higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

# MARKING GUIDELINE

## NATIONAL CERTIFICATE (VOCATIONAL)

## TOURISM OPERATIONS
## NQF LEVEL 4

**28 November 2023**

**This marking guideline consists of 7 pages.**

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**QUESTION 1**

1.1 1.1.1 False
1.1.2 True
1.1.3 True
1.1.4 True

(4 × 1) (4)

1.2 1.2.1 Mr Khumalo – R1 000 000✓
Mrs Khumalo – R1 000 000✓
18-year-old – R1 000 000✓
12-year-old – R200 000✓

Total: R3 200 000 ✓

Or

Mr Khumalo – R160 000✓
Mrs Khumalo – R160 000✓
18-year-old – R 50 000✓
12-year-old – R 50 000✓

Total: R 420 000 ✓ (5)

1.2.2 (a) British pound
(b) Norwegian krone
(c) Danish krone

(3 × 1) (3)

1.2.3 (a) ZAR120 000 ÷✓ 19.4619✓ = GBP6165.893✓
(b) ZAR20 000 ×✓ 0.4459✓ = DKK8918✓
(c) ZAR50 000 ÷✓ 16.6595✓ = EUR3001.290✓
(d) ZAR10 000 ×✓ 0.6091✓ = NOK6091✓

(4 × 3) (12)

1.2.4 (a) It is insurance cover that will be paid when ✓a person is involved in a situation where a third party✓ is accidentally injured.

(b) It is paid✓when clients were travelling to a destination, but had to cut short their journey ✓ to return home.

(c) When a passenger claim✓ for something, he/she has to pay√ a specified part of the amount claimed.

(3 × 2) (6)

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1.2.5

| **Evaluation Checklist** | | |
|---|---|---|
| **CRITERIA** | **YES/ PARTLY/ NO✓** | **COMMENT✓** |
| Tourists complained about the quality of the sites✓✓ | | |
| Historical sites that are of importance were not included✓✓ | | |
| I had personal time to relax and prepare for the next day✓✓ | | |
| The service at the hotels was good. ✓✓ | | |
| **ANY APPLICABLE CRITERIA** | | |

(10)

**[40]**

## QUESTION 2

2.1
- Interest✓ – cultural and natural attractions✓✓
- Physical limitations✓ – one learner is in a wheelchair✓✓
- Topic✓ – any relevant topic/Level 4 Tourism tour/Cultural and natural wonders of KZN✓✓
- Duration✓ – 7 days✓✓
- Price level✓ – R3 500 per learner✓✓
- Benefit to the community✓ – any relevant answer✓✓ (6 × 3) (18)

2.2
2.2.1 Cultural attraction
2.2.2 Natural attraction
2.2.3 Natural attraction
2.2.4 Cultural attraction
2.2.5 Natural attraction

(5 × 1) (5)

2.3 2.3.1
- Fixed costs do not vary (every month)√ with the number of passengers in the group.✓ Costs that have to be paid.✓
- Variable costs vary with the number of tourists √ in the group.✓ These costs are only paid when the clients make use of it.✓

(2 × 2) (4)

2.3.2
(a) Fixed cost
(b) Fixed cost
(c) Variable cost
(d) Fixed cost
(e) Variable cost

(5 × 1) (5)

2.3.3
- Consider to shorten the tour.
- Cost the tour by lowering the minimum expectations.
- Negotiate lower rates or higher overrides.
- Consider a local tour manager.
- Lower the hotel category by one level throughout the itinerary.
- Only include the welcome and farewell meals.
- Plan a less expensive tour brochure. (8)

- Publish more than one tour in the same brochure. (Any 4 × 2)

**[40]**

## QUESTION 3

3.1
- Countersign the cheque in front of the bank official✓
- to ensure the signature matches the first one.✓
- Show the passport as identification.✓
- A sales advice may be requested.✓
- The official will obtain authorisation before encashing.✓

(5)

3.2
3.2.1 E
3.2.2 C
3.2.3 G
3.2.4 F
3.2.5 H

(5 × 1) (5)

3.3

| | | |
|---|---|---|
| Accommodation | R150 × 6✓ | = R900✓ |
| Tour guide | | = R500✓ |
| Entrance fees | | = R800✓ |
| Bus | | = R1 000✓ |
| Meals | R250 × 7✓ | = R1 750 |
| | | = R4 950✓ |
| Mark-up | R4 950 × 25%✓ | = R1 237,50✓ |
| TOTAL | | = R6 187,50✓ |

(10)

3.4
- Mpumalanga province. ✓✓
- September.✓✓
- One week. ✓✓
- Holiday leisure trip. ✓✓
- 2 adults.✓✓
- 2 adults in their 40s✓✓
- R20 000.00 ✓✓
- FlySafair and Mercedes Veto at the destination. ✓✓
- Expect to experience wildlife, explore nature and local culture ✓✓
- Mr. Lews & Mrs. Nancy Zenith. ✓✓

Any applicable answer (10 × 2) (20)

**[40]**

## QUESTION 4

4.1 4.1.1 No (1)

4.1.2 The consultant used the wrong exchange rate, ✓ he divided instead of multiplying. ✓ (5)

USD1550 ×✓ 15.0754✓ = ZAR 23 366.87✓

(2 +3 )

4.2 4.2.1 (a) Personal itinerary
(b) General itinerary

(2 × 1) (2)

4.2.2 (a) The itinerary has been prepared for Ms Murray according to her needs.✓ The itinerary shows details pertaining to dates, flight details, etc. ✓

(b) No specific dates are given. It is listed as Day 1, Day 2, Day 3.✓ It has not been created for a specific person.✓ The itinerary does not include the detail of the trip.

(2 × 2) (4)

4.2.3
- False.✓
- It is a circle itinerary, as it starts and ends in the same city.✓✓

(1 + 2) (3)

4.3 4.3.1
- Offers tour groups a unique stay
- Magical views from every corner of the room
- Centrally located
- Well-trained friendly staff
- Up-to-date facilities (5)

4.3.2
- Online✓ at www.parkgrandkensington.co.uk ✓
- By phone: ✓ +44 020 737 06831✓ (2 × 2) (4)

4.3.3 GBP59 (2)

4.3.4 Full English breakfast (1)

4.3.5
- Earls Court exhibition centre
- Royal Albert Hall
- Kensington Gardens
- Museum Mile
- Buckingham Palace (Any 3 × 1) (3)

4.4 4.4.1
- It is convenient.
- It is a secure method of taking money overseas.
- Spending is limited to the amount being loaded on the card.
- The exchange rate is locked on the day of purchasing the foreign currency.
- The card can be topped up from South Africa.
- The card can be replaced in case it is lost or stolen.
- The balance of the card can be checked online. (Any 3 × 1) (3)

4.4.2
- The costs are high.
- There are daily limits on withdrawals and purchases.

- Individual banks overseas may set their own limits on ATM withdrawals. (3)

4.5 4.5.1
- A valid passport
- A valid air ticket or E-ticket number
- Proof of address (Any 2 × 1) (2)

4.5.2
- If lost or stolen it can be replaced.
- Once it has been purchased, the exchange rate is locked for the duration of the trip.
- Commission is not paid when encashing it at one of the issuing institution's representatives abroad. (Any 2 × 1) (2)

**[40]**

## QUESTION 5

5.1
- Personal expenses such as laundry
- Expenses due to flight delays, strikes and bad weather
- Travel insurance
- Excess baggage charges
- Individual services separate from the group
- Increase in tariffs after the publication date
- Refunds for any components not used
- Any expenses for meals not included in the tour
- Cost of obtaining passports or visas
- Transportation from the home city to the airport
- Luggage handling at the beginning and end of the tour (Any 4 × 1) (4)

5.2 7 breakfasts✓, 2 lunches✓, 6 dinners✓ (3)

5.3
- Letaba Ranch Nature Walk
- Letaba Ranch Wildlife Safari Drive
- Traditional Dinner and Local Dancing
- Kruger National Park Open-Vehicle Wildlife Safari Drive
- Chimp Eden Tour (Any 3 × 1) (3)

5.4 Group inclusive tour (1)

5.5
- Plan alternative or shorter routes from one destination to the next to save on fuel.
- Check the availability of cheaper or more cost-effective transport.
- Change the length of the tour.
- Insist that customers pay upfront to avoid fluctuations. (Any 3 × 2) (6)

5.6 5.6.1
- Problem✓ – no booking✓ (14)

- Identify and define the problem✓ – No booking was made for the Chimp Eden Tour and they were fully booked.✓
- Collect data and analyse the problem✓ – The tour guide phoned the consultant to collect information as to how the problem occurred.✓
- Develop alternative solutions✓ – Search for alternative tours available in the area.✓
- Analyse pros and cons of alternatives✓ – Compare the different options to decide on the alternative to take.✓
- Implement the best alternative✓ – Take the group to the best alternative.✓
- Describe outcomes and results✓ – Keep the customers happy and satisfied.✓ (7 × 2)

5.6.2 This is when a customer has the right to assume✓ that certain items or conditions are included in the tour.✓ (2)

5.7
- Pillow gifts
- Meet-and-greet
- Complimentary drinks and meals
- Porterage and tips
- Travel bags
- Farewell meals (Any 3 × 1) (3)

5.8 (2)

5.8.1 Between Jun✓ and Aug✓ (2 × 1) (2)

5.8.1 The temperatures are average✓ and there is little rainfall.✓ (2 × 1) (2)

**[40]**

**TOTAL: 200**