higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

TOURISM OPERATIONS
NQF LEVEL 4

(11011074)

12 March 2018 (X-Paper)
09:00–12:00

Calculators may be used.

This question paper consists of 10 pages and THREE addenda of 7 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. Show all calculations.
5. Write neatly and legibly.

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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 Publications used to research areas and locations:

A Television
B Word of mouth
C Magazines
D Radio

1.1.2 ONE example of a special tour component is …

A accommodation.
B promotional items.
C transport.
D meals.

1.1.3 … is a travel insurance company.

A GSA
B SARB
C AIG
D ETD

1.1.4 A minimum of … lead time is usually required for most group tours.

A one year
B six month
C one month
D one week

1.1.5 Staff salaries are an example of …

A markup costs.
B commission.
C fixed costs.
D variable costs.

(5 × 1) (5)

1.2 Study the itinerary on ADDENDUM A and answer the questions.

1.2.1 Is this a general or personal itinerary? (1)

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1.2.2	Motivate the answer in QUESTION 1.2.1.	(2)
1.2.3	Explain *optional activities*.	(2)
1.2.4	Identify TWO optional activities available at Victoria Falls.	(2)
1.2.5	Which TWO different types of accommodation are available to tourists?	(2)
1.2.6	What is the duration of the tour?	(2)
1.2.7	Use the exchange rate table on ADDENDUM D to determine the cost in Rand value of the scenic flight over the Okavango Delta. Show all calculations.	(5)
1.2.8	List FOUR items that are included in the tour price.	(4)
1.2.9	Name ONE item that is normally excluded from a tour price.	(1)
1.2.10	Identify the tour operator offering this tour to Botswana.	(2)
1.2.11	How many dinners are included in the tour?	(2)
1.2.12	What type of tourist did the tour operator have in mind when he planned this tour?	(2)
1.2.13	Motivate the answer in QUESTION 1.2.12.	(2)
1.2.14	Explain THREE items that must be clearly discussed as general information when presenting the itinerary to the client. (3 × 2)	(6)
		[40]

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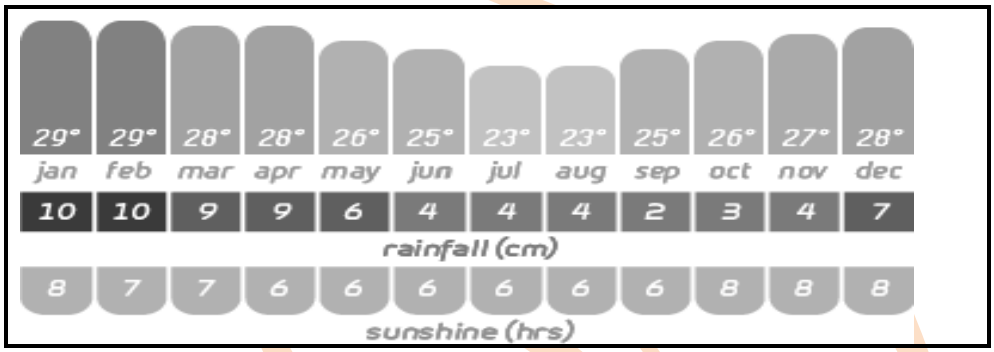
QUESTION 2

Mr Bond approached you at Pentravel in Pretoria to assist him with reservations for his honeymoon in Mauritius. Refer to ADDENDUM B to answer the following questions.

2.1 Supply the name and the code of the currency of the country Mr Bond will visit. (2)

2.2 It is important that tourists know what weather to expect at their destination.



[Source: *http://www.indian-ocean.com*]

2.2.1 Study the weather chart and advise Mr Bond on the best TWO months to visit Mauritius. (2)

2.2.2 Motivate the answer in QUESTION 2.2.1 (2)

2.2.3 Why is it important to advise customers of the expected weather? (2)

2.3 The couple would like a hotel with a spa, situated on the northwest coast of Mauritius.

2.3.1 Identify the most suitable hotel. (2)

2.3.2 Name TWO activities in which the couple could take part at the hotel chosen in QUESTION 2.3.1. (2)

2.4 There has been a warning that a destructive tsunami will affect Mauritius.

2.4.1 Complete the sentence by writing down only the missing words next to the question number in the ANSWER BOOK.

A tsunami is an example of a ... disaster, also known as a/an ... (2)

2.4.2 Explain how you will deal with the situation. (4)

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2.5 Briefly discuss the economic and environmental benefits that tourism has on the community of Mauritius. (4 + 4) (8)

2.6 Mr Bond asked you to also assist him with travel insurance.

Choose a term from the list for each of the insurance descriptions below and write it next to the question number (2.6.1–2.6.7) in the ANSWER BOOK.

lost baggage charge; curtailment; personal accident; medical expenses; personal liability; cancellation charges; travel delay; excess; premium

2.6.1 Money paid out in the event of an unexpected health condition incurred while on holiday

2.6.2 Paid when travel arrangements are amended by the client for a reason beyond control

2.6.3 Paid when the client has travelled to the destination but has to return home earlier than planned

2.6.4 Paid when the client is involved in a situation where a third party is accidentally injured or damage is caused to a third party's property during travelling

2.6.5 Compensation for missing or damaged luggage

2.6.6 Paid out for bodily harm caused by violence while travelling

2.6.7 Amount payable to the insurer for travel insurance

(7 × 2) (14)
[40]

QUESTION 3

To understand the legal liabilities of parties involved in tours, the terms and conditions covered in ADDENDUM C regarding a tour operator must be carefully studied.

3.1 Identify ONE liability of the customer according to Thompson Tours. (2)

3.2 Explain the following terms as stipulated in the terms and conditions document.

3.2.1 Flight reconfirmation

3.2.2 Force majeure

(2 × 3) (6)

3.3 Briefly discuss the responsibility of Thompson Tours when entering an agreement with a client. (2)

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3.4 Distinguish between the following contracts:

3.4.1 Written contract

3.4.2 Implied contract

3.4.3 Verbal contract

(3 × 2) (6)

3.5	Phila has just completed L4 Tourism. He has decided to take a gap year, departing on 1 Jan 2018 travelling through Europe and the Far East. You have to assist him with forex queries.

Fill in the missing information on the currencies used in various countries. Write only the answer next to the question number (3.5.1–3.5.5) in the ANSWER BOOK.

COUNTRY	CURRENCY	CURRENCY CODE
3.5.1	**3.5.2**	GBP
Paris	Euro	**3.5.5**
Switzerland	**3.5.3**	CHF
Thailand	**3.5.4**	THB

(5 × 1) (5)

3.6 On which day should Phila purchase the foreign exchange? (1)

3.7 3.7.1 Explain the concept *liability.* (2)

3.7.2 How does liability apply to Phila? (1)

3.8 Refer to ADDENDUM D to convert each of the following amounts to the indicated currency:

3.8.1 R20 000 to GBP traveller's cheques

3.8.2 R25 000 to CHF travellers cheques

3.8.3 R5 000 to THB cash

(3 × 3) (9)

3.9 State THREE advantages of using a cash card when travelling. (3 × 2) (6)

[40]

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QUESTION 4

You are a consultant at African Splendour Tours, an inbound tour operator.

4.1 Explain the term *cruise*. (3)

4.2 List FIVE guidelines you will consider when sourcing an ideal tour hotel. (5)

4.3 You have arranged a tour of Northern Cape, but due to drastic currency fluctuations, the tour will be run at a loss.

Compile a guideline on ways how to deal with currency fluctuations. (3)

4.4 To prepare a successful tour a lead time is recommended.

4.4.1 Explain *lead time*. (2)

4.4.2 List FOUR methods of booking group hotel space. (4)

4.5 A special tour component is arranged during a tour to ensure clients will use the operator for future tours.

4.5.1. Name FOUR special tour components as a bonus to a tour. (4)

4.5.2 Briefly describe the function of each of the FOUR components named in question 4.5.1. (4)

4.6 To determine the success of a tour feedback has to be gathered from clients as well as the tour guide involved.

4.6.1 Draw up guidelines to follow when designing a questionnaire. (5)

4.6.2 Compile a list of FIVE important questions you would include in a questionnaire. (5 × 2) (10)

[40]

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QUESTION 5

5.1 Identify the methods below of taking foreign exchange out of the country. Write the answer next to the question number (5.1.2–5.1.3) in the ANSWER BOOK.

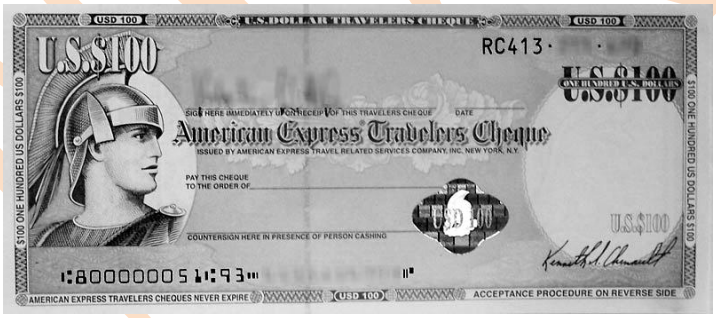
5.1.1



5.1.2



5.1.3



(3 × 2) (6)

5.2 Explain the following to a client who wants to take traveller's cheques with him during his holiday to Europe:

5.2.1 What is needed to purchase traveller's cheques? (4)

5.2.2 The process of encashing traveller's cheques.

(5 × 2) (10)

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5.3 Decode each of the following:

5.3.1 ROE

5.3.2 BSR

(2 × 1) (2)

5.4 You are the manager of Going West Tours, a new tour operating company.

Explain SIX guidelines a new consultant should follow to identify the needs and preferences of customers when offering suitable services and products.

(6 × 2) (12)

5.5 Distinguish between the following THREE types of tours by providing an example of each tour.

5.5.1 Fly-cruise tour

5.5.2 Adventure tour

5.5.3 Special-interest tour

(3 × 2) (6)

[40]

TOTAL: 200

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ADDENDUM A

Itinerary

Day 1: Johannesburg – Khama Rhino Sanctuary, Botswana

We begin the tour early this morning, travelling north into Botswana and the Khama Rhino Sanctuary. Experience the many waterholes and habitats for the rhinos, zebras and wildebeests in the reserve before making your way to the Okavango Delta.

Includes: Entrance fees to Khama Rhino Sanctuary & afternoon game drive

Overnight: Khama Rhino Sanctuary, 2 twin share bedrooms in each chalet with 1 bathroom shared between 2 rooms.

WiFi not available

Distance/time: 630km, ± 7½ hours, excluding border formalities & stops for sightseeing & lunch

Meals: Lunch, Dinner

Day 2: Maun, Botswana

The following day you journey through the Kalahari to the gateway of the Okavango Delta, Maun. Since the establishment of Maun in 1915 as the Batawana people's capital, it gained a reputation as a hard-living 'Wild West' region, aiding the local cattle ranching and safari operations. Maun's name comes from the word 'maung', which in San means 'the place of short reeds'. Dinner out tonight will be at your own expense.

Includes: NA

Overnight: Rivernest Cottages, twin share bedrooms with en suite facilities, swimming pool, bar, restaurant, telephone

WiFi not available

Distance/time: 450kms. ± 6½ hours, excluding stops for sightseeing

Optional Activities: Scenic flight over the Okavango Delta (USD120) pp depending on number of people in each aircraft)

Meals: Breakfast, Lunch

Day 3 – 4: Okavango Delta, Botswana

Get ready for a unique experience – boarding mokoro's and being poled to your tented camps in the heart of the delta. This incredible region contains a massive population of red lechwe, buffalo, elephant and birdlife (kingfishers in particular). Relax in your mokoro as you are navigated through the lush bulrushes and giant lily pads, and try to spot some interesting wildlife as you glide smoothly along the still water. Includes: Entrance fees to the Okavango Delta, morning & afternoon game walks with local guides

Overnight: 2 x nights Okavango Delta – Wilderness tented camping. The tents have twin camp beds with linen provided. There is an en suite chemical toilet and you will use a bucket shower with hot water off the fire. The tents have mosquito nets. Camping in the wild like this can be a unique experience, but please remember that we only want to leave our footprints.

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WiFi not available

Distance/time: 2 hour 4WD transfer into the Delta, each way

Meals: Breakfast x2, Lunch x2, Dinner x2

Day 5 – 8: Moremi Game Reserve, Botswana

We climb aboard an open 4X4 safari vehicle and head into Moremi Game Reserve for some spectacular game viewing. Chief's Island is the biggest landmass within Moremi and was once the most abundant hunting ground of the Batswana tribe before it was pronounced a Game Reserve by the tribe themselves. We devote four more days to game driving around the Reserve and observing the plentiful wildlife, including elephant, hippo, buffalo, lion and more, both in Moremi Game Reserve and in private concessions reserves that encircle the Park. We make our way back to Maun in the afternoon of Day 8 for a delicious restaurant dinner at your own expense, followed by a comfortable night's sleep.

Includes: Entrance fees to Moremi Game Reserve, morning & afternoon game drives in open 4WD vehicle

Overnight: 3 x nights Hyena Pan Bushlodge – exclusive private tented bush lodge, bordering Moremi Game Reserve. Twin share permanent tented lodge with en suite facilities, swimming pool, bar, restaurant and telephone.

1x night Maun Rivernest Cottages, twin share bedrooms with en suite facilities, swimming pool, bar, restaurant, telephone.

WiFi not available

Distance/time: 150kms ± 4 hours, excludes game drives & stops for wildlife viewing (Maun – Lodge)

Optional Activities Scenic flight over the Okavango Delta (+/-USD95-120) pp depending on number of people in each aircraft)

Meals: Breakfast x4, Lunch x4, Dinner x3

Day 9: Makgadikgadi Pans, Botswana

Today gives us time for an optional game flight over the Okavango Delta before making our way to Nata. The glimmering saltpans of Makgadikgadi look as if they are never-ending, white plains. When the rain falls, a massive change happens as thousands of wildebeest and zebra make their way to the luscious grasslands and crowds of flamingo snack in its algae-abundant waters. It is a place of low rainfall, so this display is only brief.

Includes: Entrance fees into Makgadikgadi Pans

Overnight: Nata Lodge – twin share luxury tents with en suite facilities, swimming pool, bar, restaurant, telephone. (or Pelican Lodge, – Chalets with en suite facilities.

WiFi not available

Distance/time: 320km, ± 3½ hours, excluding stops for sightseeing

Meals: Breakfast, Lunch

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Day 10 – 11: Chobe National Park, Botswana

The Chobe River is a beautiful landmark in Botswana and will be the centre of our attention throughout the duration of our stay. The Chobe River drifts leisurely along the northern border of the Chobe National Park, drawing in some of the biggest elephant herds in all of Africa. In the early morning we embark on a 4X4 game drive in the Park once more and then climb aboard a boat for a sundowner cruise whilst we spend some peaceful time observing the animals that wander on the riverbanks in search of water. Tonight dinner will be at your own expense.

Includes: Entrance fees to Chobe National Park, morning game drive (day 11), sunset boat cruise (day 11)

Overnight: Thebe River Safaris – twin chalets with en suite facilities. Swimming pool, bar, restaurant, telephone. WiFi available

Distance/time: 300kms, ± 4 hours, excluding stops for sightseeing + 1x 3 hour game drive

Optional Activities Afternoon game drive in open 4WD vehicle (on day 10)

Meals: Breakfast, Lunch

Day 12 – 13: Victoria Falls, Zimbabwe

We pay a visit to Victoria Falls, known locally as Mosi-oa-Tunya meaning 'the smoke that thunders'. These mighty Falls are one of the seven natural wonders of the world. The Victoria Falls Bridge was commissioned by Cecil John Rhodes in 1900 and was fully constructed by 1905, though Rhodes sadly did not live long enough to witness its completion. It extends over the entire Falls and is now known for the renowned adrenaline-rush activity of bungee jumping from an astounding height of 111 metres. Chances to white river raft on the powerful Zambezi River, to defy death in a bungee jump, or to participate in a 'flight of angels' are at your own expense.

Includes: Entrance to see the Victoria Falls

Overnight: Rainbow Hotel, twin rooms with en-suite facilities. Swimming pool, restaurant, bar and telephone. Free WiFi available

Distance/time: 70kms – 1 hour, excluding border formalities

Optional Activities White water rafting, sunset cruises, scenic flights & many more

Meals: Breakfast x2

Day 14: Victoria Falls, Zimbabwe

Today our tour comes to an end in the morning after breakfast.

Accommodation: N/A

Meals Included: Breakfast

Included

- 14 nights in lodges/tented lodge or chalets
- Entrance fees
- Transport in minibus/safari truck & 4WD
- Meals as per itinerary
- Professional guide
- Okavango Delta excursion & Moremi 4WD excursion

Source: *https://www.africanoverlandtours.com/tour/botswana-wild-explorer/*

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ADDENDUM B

9 BEAUTIFUL HOTEL(S) AVAILABLE IN MAURITIUS



MAURICIA BEACHCOMBER
MAURITIUS 4

INFO LOCATE US

233 Rooms & Apartments – 3 Honeymoon Rooftop Pool Suites – 1 Private Pool Villa – On the protected north-west coast of Mauritius – 3 restaurants – A Wellness Centre – All-inclusive option – PADI certified Diving Centre – A wide range of land and water sports – Free Kids Club

AS FROM
~~EUR 222.00~~ EUR 155.40
for 2 adults per night incl tax

View Rooms & Rates



CANONNIER BEACHCOMBER
MAURITIUS 4

INFO LOCATE US

286 Rooms & Suites – On an historical private Peninsula – 3 restaurants – A Wellness Centre amidst a banyan tree – All-inclusive option – PADI certified Diving Centre – A wide range of land and water sports – Free Kids Club

AS FROM
~~EUR 220.00~~ EUR 154.00
for 2 adults per night incl tax

View Rooms & Rates

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VICTORIA BEACHCOMBER MAURITIUS 4+

INFO LOCATE US

254 Rooms & Suites – On the protected north-west coast of Mauritius – 3 restaurants – A Spa – All-inclusive option – PADI certified Diving Centre – A wide range of land and water sports – Free Kids Club – Free Teens Club

AS FROM
~~EUR 260.00~~ EUR 182.00
for 2 adults per night incl tax

View Rooms & Rates



SHANDRANI BEACHCOMBER MAURITIUS 5

INFO LOCATE US

327 Rooms & Suites – Set on a private Peninsula – 5 restaurants – All-inclusive option – A Spa by Clarins – 9-hole golf course – PADI certified Diving Centre – Sailing School – Exclusive ecotourism programme – A wide range of land and water sports – Free Kids Club

AS FROM
~~EUR 300.00~~ EUR 210.00
for 2 adults per night incl tax

View Rooms & Rates



PARADIS BEACHCOMBER MAURITIUS 5+

INFO LOCATE US

286 Rooms & Suites – 13 private Beach Villas – Located on the majestic Le Morne Peninsula – 4 restaurants – A Spa – 18-hole golf course within walking distance of your Suite – Access to 3 different golf courses – PADI certified Diving Centre – Free Kids Club AS FROM

~~EUR 296.00~~ EUR 207.20
for 2 adults per night incl tax

View Rooms & Rates

Source:*http://www.beachcomber-hotels.com/book/mauritius*

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ADDENDUM C

Terms & Conditions

Please read the following booking conditions carefully, as they set out the terms and conditions of the contract between you and Thompsons.

1) Bookings

Bookings, save for late bookings as referred to hereunder, are confirmed on the condition that a non-refundable deposit, of a minimum of 25% of the total land price together with full payment in respect of the airfare, is paid to Thompsons within 72 hours of confirmation of your bookings. Please note: FAILURE TO PAY ON TIME WILL RESULT IN THE AUTOMATIC CANCELLATION OF YOUR BOOKING

3) Price Changes

a) The costs associated with travel arrangements are not always stable, and currency movements can fluctuate sharply. It is impossible to predict these movements in advance. When you book a package through us, we reserve the right to pass on any surcharges to you.
e) Thompsons guarantees the price of land arrangements, only once full payment is received.

7) Flight Reconfirmation

It is your responsibility to ensure that you reconfirm the departure date and times of all your flights at least 72 hours prior to departure. This is particularly important in respect of subsequent journeys once leaving South Africa and Thompsons hereby specifically excludes any liability for any delay and/or loss as a result of your failure to reconfirm any flight and/or connecting flight.

12) Our Right to Change Your Travel Arrangements

c) Every effort is made by Thompsons to adhere to confirmed itineraries; however, we reserve the right to make changes to your travel arrangements when it becomes necessary to do so.
d) Should any travel component be confirmed by Thompsons and this component is cancelled by the supplier for whatsoever reason, then in such instances Thompsons will accept no liability for the cancellation thereof.

17) Force Majeure

Except where otherwise expressly stated in these booking conditions, we regret we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected, or you otherwise suffer any damage or loss, as a result of “force majeure”. In these Booking Conditions, “force majeure” means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, terrorist activity or actual threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

18) Responsibility and Limitation of Liability

Thompsons act as agents only for local and international ground operators and airlines and accordingly accepts no liability whatsoever for any loss, damage, injury, accident, delay, or any other irregularity howsoever arising. Thompsons makes every effort to ensure that all the arrangements and services connected with a passenger’s itinerary will be carried out as specified in the most efficient and effective way possible. However, we do not have direct control over the provision of services by suppliers and, whilst they are in all cases selected with the utmost care, we do not accept liability for errors and omissions of such suppliers. The contract in use by such suppliers (which is often constituted by the ticket Issued by the Principal), shall constitute the sole contract between the supplier and the client and any right of recourse the client may have, will be solely against the supplier. Source: *http://www.thompsons.co.za/terms-and-conditions(edited)*

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ADDENDUM D

Standard Bank

FOREX CLOSING INDICATION RATES FOR 24 November 2016 as at 16:00

Rates for amounts up to R 200 000

Closing rate history for date : 2016-11-24 16:08:27.0 Load

		Bank Buying			Bank Selling	
Country	Cur	T/T	Cheques	Foreign Notes	Cheques and T/T	Foreign Notes
QUOTATIONS ON BASIS RAND PER UNIT FOREIGN CURRENCY						
	GBP	17.3761	17.3356	17.2536	17.8574	17.9524
EURO		14.7522	14.7112	14.6277	15.1815	15.2115
UNITED STATES DOL	USD	13.9963	13.9333	13.9888	14.3138	14.3138
QUOTATIONS ON BASIS FOREIGN CURRENCY PER R1						
	CHF	.0748	.0750	.0858	.0683	.0673
CHINESE YUAN	CNY	.5417		.5040	.4382	.4658
CZECH KRONER	CZK	1.9117	2.6226		1.6955	
DANISH KRONER	DKK	.5269	.5289	.5479	.4653	.4653
NAMIBIA DOLLAR	NAD	1.0000		1.0000	1.0000	1.0000
NIGERIAN NAIRA	NGN	28.3596	23.8018		19.3577	
NORWEGIAN KRONOR	NOK	.6364	.6386	.6484	.5760	.5760
NEW ZEALAND DOLLA	NZD	.1072	.1093	.1112	.0944	.0929
SINGAPORE DOLLAR	SGD	.1078	.1082	.1163	.0940	.0940
SWAZILAND LILANGE	SZL	1.0000		1.0000	1.0000	1.0000
THAI BAHT	THB	2.8095	2.6144	2.8815	2.2203	2.2233
TUNISIAN DINAR	TND	.1626			.1614	
TURKISH LIRE	TRY	.2453			.2359	
TANZANIA SHILLING	TZS	166.5237			140.7356	
UGANDA SHILLING	UGX	286.9736			224.4656	
CFA FRANC	XAF				33.8971	

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