higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

TOURISM OPERATIONS
NQF LEVEL 2

(11011072)

2 December 2020 (X-paper)
09:00–12:00

This question paper consists of 10 pages and 3 addenda.

233Q1N2002

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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. Start each question on a new page.
5. Use only a black or blue pen.
6. 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 correct answer and write only the letter (A–D) next to the question number (1.1.1–1.1.7) in the ANSWER BOOK.

1.1.1 When and where to order office consumables, is not determined by …

A service contracts.
B cost of the consumables.
C colour of the consumables.
D the type of apparatus.

1.1.2 Never hold an electric appliance in one hand while touching a … object with the other hand.

A shiny
B plastic
C metal
D silver

1.1.3 The functional areas in a hotel include …

A reception, rooms division, food and beverage and kitchen.
B hospitality, tour guiding, reservation and reception.
C housekeeping, cleaning, reception and management.
D reception, food and beverage, kitchen and store rooms.

1.1.4 In the travel and tourism industry, the following are referred to as standard traffic documents (STD's):

A Invoices
B Travel vouchers
C Quotations
D None of the above

1.1.5 One of the advantages of using electronic tickets:

A Faster to get than paper tickets
B Electronic tickets cannot be lost or stolen
C They are used for issuing
D None of the above

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1.1.6 Worldspan, Galileo and Amadeus are three main … used when creating client bookings in the travel industry.

A global booking systems
B booking distribution systems
C global distribution systems (GDS)
D global destination systems

1.1.7 Identify ONE filing classification method used in tourism businesses:

A Logical classification
B Methodical classification
C Numerical classification
D Electronic classification

(7 × 1) (7)

1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

1.2.1 A fax machine is a method used in offices to slowly transmit documents from point A to point B**.**

1.2.2 Modems are used to connect your computer with a telephone line.

1.2.3 Electronic equipment should only be serviced for the duration of the warranty.

1.2.4 Consumables are items that need to be replaced in electronic or advanced technological equipment.

1.2.5 Obvious hazards occur by using poorly placed and badly connected electronic equipment.

(5 × 1) (5)

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1.3 Choose an item from COLUMN B that matches a description in COLUMN A. Write only the letter (A–L) next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Summary of all financial transactions in a given period	A	counterfeit
1.3.2	Till machine used to process payments	B	tokens
1.3.3	Amount of money used for change in the till at the start of the business day.	C	voucher
1.3.4	Fake money	D	speed point
1.3.5	Place where customers settle their bills	E	float
1.3.6	Process whereby financial records are checked	F	traveller's cheques
1.3.7	Round piece of metal used for payment instead of money	G	transaction
1.3.8	Ticket sold by a business that can be used as money to pay at that business	H	statement
1.3.9	Business activity where services and money exchange hands	I	audit
1.3.10	Equipment used to process credit card payments at the till.	J	bills
		K	cash register
		L	pay point

(10 × 1) (10)

1.4 Tourism businesses often enter into contracts with each other.

Give FIVE requirements that make a contract valid. (5 × 1) (5)

1.5 When checking the availability of services, you should ask your client certain questions about their booking enquiry to match their requirements.

Compile THREE questions, applying the Wx5 H principle. (Who, Where, When, What, Why, How) (3)
(3 × 1)

[30]

TOTAL SECTION A: 30

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SECTION B

QUESTION 2

2.1 In the travel and tourism industry, staff are always in need of office consumables to complete their jobs properly.

How long before consumables are needed in the office, should a requisition be made? (1)

2.2 Explain the general procedure to follow when handling and storing office consumables. (6)

2.3 In an office the employees are dealing with highly classified and confidential information. It is important to always be aware of the possible security risks in the office.

Discuss FIVE possible security risks in the office with a suggested corrective action for each. (5 × 2) (10)

2.4 A client obtains a quotation from a tourism supplier to establish prices for travel services or products.

Explain what information must be included on a quotation. (5 × 2) (10)

2.5 Name THREE detrimental effects of misfiled documentation. (3)
[30]

QUESTION 3

3.1 Describe the FOUR major components of a business contract. (4 × 2) (8)

3.2 As a travel consultant at *Idwala Edu Travel*, there are four possible causes of misfiling that could occur in the workplace.

3.2.1 List FOUR possible causes of misfiling. (4)

3.2.2 Give ONE example of each of the causes mentioned in 3.2.1. (4)

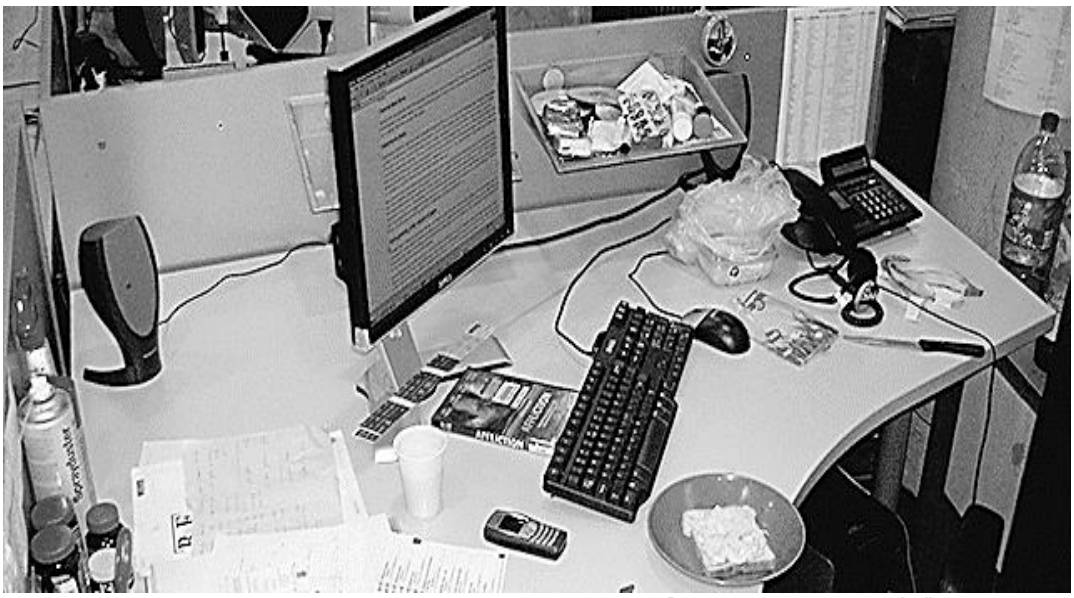
3.3 The filing classification used at *Idwala Edu Travel* is alpha-numerical. The 66th client that joins the tour operator as a client, is Mr. Shaun.

What will his file number be? (2)

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3.4 Study the picture below and answer the following question.

Identify FIVE things that are inappropriate and unprofessional about the receptionist area in the picture below. (5)



[Source: *www.google/images.co.za*]

3.5 Study ADDENDUM A and the picture below.
Answer questions 3.5.1–3.5.4.



[Source*: www.google/images.co.za*]

3.5.1 Identify the name of the airline on the picture above. (2)

3.5.2 To which country does this airline belong? (1)

3.5.3 Under which tourism sector would you classify the picture above? (2)

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3.5.4 Give TWO cities in South Africa that this airline operates from. (2)

[30]

QUESTION 4

Read the scenario below and answer the questions.

Mr Smith is calling to inform Mr Clarke of something important.

Receptionist: Good morning, this is *Happy Marketing*. How may I be of assistance?

Mark Smith: Morning, I would like to speak to Mr Clarke, please.

Receptionist: May I ask who is calling?

Mark Smith: This is Mr Smith from the *ACE Solutions* company. May I speak to Mr Clarke?

Receptionist: Mr Smith, the line is engaged now. Can I put you on hold?

Mark Smith: I am afraid I must go now, and I really needed to talk to him on an urgent matter.

Receptionist: Would you like to leave a message, then?

Mark Smith: That would be great. Please tell him that we revised the terms of the contract and that we e-mailed the document 2 days ago to him. He needs to check it as soon as possible and then get back to us. If he did not receive the e-mail, please tell him to call my secretary and she will resend it.

Receptionist: Noted, Mr. Smith. Could you give me your phone number, please?

Mark Smith: Yes, it is 043 865 4821.

Receptionist: Thank you very much, Mr. Smith. I will make sure Mr. Clarke gets your message as soon as possible**.**

4.1 Complete the telephone message form, ADDENDUM B based on the above telephone conversation. (10)

4.2 Briefly explain SIX reasons why automation is beneficial to travel agents. (6 × 2) (12)

4.3 In the tourism business, different types of authorised and unauthorised payments are used.

Explain the following types of authorised payments:

4.3.1 Credit cards

4.3.2 Cheques

4.3.3 Traveller's cheques

4.3.4 Debit cards

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(4 × 2) (8)
[30]

QUESTION 5

5.1 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (5.1.1–5.1.5) in the ANSWER BOOK.

5.1.1 Prompt service to customers is never seen as a sign of professionalism.

5.1.2 Customer satisfaction is by all means directly linked to profitability.

5.1.3 Long-lasting impressions cannot be formed in the first 30 seconds of interacting with a guest.

5.1.4 The way employees interact with guest is always seen as a reflection of what the business stand for.

5.1.5 It is a principle in the tourism industry never to say ‘no’ upfront to a client, but always to try first.

(5 × 1) (5)

5.2 At the end of a work shift the correct procedure should be followed to ensure an effective handover to the next till operator.
Arrange the following steps to be followed at the end of the shift, in the correct order.
Write only the numbers A-E in the correct order in your ANSWER BOOK.

A Deal with proceeds in your cash register according to company policy, and hand the proceeds to the duty manager in an envelope.

B Check whether the float is the same as it was at the beginning of the shift.

C Remove all cash, credit card slips, cheques and vouchers from the till.

D Check that the float that is handed over has been accepted and sign off from duty.

E Place the envelope in the safe in the presence of the duty manager or follow company policy.

(5 × 1) (5)

5.3 A telephone is a very important piece of office automation equipment.

Besides receiving and making calls, give ONE other use of a cell phone in the office. (1)

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5.4 It is important to always ensure that the necessary consumable and stationery for the payment point is in stock.

Name TWO examples of consumables and stationery that is necessary at the payment point. (2)

5.5 Read the scenario below and then complete the customer booking form on ADDENDUM C.

Mr. Samson Sushi is one of the directors at Eskom, South Africa. He is based at the Cape Town office. Twice a month, he must report to the head office in Johannesburg. His meetings in Johannesburg usually start at 11:00. He often uses this opportunity to have his wife, Nella, join him on a weekend in Johannesburg. She takes an afternoon flight to arrive after Mr. Sushi has finished his day at work.

The couple will make a reservation for the return flight home at a later stage.

Contact details for Mr. Samson Sushi: 086 894 5566

Contact details for Nella Sushi: 082 986 3865

Using ADDENDUM A, choose the most appropriate one-way flights for the couple as they are not sure when they will be returning. Fill in the flight details on ADDENDUM C customer booking. (17)

[30]

TOTAL SECTION B: 120

GRAND TOTAL: 150

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ADDENDUM A

South African Airways

South Africa’s pride and joy of the travel industry, South African Airways, has effectively become one of the main airline travel providers in Africa. South African Airlines provides the largest air travel network in Africa and travels to even more locations, internationally as well as domestically within South Africa, than any of their competitors.

S A EXPRESS - FLIGHT SCHEDULE R2 200,00 ONE WAY

DEPARTURE CITY	ARRIVAL CITY	DEP TIME	FLIGHT NUMBER	ARR TIME	STATUS
CPT	JNB	07:00	SA 307	09:10	OK
CPT	JNB	07:25	SA 309	09:35	OK
CPT	JNB	08:25	SA 313	10:35	OK
CPT	JNB	09:10	SA 317	11:20	OK
CPT	JNB	16:05	SA 323	18:10	OK

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

CENTRE NUMBER: | | | | | | | | | |

ADDENDUM B
QUESTION 4.1

MESSAGE FORM

TELEPHONE MESSAGE

To……

Date……

Time of call……

From…… **Company: ……**

Please call back ☐

Returned your call ☐

***Message*:**

……

……

……

……

……

……

Taken by: ……..

(10)

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CENTRE NUMBER: | | | | | | | | | | |

ADDENDUM C
QUESTION 5.5

CUSTOMER BOOKING FILE

Client name:				
Contact details:				
DATE:				
FLIGHT NO.	**FROM**	**DEP TIME**	**TO**	**ARR TIME**

Client name:				
Contact details:				
FLIGHT NO.	**FROM**	**DEP TIME**	**TO**	**ARR TIME**

PRICE	
Compiled & signed by:	**Booking Date:**

(17)

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