higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

TOURISM OPERATIONS
NQF LEVEL 4

(11011074)

17 November 2022 (X-paper)
09:00–12:00

Calculators may be used.

This question paper consists of 10 pages and 5 addenda.

521Q1N2217

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TIME: 3 HOURS
MARKS: 200

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. QUESTION 3.2 should be answered on ADDENDUM B (attached). Write your EXAMINATION NUMBER on the addendum, detach it from the question paper and hand in with the ANSWER BOOK.
5. Use only a black or blue pen.
6. Write neatly and legibly.

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QUESTION 1

1.1 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–F) next to the question number (1.1.1–1.1.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.1.1	Percentage added to the cost of a service to arrive at a selling price	A	commission
1.1.2	The fastest way to send money to all major countries.in the world.	B	insured
1.1.3	The company that provides cover to a traveler in the case of unforeseen situations	C	mark-up
1.1.4	This is sometimes also referred to as a gratuity for services received	D	tipping
1.1.5	A fee paid to an agent, usually expressed as a percentage of the tour cost	E	electronic
		F	insurer

(5 × 1) (5)

1.2 Explain each of the following itineraries:

1.2.1 Hub-and-spoke itinerary

1.2.2 Circle itinerary

(2 × 2) (4)

1.3 Briefly explain the term *discretionary allowance.* (2)

1.4 Mr and Mrs Thompson will be travelling to Europe with their two children aged 18 and 14.

Calculate the travel allowance needed by the family. Show all the calculations. (5)

1.5 You suggest to Mr Thompson to take money along for their travel in the form of traveller's cheques.

1.5.1 State TWO advantages of traveller's cheques. (2)

1.5.2 Name TWO documents needed when buying traveller's cheques. (2)

1.5.3 Give FIVE guidelines to your client on how to encash traveller's cheques. (5)

1.5.4 How long before departing on their holiday can they purchase foreign exchange? (1)

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1.5.5 Refer to ADDENDUM A (attached) and calculate how much money Mr Thompson should receive when buying foreign currency.

(a) ZAR20 000 in CHF traveller's cheques

(b) ZAR35 000 in EUR traveller's cheques

(c) ZAR10 000 in GBP traveller's cheques

(d) ZAR5 000 in EUR cash

(4 × 3) (12)

1.5.6 Name TWO sources that can be consulted to obtain information about foreign exchange. (2)
[40]

QUESTION 2

2.1 When organising a tour, the travel agent has to calculate the cost of the tour. For the calculation, the agent will consider both fixed costs and variable costs.

2.1.1 Explain the difference between the following types of cost and give ONE example of each type:

(a) Fixed costs

(b) Variable costs

(2 × 2) (4)

2.1.2 State whether the following are *'Fixed'* costs or *'Variable'* costs:

(a) Meals

(b) Salaries

(c) Airfares

(d) Rent

(e) Promotional charges

(5 × 2) (10)

2.1.3 After presenting the tour package to the client, you consider ways in which to reduce the price of the package.

State FIVE possibilities to reduce the price. (5)

2.1.4 Name FIVE special tour components that an agent can include in a tour as a bonus for the travellers. (5)

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2.2 Choose ONE term from the list below for each of the following descriptions. Write only the answer next to the question number (2.2.1–2.2.5) in the ANSWER BOOK.

adventure tour; IT; GIT; fly-cruise; cruise; fly-drive; special-interest tour; tailor-made tours

2.2.1 You planned a tour to China for a group of ladies who wants to experience Chinese cooking.

2.2.2 This tour is aimed at young people who enjoy abseiling, bungee jumping and white-water rafting.

2.2.3 You planned a tour for a client that includes a return flight from Cape Town to Italy and a drive through Italy with a rental car.

2.2.4 You booked a tour for a group of school-leavers on the MSC Sinfonia Cruise Liner from Cape Town to Durban.

2.2.5 This type of tour is planned for a group of travellers and includes the elements transport, accommodation, meals and sightseeing.

(5 × 2) (10)

2.3 State SIX guidelines in a logical order, to follow when compiling an itinerary. (6)

[40]

QUESTION 3

The local primary school has approached you to compile a tour for a group of Grade 7 learners to the Augrabies Waterfall and Orange River for 7 days during the September school holidays. On the way they want to visit Kimberley to experience the history of the gold mining area. They have a budget of R8 500 per learner.

The group wants to provide and participate in a training session for school children in one of the rural areas. The training will include hockey, rugby and netball.

Costs will be as follows:

Transport	R4 000
Accommodation for 2 nights in Kimberley	R400 p/p p/night
Meals	R100 p/day
Museum entrance	R70 p/p
White-water rafting experience	R2 500
Accommodation for other 6 nights in tents along Orange River	
Mark-up	20%

3.1 Compile a tour framework for the group. Name SIX points and give detail for each point. (6 × 2) (12)

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3.2 Use the costs given in the table above and the costing sheet on ADDENDUM B (attached) to calculate the cost per person. (20)

3.3 3.3.1 Refer to question 3.2. Are you within the budget of the school? State '*yes*' or '*no*' (1)

3.3.2 Explain your choice of answer in question 3.3.1. (2)

3.4 Name FIVE sources that you would use to find information on the areas and locations mentioned in the passage above. (5)
[40]

QUESTION 4

4.1 You are a senior consultant at Sunshine Travel and Tours. One of your colleagues compiled a tour and did the costing for a group of 30 people. However, two months prior to departure only 15 people had booked for the tour.

Make FOUR suggestions to your colleague on what to do under these circumstances in order not to organise the tour at a loss. (4 × 2) (8)

4.2 Study the tours/activities below to answer the questions:

Kayak Safaris: Hippo and Croc Kayak Safari

St Lucia, Zululand and Elephant Coast



St Lucia Kayak Safaris offer exciting kayaking trips in the iSimangaliso Wetland Park, a UNESCO World Heritage Site in St Lucia.



SPECIALTY MUSEUM

Apartheid Museum, Johannesburg

To better understand the rich and turbulent history of South Africa, pay a visit to the Apartheid Museum.



Cederberg Mountain Conservancy: Explore prehistoric cave paintings on a private, guided daytrip from Cape Town

Explore the Cederberg Mountain Conservancy, home to a robust gallery of San rock art, on this day trip from Cape Town.

Full-Day Guided Tour of Cradle of Humankind from Johannesburg or Pretoria

Immerse yourself in the history of human life during this tour of the Cradle of Humankind from Johannesburg or Pretoria. Learn how the region's geology has made it a hotbed for fossil remains of human and ape ancestors, as well as many extinct creatures.

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Panorama Route Full-Day Small-Group Tour from Hazyview

Prepare to be wowed by some of the most magnificent views on this Small-Group Panoramic Route Tour from Hazyview and surrounds in Mpumalanga. This is without a doubt one of the most beautiful tours that nature lovers would like to experience. They can view the awe-inspiring waterfalls, valleys, mountains and rivers of the magnificent Mpumalanga region.

Name the tour that would suit the following clients the best:

4.2.1 Mr and Mrs Bean are travelling from Britain to experience South Africa's beautiful nature.

4.2.2 Mr Stone is an archaeologist in search of the history of the origin of humans.

4.2.3 Tessa loves fun and adventure with no fear for anything.

4.2.4 Mr Cock wants to learn more about the history of South Africa.

4.2.5 Yashika likes hiking and exploring prehistoric paintings. (5 × 2) (10)

4.3 As a supplier, you have legal liabilities towards the customer and the wholesaler.

4.3.1 Discuss the legal liabilities of a supplier. (3 × 2) (6)

4.3.2 It is important that a travel agent recommend travel insurance to a client and provide him/her with the necessary information.

Explain to a client the following insurance coverage available to them:

(a) Personal liability

(b) Curtailment

(c) Personal baggage

(3 × 2) (6)

4.4 As a tour operator you need to make hotel reservations for groups.

Compile a checklist as a guideline when choosing a hotel for a group.

(5 × 2) (10)

[40]

QUESTION 5

5.1 Refer to ADDENDUM A (attached) to answer the following questions:

Determine how much money Mr Langa will receive from the bank after returning from his holiday when exchanging the following:

5.1.1 GBP100 cash

5.1.2 USD575 traveller's cheques

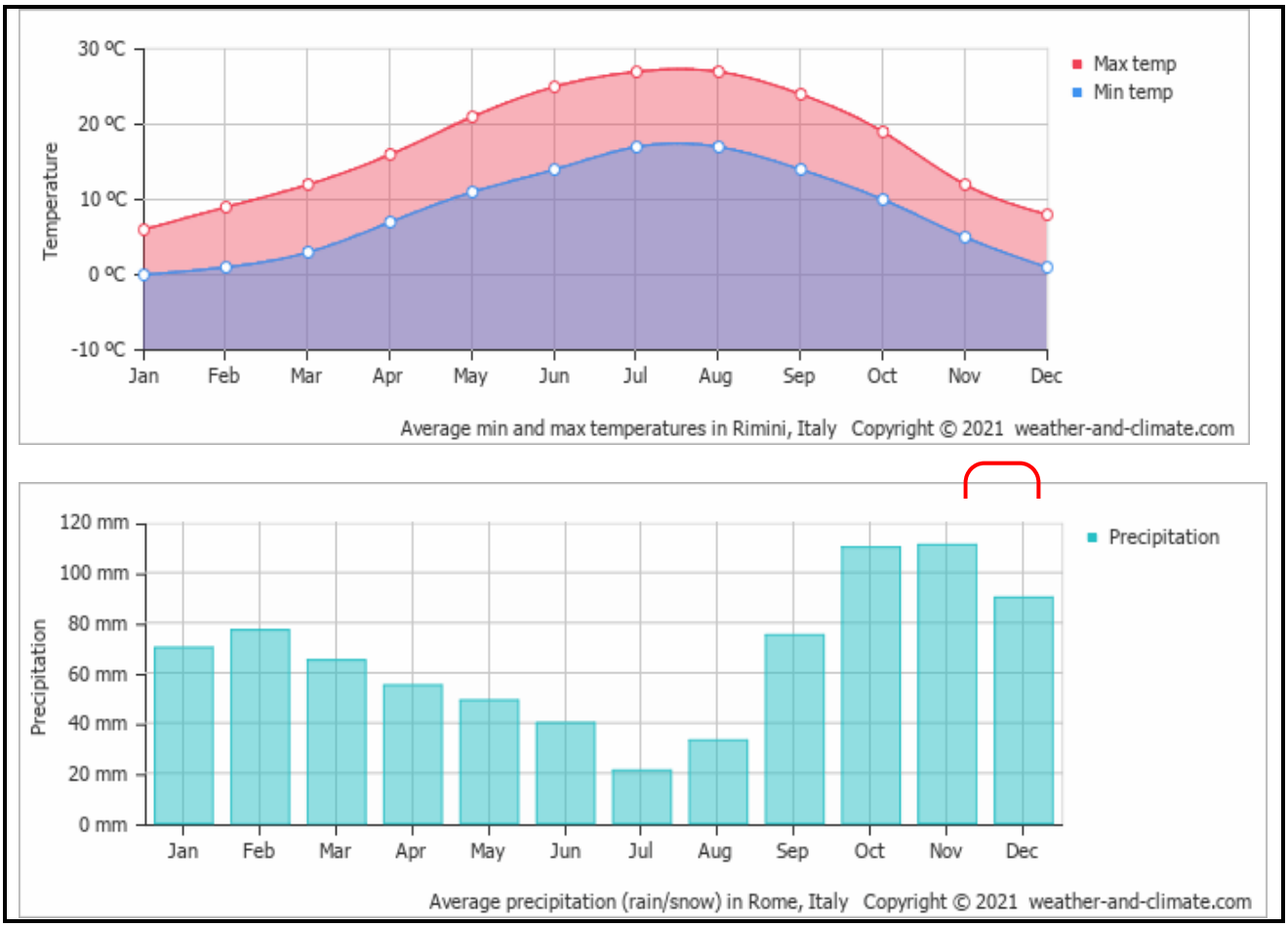
5.1.3 AED1100 traveller's cheques

5.1.4 Mr Langa bought a watch in Switzerland. Convert the price of the Fossil watch to ZAR in order to calculate if he didn't overspend on the item.
He paid CHF20 000 by traveller's cheque.

(4 × 3) (12)

5.2 Briefly explain the term *omnibus allowance.* (3)

5.3



[Source: *https://weather-and-climate.com/*]

5.3.1 Study the weather chart of Italy and state the best time to advise a client to travel to Italy. Give TWO reasons for the answer. (1 + 2) (3)

5.3.2 Which month has the highest rainfall? (1)

5.3.3 What is the coldest month in Italy? (1)

5.3.4 Give TWO reasons why it is important to consider the climate and weather of a destination when planning a holiday. (2)

5.4 Study ADDENDUM C (attached) to answer the following questions:

5.4.1 Name the natural disaster in the article. (1)

5.4.2 State TWO ways in which this natural disaster affected passengers using the city subway. (2)

5.4.3 Briefly explain how to handle changes in the event of a natural disaster. (3)

5.4.4 Give TWO reasons why it is important to always give clients reasons for making amendments or changes to their itinerary. (2)

5.5 Study ADDENDUM D (attached) and choose the most suitable accommodation for each client.

5.5.1 Mr Karishne wants to take his family during the June holiday to the Kruger National Park.

5.5.2 Mr Tshabalala wants accommodation close to the FNB soccer stadium for the coming weekend.

5.5.3 Mr Brandt wants to take his wife to East London for their honeymoon and would like accommodation overlooking the sea.

5.5.4 A couple from the USA wants accommodation as close as possible to the world famous icon, Table Mountain.

5.5.5 A couple wants accommodation in Mossel Bay for the December holiday and prefers accommodation that has a swimming pool.

(5 × 2) (10)

[40]

TOTAL: 200

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ADDENDUM A

Standard Bank

FOREX OPENING INDICATION RATES FOR 02 November 2021 as at 16:00

Rates for amounts up to R 200 000

Closing rate history for date : Submit

		Bank Buying			Bank Selling	
Country	Cur	T/T	Cheques	Foreign Notes	Cheques and T/T	Foreign Notes
QUOTATIONS ON BASIS RAND PER UNIT FOREIGN CURRENCY						
BRITSH POUND	GBP	20.7583	20.7100	20.6358	21.2534	21.3484
EURO	EUR	17.6616	17.6094	17.5340	18.0956	18.1271
UNITED STATES DOL	USD	15.2538	15.1851	15.2463	15.5713	15.5713
QUOTATIONS ON BASIS FOREIGN CURRENCY PER R1						
UAE DIRHAM	AED	.2447		.2447	.2311	.2311
AUSTRALIAN DOLLAR	AUD	.0909	.0923	.0919	.0829	.0819
BRAZILIAN REAL	BRL	.3717			.3624	
BOTSWANA PULA	BWP	.8028	.8080	.8028	.6833	.6833
CANADIAN DOLLAR	CAD	.0871	.0874	.0901	.0735	.0735
SWISS FRANC	CHF	.0624	.0625	.0734	.0560	.0550
CHINESE YUAN	CNY	.4657		.4280	.3630	.3906
CZECH KRONER	CZK	1.5345	2.2438		1.3248	
DANISH KRONER	DKK	.4461	.4479		.3854	
EGYPTIAN POUND	EGP	1.0540			.9810	
HONG KONG DOLLAR	HKD	.5286	.5317	.5806	.4793	.4793
HUNGARIAN FORINT	HUF	20.9608			19.2113	
ISRAELI SHEKEL	ILS	.2343		.2943	.1728	.1728
INDIAN RUPEE	INR	5.0028	5.0420		4.6659	
JAPANESE YEN	JPY	7.7451	7.7090	7.8951	7.0454	7.0354
KENYAN SHILLING	KES	7.6417	8.2167		6.7821	
SRI LANKA RUPEE	LKR	13.3554	13.5613		12.8111	
LESOTHO LOTI	LSL	1.0000		1.0000	1.0000	1.0000
MAURITIAN RUPEE	MUR	2.9798	2.9455	2.9848	2.6421	2.6421
MALAWI KWACHA	MWK	54.9769	55.9891		50.5684	
MEXICAN PESO	MXN	1.3568			1.3268	
MOZAMBIQUE NETICA	MZN	4.4235			3.8801	4.1044
NORWEGIAN KRONER	NOK	.5781	.5801		.5184	
NEW ZEALAND DOLLA	NZD	.0972	.0993	.1012	.0846	.0831
SWEDISH KRONER	SEK	.5800	.5822		.5263	
SINGAPORE DOLLAR	SGD	.0941	.0944	.1026	.0805	.0805
THAI BAHT	THB	2.4468	2.2504	2.5186	1.8615	1.8644
TUNISIAN DINAR	TND	.1827			.1814	

[Source: https://ws15.standardbank.co.za/finSnapShot/GetforexServlet]

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ADDENDUM B

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

QUESTION 3.2

COSTING SHEET

COMPONENT	ITEM	SPECIFIC	AMOUNT	TOTAL
Costs	**Accommodation**			
	Transport			
	Meals			
	Attractions			
Subtotal				
Mark-up				
Total				

(20)

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ADDENDUM C

***Rains Pound** New York City, Flooding Subway Stations and Roads*
More than a dozen people were rescued from a flooded highway in the Bronx, and flash flood watches remained in place thanks to Tropical Storm Elsa.

Tropical Storm Elsa Hits New York City, Flooding the Subways
Tropical Storm Elsa flooded roads and subways in parts of New York City, causing some passengers to wade through water to exit stations.

By Ed Shanahan and Ashley Wong

Published July 8, 2021 Updated July 20, 2021

Heavy rains continued to spill through New York, New Jersey and Connecticut on Friday morning as Tropical Storm Elsa made its way up the northeast coast.

After a night of relentless storms and mass flooding, tropical storm warnings and flash flood watches were in place until Friday afternoon, according to the National Weather Service. The storm is expected to pass through southern New England with winds up to 50 miles per hour, prompting flood warnings until 4 p.m. for parts of Massachusetts.

In Westernville, N.Y. in Oneida County, severe thunderstorms uprooted trees, ripped off roofs and downed power lines, according to posts on social media Friday morning. The National Weather Service will conduct a survey Friday to determine whether the storms were actually part of a tornado.

Connecticut was hit with major floods Friday morning as several inches of water filled the streets of Hartford and downtown New Haven. In West Haven, Metro North service was suspended after rainfall caused a landslide near the tracks.

Nassau County on Long Island issued an advisory against bathing at 17 of its beaches prone to elevated bacteria levels during heavy rainfall, which can increase storm-water runoff.

And in New York City and its suburbs, heavy rains prompted the police to rescue more than a dozen people from one flooded stretch of highway on Thursday and forced would-be subway riders to navigate waist-deep waters on their way into one Upper Manhattan station.

Videos posted on Twitter showed several subway stations taking on water – some from above, some from below. The No. 1 station at Broadway and 157th Street in Manhattan appeared to suffer the most dire effects of the storm, with some passengers opting to wade through filthy water on their way to the platform.

Transit officials, already girding for Elsa's arrival, said they had crews out across the city addressing the flooding problems as quickly as possible and warned against entering stations that might still be inundated.

'Drains are working remarkably well,' Sarah Feinberg, the interim president of New York City Transit, which operates the subway, said in a message on Twitter.
The agency's crews added, we're as always, working hard and fast and doing great work. Give them room to work and be safe.'

LATEST UPDATES

Read full coverage of Tropical Storm Elsa.

The subway service itself was largely uninterrupted, with only the northernmost end of the A-line shut down as a result of the rains, officials said.

In an interview, Ms Feinberg said the flooding of stations on Thursday was a result of a confluence of factors: underground drains being overwhelmed by the ferocity of the rain; vents and stairways serving as conduits for the same reason and street-level flooding spilling over curbs and down into the subway.

'You could be in trouble if you get caught in the wrong place at the wrong time,' Mr Pollina said.

Both the transportation authority and New York City Transit had put various measures in place for the storm's arrival.

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ADDENDUM D



Palm Continental Hotel

4.0 km to FNB Soccer City Stadium



Kensington Place

Hotel in City Bowl, Cape Town (1.2 km from Table Mountain)

This trendy boutique hotel is situated at the foot of Table Mountain, right off Kloof Street. It has an outdoor plunge pool with mountain views and offers air-conditioned rooms with balconies.



Sandstone Manor

Guesthouse in Mossel Bay

Sandstone Manor is ideally situated in Mossel Bay, near the town's facilities and attractions. Accommodation at Sandstone Manor comprises 10 individually decorated rooms.

Secure parking	Free WiFi	Kitchen facilities
Laundry service	No smoking indoors	Personal safe

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ADDENDUM D (continued)



Betty's Boutique Hotel

Guesthouse in Mossel Bay Central, Mossel Bay

Betty's Boutique Hotel is a beautiful house in Mossel Bay that was built in 1903 from limestone. It oozes class and elegance from a bygone era and as such is recognised as a building of historical interest.

Swimming pool	Braai area	Wheelchair friendly
Secure parking	Free WiFi	Swimming



Letaba Rest Camp

2-star hotel

Kruger National Park, Lethaba-Shingwedzi Road, Mpumalanga, 1350•013 735 6636

Letaba is a main rest camp along the Letaba River in the north-central region of the Kruger National Park in South Africa. It is situated near the junction of the H1 and the road to Phalaborwa gate. The name comes from the Sesotho word for 'river of sand' because of the wide, generally shallow river.



Kennaway Hotel

3-star hotel

331 Esplanade St, Quigney, East London, 5201•043 743 3433

Oceanfront property offering subdued rooms, plus conference and banqueting facilities.

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