba Rest Camp	
	5.5.2	Palm Continental Hotel	
	5.5.3	Kennaway Hotel	
	5.5.4	Kensington Place	
	5.5.5	Betty's Boutique Hotel	
		(5 × 2)	(10)
			[40]
		TOTAL:	**200**

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