higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

SCIENCE OF TOURISM
NQF LEVEL 4

(11011044)

1 March 2018 (Y-Paper)
13:00–16:00

This question paper consists of 13 pages.

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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. Start each question on a NEW page.
5. Write neatly and legibly.

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QUESTION 1

1.1 Choose an item from COLUMN B that matches a description in COLUMN A. Write only the letter (A–J) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.1.1	Sniffer dogs are used at airports to sniff out this illegal substance	A	green channel
1.1.2	Issued to South African citizens 16 years and older	B	customs
1.1.3	A wheelchair is provided for this passenger	C	animals and birds
1.1.4	Abbreviation for very important person	D	narcotics or habit forming drugs
1.1.5	On arrival an international traveler goes through this customs channel when he has nothing to declare.	E	a disabled person
1.1.6	Imported goods must be cleared through …	F	VIP
1.1.7	Political violence and terrorism have sparked an increase in the security on airplanes and at airports.	G	external threats
1.1.8	These may only be brought into South Africa with a permit.	H	fully automatic military and unnumbered weapons
1.1.9	A passenger will be immediately arrested if these item were found in his luggage by customs at the airport	I	tourist passport
1.1.10	If a passenger has goods to declare he or she should go through this channel at customs	J	red channel

(10 × 1) (10)

1.2 Read the article below and answer the questions.



EMIRATES

Check-in
Make sure you arrive at the airport no later than 90 minutes before your flight is ready to depart. Go through security no later than 60 minutes before departure. Boarding starts 45 minutes before your flight, and gates close 20 minutes before departure.

Online Check-In
Passengers can check-in online up to 24 hours before their flight and until 90 minutes before departure. Simply choose your seat, enter your frequent flyer number if you have one, and print your boarding pass or have one sent to your mobile phone.

eBoarding Passes
To save time, Emirates offers eBoarding Passes for some airports with Online Check-in. eBoarding Passes function in the same way as a normal boarding pass and Business Class and First Class passengers may use theirs to gain access to Airport Lounges.

Simply print your eBoarding Pass and bring it with you to the Boarding Gate or to the Bag Drop counter if you are checking baggage.

Emirates baggage allowance

Carry-on:
First Class and Business Class
Passengers are permitted two pieces of carry-on baggage – one briefcase plus either one handbag or one garment bag subject to the following size and weight limitations: Briefcase: 46cm × 36cm × 20cm Handbag: 55cm × 38cm × 20cm Garment bag: 20cm thick when folded. Total combined weight must not exceed 12kg.

Economy Class
Passengers are permitted one piece of carry-on sized no more than 55cm × 38cm × 20cm and must not exceed 7kg. Duty free purchases of liquor, cigarettes and perfume in reasonable quantities are also permitted in addition to the above.

Checked Baggage:
Emirates Economy Class passengers can check in 30kg, Business Class travellers 49kg and if you are flying First Class you can travel with 50kg of checked baggage.
If your journey includes other airlines and begins or ends in the U.S.A slightly different rules apply.

In-flight service
First Class, Business Class and Economy Class. There are up to 1400 channels available in every Emirates seat. You can also watch live television on select flights.
Snacks and beverages are available for purchase in the main cabin on all North American and Caribbean flights. Your destination and the length of your flight will determine the food and drinks available. Magazines are available on all domestic flights. Movies, TV shows and music are offered on long-haul flights. First and Business Class passengers have individual power outlets at each seat. There are also outlets within reach of every main cabin seat. Surf the web, chat, tweet and check your e-mail by connecting to OnAir Wi-Fi on the majority of Emirates A380 flights and select Boeing B777 flights. You can also connect to the internet using GPRS or EDGE on select flights.

[Adapted from: www.Emirates.com]

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1.2.1 Describe the on-line check-in procedures in your own words. (5 × 2) (10)

1.2.2 If you are a Business Class passenger, what airport facility do you have access to if you have an e-Boarding pass? (1 × 2) (2)

1.2.3 As a Business Class passenger, how many *carry-on* luggage, according to the article, are you allowed on board? (1)

1.2.4 There is a difference in type of hand luggage that a Business Class passenger and an Economy Class passenger may take aboard a flight. Apart from quantity, how will it differ in terms of weight, according to the article? (2 × 2) (4)

1.2.5 What services do Emirates provide on long-haul flights, according to the article? (3 ×1) (3)

1.3 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 (1.3.1–1.3.5) in the ANSWER BOOK

1.3.1 Excess baggage means ... .

A baggage that can be carried as hand luggage.
B baggage that includes a blanket.
C baggage within the parameters of the permitted weight allowance.
D baggage that exceeds the permitted weight allowance

1.3.2 Passengers cannot take the following item(s) on board:

A handbag
B umbrella
C fireworks
D a camera

1.3.3 Which ONE of the following is International Travel?

A Johannesburg to Durban
B Durban to Mauritius
C Cape town to Johannesburg
D Durban to East London

1.3.4 Chapels are provided for …

A Christian passengers
B Jewish passengers
C All Indians
D Islamic passengers

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1.3.5 On a domestic flight which document must a passenger produce at the boarding gate?

A A tax invoice
B A physical ticket
C A passport
D A boarding pass

(5 × 1) (5)

1.4 When travelling on an international flight you are required to be in possession of a passport.

1.4.1 Explain what the purpose of a passport is. (1 × 2) (2)

1.4.2 When will a passport become invalid? Give TWO reasons. (2 × 1) (2)

1.4.3 If you apply for an emergency passport, how long will it be valid for? (1)

[40]

QUESTION 2

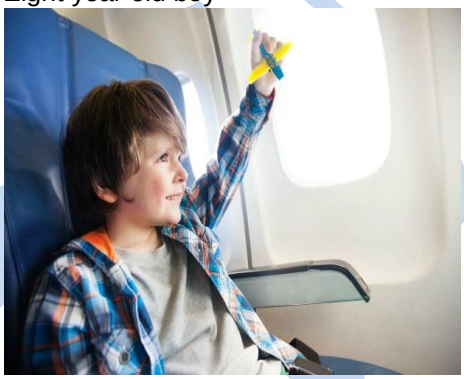
2.1 Although the majority of passengers arrive at the airport and depart on the correct flight with no difficulty, there are some situations that slightly differ from the norm. Airlines should give all possible assistance to passengers in compassionate situations where special treatment or care is required.

Study the following scenarios and answer the questions.

A Six months pregnant passenger



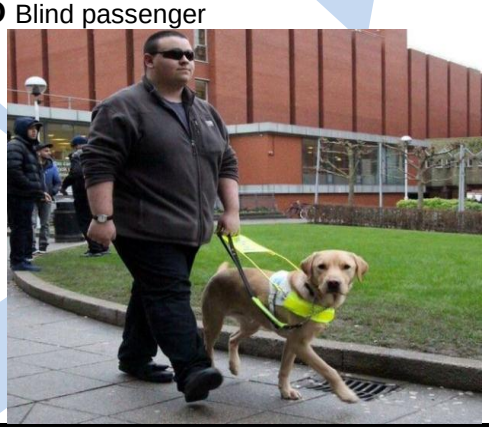
B Eight year old boy



C Paralysed passenger



D Blind passenger



E Business class passenger



F Passenger with heart problems



[Source: Google.com]

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2.1.1 Draw the below table in your ANSWER BOOK and complete it by indicating whether the above scenarios (A-F) is a compassionate situation or not and whether or not to contact the airline for assistance. Only tick(✓) in the appropriate block.

SCENARIO	Compassionate situation	Not a Compassionate situation	Contact the airline	Do NOT contact the airline
A				
B				
C				
D				
E				
F				

(6 × 2) (12)

2.1.2 If passenger D is allowed on a flight with his dog, what precaution must be taken to ensure the safety of the other passengers?

(1 × 2) (2)

2.2 Staff members who work in the airline industry are well trained to handle the large number of passengers travelling by air each day. From time to time they are faced with unexpected situations. These require quick thinking and sometimes unusual measures to ensure that everyone is safe and all needs are met.

2.2.1 With the above in mind, advise your client on FIVE unexpected situations that can lead to changes in the airport procedures and explain how the airport staff would remedy each of the unexpected situations. (5 × 2) (10)

2.2.2 At the security checkpoint passengers and their hand luggage go through scanners.

Name THREE items that your client, travelling internationally, are prohibited from carrying on themselves or in their hand luggage. (3)

2.3 You are appointed as a General Sales Agent at a big travel agent company, Sure Travel.

Outline FIVE of your roles and responsibilities. (5 × 2) (10)

2.4 Describe the inclusive Tour Charter and explain its benefits. (3 × 1) (3)

[40]

QUESTION 3

3.1 Read the article below and answer the questions.

Tourism establishments devastated in night of fire

By: Neo Mabubula



Fires cause massive damage to properties in Knysna, Western Cape.
The fires in Knysna, Western Cape have left devastating damage to properties in the area as well as the surrounding landscape. Based on information from Knysna Tourism, Managing Director at Southern Africa 360, Collin Thaver reports that roughly 20 accommodation establishments in the area have been damaged or destroyed by the fire and are now closed. Knysna Hollow has also burnt down. In a statement, Brand Manager for Hollow Hotels, Clive Battell, said: 'We regret to inform you that Knysna Hollow was completely destroyed in the fire and will not be in operation in the foreseeable future. We have no communications at the hotel at all at present and will be establishing telephone and e-mail lines off-site in the coming week'.

An emergency number has also been set up. 'Satsa's partner, Satib, has made available an emergency number through Satib24: 1000 70230. This number is for medical emergencies and stranded tourists and will be coordinated by the Ops Centre at Pelican Lodge. Medical emergencies, passport/repatriation, missing people and trauma counselling can be provided.' says David Frost, CEO at Satsa

[Adapted from www.tourismupdate.co.za]

3.1.1 The event industry is regulated by various regulations and legislations, the main purpose is to protect the people and property.

As an event organiser, What would you have done to comply with Disaster management Act No.57 of 2002? (4 × 2) (8)

3.1.2 In addition to special legislation, provision should be made at any event for basic emergency services.

If you were asked to compile an emergency plan for an event hosted by the Hollow Hotel, what FIVE items should appear in your plan to ensure safety of the attendees at the event. (5 × 1) (5)

3.2 You apply for the position as an event manager at Events Dot Com. During the interview, the owner asks you to answer the following questions:

3.2.1 What FIVE factors will influence the choice of a venue? (5 ×1) (5)

3.2.2 When organising a wedding at a hotel, what services would you require from them when catering for the wedding? (5 × 1) (5)

3.3 The National Department of Tourism has approached you to assist in organising the annual Tourism exposition (Tourism Indaba).

How would you market this event? (4 × 1) (4)

3.4 Discuss the purpose of the grading system of venues and facilities. (4 × 1) (4)

3.5 Apart from the building exterior, name FIVE other grading criteria that could be used to grade events venues. (5 × 1) (5)

3.6 South African Football Association (SAFA) has requested you to be part of the team that will organise Africa Cup of Nations that will take place in South Africa in 2019.

For such a big sporting event, what would SAFA's expectations be? (4 × 1) (4)

[40]

QUESTION 4

4.1 Study the poster below and answer the questions.



[Source: google.com]

4.1.1 Service providers or tour operators may have to change an itinerary because of certain unfortunate incidents which are outside of their control.

Using the poster as a guideline, give FIVE examples of these incidents. (5)

4.1.2 Explain why a tour itinerary represents a legal and binding contract. (4 × 2) (8)

4.2 Read the article and answer the questions.

SAFETY WITH LIONS ON SAFARIS IN HLUHLUWE GAME RESERVE

by: Onne Vegter

Following the unfortunate incident at a lion park in Johannesburg recently where a woman was dragged from her vehicle and killed by a lion, the world's media has been abuzz**.** On social media, concerned tourists are asking whether it is safe to go on safari. Many have criticised the poor woman for leaving her car windows open in spite of the many signs warning her not to do so. However, if an open window is so dangerous, is it safe to go on a safari that uses open vehicles for game drives?

When we posted this photo on our Facebook page a while ago, we received some comments about how crazy and stupid these people were to be sitting in an open vehicle so close to a pride of wild lions.



Yet this kind of sighting happens every day all over southern Africa. These concerns about safety stem from a lack of understanding about where the recent tragedy occurred, and how the lion park differs from a regular wildlife safari.

A typical lion park is nothing like a game reserve such as the Sabi Sand Game Reserve or Kruger National Park. It is more like a glorified zoo that is big enough to drive through. The key issue in this case is that these lions are not entirely wild. These lions are kept in enclosures and have been raised in captivity (or in some cases rescued from abusive conditions). As cubs, they have probably been handled and photographed by humans. Lion cub interactions have received increasing criticism in recent times, and rightly so. However, such activities have traditionally been a key source of income for certain lion parks. When lions are raised like this and fed by humans, they lose their natural fear of humans and they learn to associate humans with food.

This is the critical difference between lions in a lion park and wild lions in a game reserve. In game reserves, wild lions do not associate human beings with food. They are naturally fearful of humans and, unless you run away, they will not see humans as prey. They also do not associate vehicles with humans or with food.

For this reason, thousands of tourist game drives are conducted every day across Africa in open safari vehicles and involve many close encounters with wild lions and other predators. However, you never hear of tourists being attacked or dragged from their open safari vehicle.

[Source: www.gosafari.co.za]

4.2.1 Name THREE reasons why safety precautions are put in place at National Parks. (3 × 2) (6)

4.2.2 What advice would you give to visitors on safety regulations at National Parks? (8 × 1) (8)

4.2.3 Do you think that the lady mentioned in the article, adhered to the safety regulations? Give a reason for your answer. (1 + 1) (2)

4.2.4 If you were in the car when the incident mentioned in 4.2.1 happened, would you have assisted with first aid procedures even though you have no medical background? Give TWO reasons for your answer. (1 + 2) (3)

4.2.5 When participating in activities that can be potentially dangerous to the tourist, what precautions do you think the company can take to avoid possible injuries? (4 × 2) (8)

[40]

QUESTION 5

5.1 Study the document below and answer the questions.



[Source:Google.com]

5.1.1 Identify the above document. (1)

5.1.2 What is the purpose of the document identified in 5.1.1? (2 × 2) (4)

5.1.3 Where was the document, identified in 5.1.1, issued? (1)

5.1.4 When was the document, identified in 5.1.1, issued? (1)

5.1.5 What type of entry does the document, identified in 5.1.1, allow? (1)

5.1.6 How long is the document, identified in 5.1.1, valid for? (1)

5.1.7 What country issued the document, identified in 5.1.1? (1)

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5.2 You are a travel agent based in the Eastern Cape Province. A newly wed couple ask you to assist them with their holiday plans as they would like to go to Europe. While there, they would like to visit as many European countries as possible, including Greece, Denmark and Germany.

5.2.1 What type of passport would they have to apply for? (1)

5.2.2 Where can they apply for a passport? (2)

5.2.3 What is the minimum number of blank pages required in a passport for a tourist to travel to a foreign country? (1)

5.2.4 Advise them on the consequences of not having enough blank pages in their passport? (2 × 2) (4)

5.2.5 A passport is a very valuable document. Inform them on what must be done in the event of losing one of their passports. (2 × 2) (4)

5.2.6 Suggest the most suitable visa that they need to apply for. (2)

5.2.7 What documentation must they present when applying for a visa? (4 × 1) (4)

5.2.8 What other FOUR countries could the couple visit using the visa identified in 5.2.6? (4)

5.2.9 As a newly wed couple, the wife would like to know more about endorsements. Explain FOUR reasons why she would need an endorsement. (4 × 2) (8)

[40]

TOTAL: 200

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