higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

TOURISM OPERATIONS
NQF LEVEL 2

11 March 2020

This marking guideline consists of 8 pages.

Copyright reserved

QUESTION 1

1.1 1.1.1 Telephone✓
Would be used to make and receive calls from clients and suppliers.✓✓ (1 + 2)

1.1.2 Computer/laptop✓
Would be used for making reservations/store client files/search for information about attractions and suppliers.
Receive travel enquiries from clients, send quotations and confirmations of hotel and flight bookings to clients by means of e-mails.
PC has software application solution for almost any office function.✓✓ (1 + 2)

1.1.3 Photocopying machine✓
Used to make hard copies of accommodation vouchers and client reservations, to sort and bind documents and send faxes and e-mails.✓✓ (1 + 2)

1.1.4 Paper shredder✓
For destroying clients' confidential information that is no longer in use.✓✓ (1 + 2)

1.1.5 Printer✓
Used for printing client itineraries and booking confirmations.✓✓ (1 + 2)

1.1.6 Fax machine✓
Used for sending hotel vouchers to hotels and to clients.✓✓ (1 + 2)
(Any 5 × 3) (15)

1.2 1.2.1 D
1.2.2 D
1.2.3 B
1.2.4 D
1.2.5 D
(5 × 1) (5)

1.3 1.3.1 False
1.3.2 True
1.3.3 False
1.3.4 False
1.3.5 False
1.3.6 True
1.3.7 True
1.3.8 False
1.3.9 False
1.3.10 False
(10 × 1) (10)

TOTAL SECTION A: 30

SECTION B

QUESTION 2

2.1 See ADDENDUM A for client profile. (27)

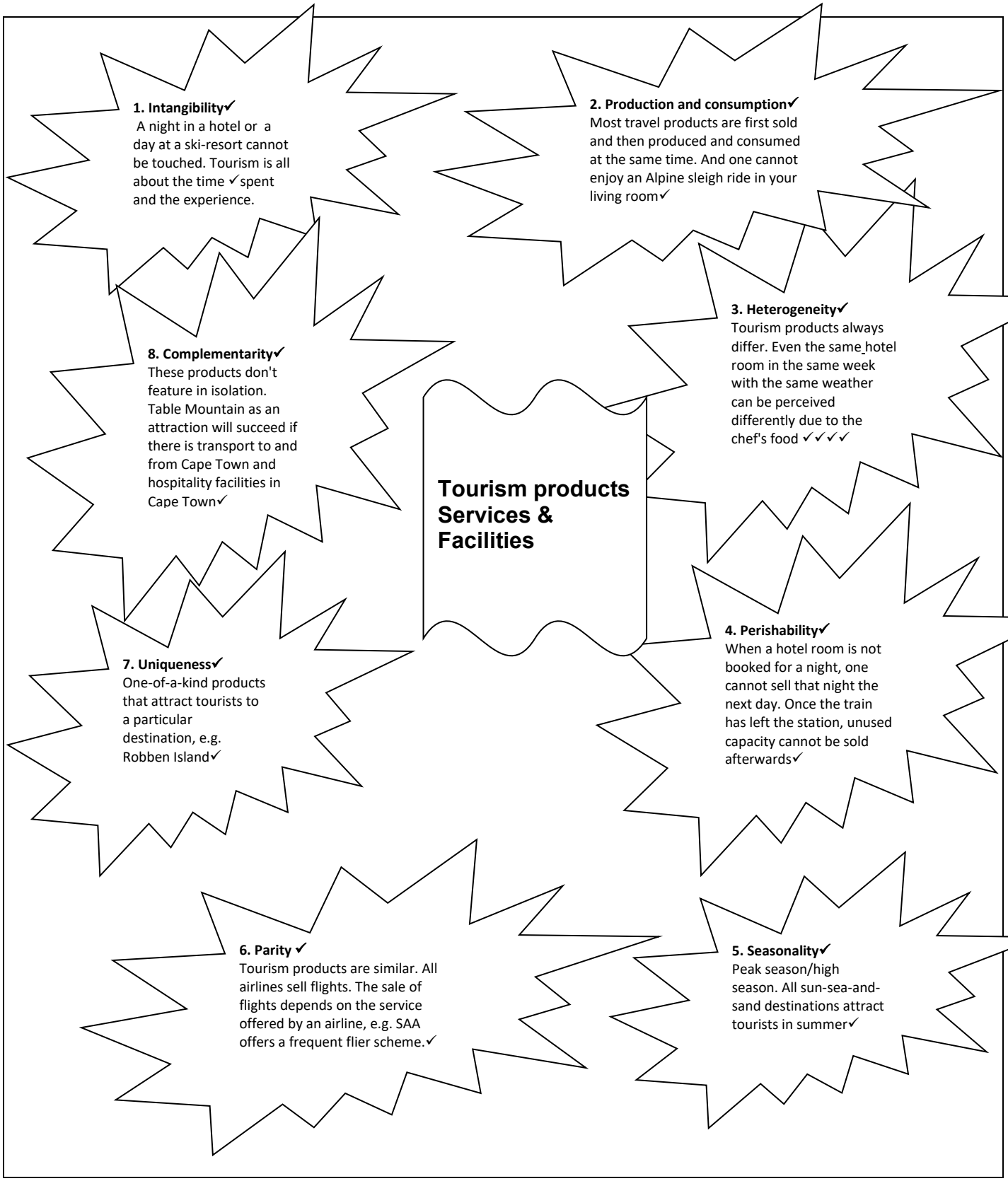
2.2 As an office worker you may report to security or your immediate supervisor.✓✓
If necessary, you may report to the security officer responsible for such issues.✓✓
You might even be requested to compile a report if another staff member is implicated.✓✓ (3 × 2) (6)
[33]

QUESTION 3

3.1 See ADDENDUM B for MCO. (10)

3.2 3.2.1 Neat
3.2.2 Archive
3.2.3 Numerical/Alpha numerical
3.2.4 Expenses
(4 × 1) (4)

3.3


Tourism products Services & Facilities
1. Intangibility✓ A night in a hotel or a day at a ski-resort cannot be touched. Tourism is all about the time ✓spent and the experience.
2. Production and consumption✓ Most travel products are first sold and then produced and consumed at the same time. And one cannot enjoy an Alpine sleigh ride in your living room✓
3. Heterogeneity✓ Tourism products always differ. Even the same hotel room in the same week with the same weather can be perceived differently due to the chef's food ✓✓✓✓
4. Perishability✓ When a hotel room is not booked for a night, one cannot sell that night the next day. Once the train has left the station, unused capacity cannot be sold afterwards✓
5. Seasonality✓ Peak season/high season. All sun-sea-and-sand destinations attract tourists in summer✓
6. Parity ✓ Tourism products are similar. All airlines sell flights. The sale of flights depends on the service offered by an airline, e.g. SAA offers a frequent flier scheme.✓
7. Uniqueness✓ One-of-a-kind products that attract tourists to a particular destination, e.g. Robben Island✓
8. Complementarity✓ These products don't feature in isolation. Table Mountain as an attraction will succeed if there is transport to and from Cape Town and hospitality facilities in Cape Town✓

(8 × 2) (16)
[30]

QUESTION 4

4.1

Phone: Ring! Ring! Ring!✓

Front office personnel/name of student: Good afternoon, Michelangelo Hotel, Zuko speaking. How may I help you?✓✓

Client: Hi Zuko, I am calling from Investech. May I speak to Thato, as I need to make changes to my accommodation booked with him.✓

Zuko: Sorry Madam, Thato is in a meeting right now. May I transfer your call to another consultant?✓

Client: Rather ask him to call missus Phathiswa Nett.✓ My number is 083 586 4425.✓

Zuko: Thank you for calling, Madam. I will pass on your message.✓ (8)

4.2

4.2.1 Summary of all the financial transactions that took place during a given time period, e.g. every month.

4.2.2 A safe method of payment used when a person travels to another country. A bank changes local currency to foreign currency for the traveller.

4.2.3 A machine used in shops that has a drawer for money, and which totals, displays, and records the amount of each sale.

(3 × 2) (6)

4.3

- Non-bank guaranteed cheques✓✓
- Amount required exceeds the amount that the cheque is guaranteed for✓✓
- Amount on the bill exceeds the client's credit card limit✓✓
- Expiry date on the client's card has passed✓✓
- Signature on the card does not correspond with the client signature on the slip✓✓
- The credit card company has declined the authorisation✓✓ (4 + 8) (12)

4. 4

- Inbound
- Domestic
- Outbound✓✓ (Any ONE)

- Oral
- Written
- Implied✓✓ (Any ONE) (4)

[30]

QUESTION 5

5.1
- Alphabetical filing
- Alphanumerical filing
- Numerical filing (3)

5.2
5.2.1 False
5.2.2 True
5.2.3 False
5.2.4 True
5.2.5 False

(5 × 1) (5)

5.3 Step 1: Receive the filing instruction from employer/senior admin clerk /manager✓✓
Step 2:Determine the source of the correspondence✓✓
Step 3: If unsure of the source of the document, discuss with this with the senior admin clerk or manager✓✓
Step 4: Prepare the document and staple corresponding documents that together✓✓
Step 5: Code the documents – determine and indicate the source of the correspondence✓✓
Step 6: Use a letter sorter to arrange the documents according to index while waiting to file them✓✓
Step 7: File documents correctly in the indexed files in order of date (if date order applies)✓✓
(The learner's response must show the above practical steps – accept any applicable answer) (14)

5.4 Step 1:Remove all cash, credit cards, cheques and vouchers from the till
Step 2: Check that the float is the same as at the beginning of the shift
Step 3: Manage proceeds in the cash register as per company policy, (e.g. handing cash and printout from cash register to the manager in an envelope)
Step 4:Place this envelope in the safe in the presence of a duty manager
Step 5: Check that the float that is handed over, accepted and signed off in a customary manner (5)

[27]

TOTAL SECTION B: 120
TOTAL: 150

ADDENDUM A

QUESTION 2.1

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

CLIENT FILE

CLIENT DETIALS								
Name : Mrs Phathiswa Nett✓								
Address: : 18 Megan Road Roodepoort Johannesburg✓								
Business telephone: 011 423 4965✓ Cell No: 083 495 8243✓								
E-mail: pnett@gmail.com✓								
Form of payment: 3487 45589 6790 EXP. 2020.✓								
FLIGHT INFORMATION								
FLIGHT NO	CLASS	DATE	FROM	TO	DEP TIME	ARR TIME	STATUS	FARE
SA2052/ SA554/✓ SA2046	Y✓	23 DEC 18✓	DUR	JNB	14:25/ 16:55/ 17:30✓	15:30/ 18:00/ 18:35✓	OK✓	R1 577,50 × 2 R3 155,00 ✓
SA2053/ SA2039✓	Y✓	27 DEC 18✓	JNB	DUR	10:40/ 11:30✓	11:50 / 12:40✓	OK✓	

HOTEL INFORMATION							
NAME OF HOTEL & CONTACT DETAILS	**CITY**	**DATE IN**	**DATE OUT**	**ROOM TYPE**	**RATE**	**REF**	**CALCUTE COST**
Michelangelo Hotel. 135 West St, Sandown, Sandton, 2146✓✓	Johannesburg✓	23 DEC✓	27 DEC✓	✓ Luxury Suite	✓R3 439,00 per night	4TR 589✓	R3439,00 × 4 nights = R13 756,00✓

(27)

Copyright reserved

ADDENDUM B

<table>
<tr><td rowspan="2">Diverse Charge Order.
Audit coupon.

</td><td rowspan="2"></td><td>Date of issue</td><td>Place of issue</td></tr>
<tr><td>20 DEC 18✓</td><td>SA AIRWAYS DURBAN✓</td></tr>
<tr><td>Name of passenger:✓
Nett/PATHISWAMRS</td><td rowspan="2">Amount in words
Three hundred and seventy-five rand✓</td><td rowspan="2">Currency
Amount
R375,00 ✓</td><td rowspan="2">Form of payment
Cash/credit card✓</td></tr>
<tr><td></td></tr>
<tr><td>Type of service for which required:

Excess baggage of 5 kg✓</td><td>Credit card no

3487 45589 6790✓</td><td></td><td>Exp date:
June 2020.✓</td></tr>
<tr><td>
</td><td colspan="3">Airline code Serial no

083 500 6240761 4✓</td></tr>
</table>

(10)

Copyright reserved