higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

TOURISM OPERATIONS
NQF LEVEL 2

(11011072)

22 November 2018 (X-Paper)
09:00–12:00

This question paper consists of 12 pages and 2 addenda.

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TIME: 3 HOURS
MARKS: 150

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. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 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 (1.1.1–1.1.5) in the ANSWER BOOK.

1.1.1 A statement of business is used by management to establish …

A obligations.
B corporate values.
C business functions.
D all of the above.

1.1.2 An example of information contained in records in a tourism business:

A Business plan
B Tourism destinations
C Case study
D Protection order

1.1.3 For domestic travel, passengers require …

A an identity document or licence for identification.
B valid passport.
C visa.
D health documents.

1.1.4 A miscellaneous charge order is a valid document issued by airlines for travel related services like …

A lost luggage.
B cancellation of accommodation.
C hotel accommodation.
D airline invoices.

1.1.5 The GDS used in the travel industry is usually:

A Worldspan
B Galileo and Selfast
C Merchant
D All of the above

(5 × 1) (5)

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1.2 Choose an/a item/word from COLUMN B that matches a description in COLUMN A. Write only the letter (A–H) next to the question number (1.2.1–1.2.7) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	Used to make hard copies of paper documentation, can also sort, bind documents or send faxes and e-mails	A	computers
		B	franking machine
1.2.2	An apparatus connecting your computer with telephone lines to gain access to the internet, intranet or e-mail	C	electric diaries
		D	photocopiers
1.2.3	Receiving and making telephone calls	E	modem
1.2.4	Transmit documents quickly from point A to point B. With recent developments they can send documents by e-mails	F	telephone
		G	fax machine
1.2.5	To send mail (normal post) without using normal stamps. Electronic stamps are printed on envelopes	H	letter sorter
1.2.6	PC has software application solution for almost any office function		
1.2.7	Computer application which enables the user to plan his/her day, schedule meetings, arrange office related tasks		

(7 × 1) (7)

1.3 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

1.3.1 Adhering to a code of ethics is optional for employees.

1.3.2 Incorrect or cancelled plane tickets should be destroyed.

1.3.3 A contract is a binding agreement.

1.3.4 Confidential information should not be available to selected authorised personnel.

1.3.5 CDs may not be labelled with white stickers.

1.3.6 A policy is not meant to be revised regularly.

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1.3.7 Violating document security in an office has no serious consequences.

1.3.8 Stock control in not usually kept for financial purposes.

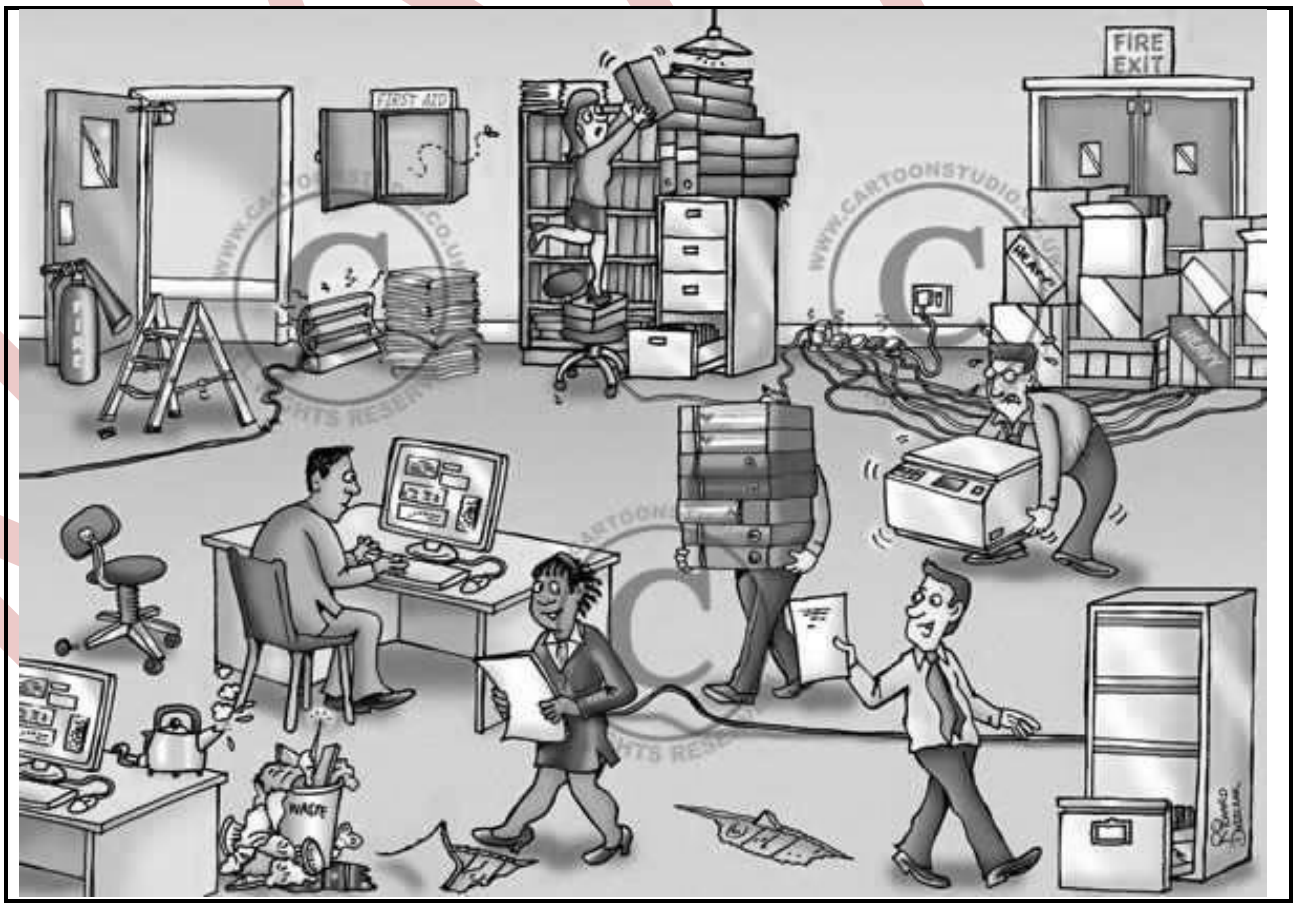
1.3.9 Carrier identification plates may not be used to imprint tickets.

1.3.10 A code of conduct is a useful tool for management to articulate ethical ambitions of the organisation.

(10 × 1) (10)

1.4 The insert below illustrates that there may be many potentially dangerous situations in the office.

Identify FOUR safety risks from the picture below. Redraw the table below in your ANSWER BOOK and indicate the risks by classifying them according to actions or situations.



DESCRIPTION SAFETY RISK	CLASSIFICATION: DANGEROUS SITUATION/ACTION
1.4.1 1.4.2 1.4.3 1.4.4	

(4 × 2) (8)
[30]

TOTAL SECTION A: 30

SECTION B

QUESTION 2

2.1 Corporate documents, mailing lists, business plans, financial records, employee information and project proposals are examples of information that needs to be protected in a tourism business, in fact in any business.

The picture below shows an example of how information can get into the wrong hands. Leaking of confidential information may be categorised into THREE levels. Give an example at each level. (3 × 2) (6)



2.2 Explain THREE components of a quotation. (3 × 2) (6)

2.3 Design a business contract using two tourism related businesses from your own city or town. The contract should have the following requirements:

- The parties must be in agreement & have contractual capacity.
- The parties must communicate their intentions to each other.
- The agreement must not be vague.
- Performance must be physically possible.
- Agreement must be lawful. (5 × 2) (10)

2.4 When answering the phone in the workplace, your voice is a very important tool in making your business conversations effective.

Give FOUR factors that will have an effect on your voice. (4)

2.5 The phonetic alphabet is a list of words used to identify letters in a message transmitted by radio, telephone, and cryptic messages.

Spell the surname FRED by using the phonetic alphabet. (4)
[30]

QUESTION 3

3.1 An MPD is a valid document issued by travel agents to passengers when collecting charges for a variety of travel related services like tours, car hire, excess baggage and pre-paid ticket advices.

As a travel consultant at South Connex Corporate Travel, you issued an MPD for one of the services mentioned above on behalf of one of your regular clients. Use ADDENDUM A (attached). Complete the numbered blocks with the correct information. Submit with the ANSWER BOOK. (8)

3.2 As an employee in the tourism industry, you may sometimes be faced with nasty and rude callers.

Look at the insert below and provide guidelines that you would follow in dealing with the situation portrayed in this picture.



(2 × 2) (4)

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3.3 When dealing with business calls it is very important to realise that not all information that is requested by the callers should be made available.

Give THREE types of information that may not be disclosed. (3)

3.4 Read the following case study based on the customer service of a travel agent and answer the questions.

Sammy is a travel consultant at Connex Travel Agency, a very busy corporate travel agency in Cape Town. She gave incorrect information to a businessman Mr John, concerning services offered at the hotel she has booked for him. He may not realise that he has been given wrong information until he arrives at the hotel. Sammy decided to leave it and hope for the best.

The problem is Mr John is going to find out; it is just a matter of time. Imagine how he will feel when he does find out that the information he has been given is incorrect.

Mr John is probably going to be angry, disappointed and feels like he has wasted his time. This will put Sammy's travel agency at risk because Mr John is going tell his friends – we love to talk about bad experiences, and those friends will tell their friends and so on. The reputation of Sammy's agency as a corporate agency will be put at risk and your customer base could reduce.

3.4.1 From what Sammy has done in the above case study, what are THREE negative impacts Sammy's agency could face? (3 × 2) (6)

3.4.2 Sammy's action is enough evidence of his lack of product knowledge.

What is the importance of good knowledge of services and facilities offered by principals? (1 × 3) (3)

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3.5 Choose a term/word from COLUMN B that matches a description in COLUMN A. Write only the letter (A–G) next to the question number (3.5.1–3.5.6) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.5.1	They package, market and conduct their own tours both locally and abroad	A	outbound tour wholesaler
3.5.2	Summary of financial transactions that have taken place during a certain time frame	B	pay point
3.5.3	The till machine used to store and process cash payments	C	domestic tour wholesaler
3.5.4	They package, market and sell tours internationally to visitors wanting to visit South Africa	D	statement
3.5.5	Business dealings where goods or services or money change hands	E	cash register
3.5.6	They package and market holidays for tourists who want to visit other countries	F	inbound tour wholesaler
		G	transaction

(6 × 1) (6)

[30]

QUESTION 4

4.1 Encode the following acronyms used when making reservations in the tourism industry.

4.1.1 PNR

4.1.2 CRS

4.1.3 CRO

4.1.4 GDS

(4 × 2) (8)

4.2 Read the following scenario based on friendly and prompt service to customers and answer the question.

As Sammy's day carries on, he issues an air ticket for another client. This client pays for his flight ticket using cash. Sammy renders the client incorrect change and when the client makes him aware of this he gets very annoyed with the client.

4.2.1 The above scenario provides you with a practical example of negative customer service offered by a consultant during the processing of payment at a travel agency.

Provide your own examples of negative customer service that could happen during the processing of payments in any tourism business. (3 × 3) (9)

4.2.2 Based on the bad service that has been happening at Connex Travel, management decides to have a workshop for all travel consultants in the office. This workshop will focus on stressing the benefits of effective customer service.

In relation to the following points provide key notes for this workshop:

- How to treat customers when staff makes mistakes
- Prompt service to customers
- Poor customer relations
- First impressions (4 × 2) (8)

4.3 Publications are used as reference when looking to select accommodation for different types of clients.

List FIVE of these publications. (5)
[30]

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QUESTION 5

5.1 The points listed below relate to the responsibilities of staff at the end of a shift as well as at the beginning of the shift.

- Count the float remaining in the cash register and ensure it's the same as the amount that was given.
- Sign off from the shift.
- Count the float and sign the cash float sheet to accept the float as correct in your cash register.
- Complete any other documentation as per company policy in the customary manner.
- Remove all the cash received, debit and credit cards slips and compare the total with the employee audit printout, both amounts should balance.
- Sign in for duty according to company policy.
- Sign the float off in the customary manner.
- Commence with the shift.
- Ensure there are sufficient consumables on hand and that the payment point is in good working condition.
- Put all the takings in an envelope or cash bag and hand to duty manager.

Redraw the table below in your ANSWER BOOK and then re-arrange the list above of duties to be performed accordingly to the end of the shift or at the start of the shift.

SIGNING OVER RESPONSIBILITIES (END OF SHIFT)	TAKING ON THE RESPONSIBILITIES (START OF SHIFT)

(10 × 1) (10)

5.2 Using the Baz-Bus schedule on ADDENDUM B (attached). Answer the following questions.

5.2.1 Give the return fare from Cape Town to Port Elizabeth.

5.2.2 On the Cape Town to Port Elizabeth direction, provide arrival time and departure time for the Baz-Bus at Mossell Bay.

5.2.3 On the Johannesburg/Pretoria to Durban direction, provide the departure time from Johannesburg and arrival time in Pietermaritzburg.

5.2.4 Give the single fare from Cape Town to Durban.

(4 × 2) (8)

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5.3 Tourism products have EIGHT characteristics that makes them unique. Give your own example of each of the following.

5.3.1 Intangibility

5.3.2 Uniqueness

5.3.3 Seasonality

5.3.4 Parity

5.3.5 Perishability

(5 × 2) (10)

5.4 What is the inter-relationship between the sectors of the tourism industry? (2)

[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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ADDENDUM A **EXAMINATION NUMBER:**

NAME OF PASSENGER **1 √**		AIRLINE DATA	AUDIT COUPON
REASON FOR ISSUENCE:	DATE OF ISSUE **2 √**		
AMOUNT IN LETT **3√**	CURRENCY **4√**	AMOUNT IN FIGURES **5 √**	
	6 √√		
	FORM OF PAYMENT: **7 √**		

(8)

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ADDENDUM B

Baz Bus from Johannesburg to Mbabane

The Baz Bus runs from Pretoria to Durban via Mbabane and Manzini three times a week, returning direct to Pretoria on alternate days. Baz Bus is a unique hop-on hop-off, door-to-door bus service between 180 backpacking hostels in 40 different towns in South Africa.

Baz bus Time table

CAPE TOWN to PORT ELIZABETH — **CAPE TOWN ⟷ PORT ELIZABETH** — **CAPE TOWN Arrivals**

Departs MON, TUES, THURS, FRI, SAT (i.e. Departs Daily except: WED & SUN)

07:15 → 08:30	CAPE TOWN (#8)	21:30 → 22:15
09:00 → 09:15	STELLENBOSCH (#1)	20:15 → 20:30
09:45 → 10:00	HERMANUS (#2)	19:30 → 19:45
11:45 → 12:00	SWELLENDAM	18:00 → 18:15
13:45 → 14:15	MOSSEL BAY	15:30 → 15:45
SEE NOTE #3	OUDTSHOORN	SEE NOTE #3
15:15 → 15:30	GEORGE / VICTORIA BAY	14:30 → 14:50
15:45 → 16:00	WILDERNESS	13:30 → 13:45
16:30 → 16:45	KNYSNA	12:45 → 13:00
17:45 → 18:00	PLETTENBERG BAY	12:00 → 12:15
18:15 → 18:30	THE CRAGS / BLOUKRANS BRIDGE	11:15 → 11:30
19:00 → 19:15	STORMS RIVER VILLAGE	10:15 → 10:45
20:30 → 21:00	JEFFREYS BAY	08:30 → 09:00
21:45 → 22:15	PORT ELIZABETH	06:45 → 07:30

PORT ELIZABETH Arrivals

Departs TUES, WED, FRI, SAT, SUN (i.e. Departs Daily except: MON & THURS)

PORT ELIZABETH to CAPE TOWN

PORT ELIZABETH to DURBAN — **PORT ELIZABETH ⟷ DURBAN** — **PORT ELIZABETH Arrivals**

Departs TUES, WED, FRI, SUN

06:45 → 07:15	PORT ELIZABETH	22:00 → 22:30
08:15 → 08:25	ALEXANDRIA	21:00 → 21:10
09:00 → 09:20	PORT ALFRED	20:00 → 20:30
11:15 → 11:30	EAST LONDON / HOGSBACK (#4)	17:45 → 18:00
12:00 → 12:15	CHINTSA	17:00 → 17:15
14:30 → 15:00	MTHATHA (BULUNGULA, C.BAY, MDUMBI, MPANDE, PSJ) (#5)	14:00 → 14:30
17:15 → 17:30	KOKSTAD (SOUTHERN DRAKENSBERG) (#6)	11:30 → 11:45
19:15 → 19:25	PORT SHEPSTONE	09:45 → 09:55
19:40 → 19:50	UMTENTWENI	09:25 → 09:35
20:00 → 20:10	UMZUMBE	09:10 → 09:15
21:00 → 21:10	WARNER BEACH	08:30 → 08:40
22:00 → 22:30	DURBAN	06:45 → 07:30

DURBAN Arrivals

Departs MON, TUES, THURS, SAT

DURBAN to PORT ELIZABETH

DURBAN to JOHANNESBURG / PRETORIA — **DURBAN ⟷ JOHANNESBURG / PRETORIA** — **DURBAN Arrivals**

Departs TUES, THURS, SAT, SUN

07:30 → 08:30	DURBAN (#8)	17:15 → 17:45
09:30 → 10:00	PIETERMARITZBURG / SOUTHERN DRAKENSBERG (#6)	15:45 → 16:00
12:45 → 13:15	NORTHERN DRAKENSBERG	13:15 → 13:45
17:00 → 18:00	JOHANNESBURG / PRETORIA (#7 & #8)	07:30 → 09h15

JOHANNESBURG / PRETORIA Arrivals

Departs MON, WED, FRI, SUN

JOHANNESBURG / PRETORIA to DURBAN

TICKETS	**Cape Town Johannesburg**	**Cape Town Durban**	**Cape Town Port Elizabeth**
Hop-on hop-off travel Door-to-door No time limit Travel in 1 direction	R4 900 One Way R7 350 Return	R4 080 One Way R6 120 Return	R2 100 One Way R2 850 Return

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