higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

TOURISM OPERATIONS
NQF LEVEL 4

11 March 2020

This marking guideline consists of 9 pages.

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SECTION A

QUESTION 1

1.1 Avanti Palms Resort and Conference Centre, situated 20 minutes' walk from Universal Studios. (1 + 2) (3)

1.2 ZAR7,271 ÷ 8 nights = R908,87 per night (2)

1.3
- 652 smoke-free guestrooms
- Free theme park shuttle
- Bar/Lounge
- Daily housekeeping
- Arcade/Game room
- Convenience store
- ATM/Banking services (Any 3 × 1) (3)

1.4
- Transfers
- Meal
- Porterage
- Reconfirmation
- Check in times
- Check out times (Any 4 × 1) (4)

1.5 1.5.1 Subtropical storm Alberto moved north towards the US Gulf Coast, threatening to bring heavy rainfall and flooding. (2)

1.5.2 Act of God (1)

1.5.3
- Call the local embassy or government in Florida to seek advice.
- Decide to keep the itinerary as planned or seek alternative route.
- Keep the client informed of what is happening.
- Discuss alternatives with the client.
- Decide on an alternative together. (Any relevant answer) (5)

1.6 1.6.1 (a) ZAR10 000 ÷ 13,3562 = USD748,72
(b) ZAR25 000 ÷ 13,3502 = USD1872.63 *or* 1872.62
(New rounding off rule) (2 × 3) (6)

1.6.2 60 days prior to departure (1)

1.6.3 (a) R1 000 000
(b) R1 000
(c) R20 000 000
(3 × 1) (3)

1.6.4
- Cancellation cover covers a client should he need to cancel his travel arrangements for reasons beyond control before departure.
- Curtailment cover covers a client if he has travelled to his destination but has to return home early. (Any relevant 2 × 2) (4)

1.6.5 (a) Company receiving premium and providing cover
(b) First amount payable by customer should he claim
(c) Money a person pays to be insured
(3 × 2) (6)
[40]

QUESTION 2

2.1 C (1)

2.2 The tour is designed specifically for spectators to the World Cup. (2)

2.3 2.3.1 Marriott Courtyard City Center Moscow (2)

2.3.2 USD3,995 (2)

2.3.3 USD3 995 × 13,3502 = ZAR53 334,05
If cash is not mentioned – use only selling rate (3)

2.3.4
- First class accommodations in Russia
- Breakfast daily
- Personalised meet-and-greet upon arrival
- Round-trip private transfers between airport and hotel
- One quarterfinal match day experience
- Dedicated round-trip stadium transfers for your chosen match
- Onsite hosts and local assistance
- Moscow-based services concierge
- World Cup commemorative gift package
- Moscow welcome kit
- Personalised itinerary
- Expert pre-trip travel planning and concierge services
- Day trip to one of four Russian host cities
- Road trips At-Your-Service team (Any 4 × 1) (4)

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2.3.5
- Personal expense, for example laundry, beverages
- Expenses due to flight delays
- Travel insurance
- Excess baggage charges
- Individual services excluding the group
- Increase in tariffs due to currency fluctuations
- Any expenses for à la carte meals
- Increases in air tariffs
- Passport and visa costs
- Luggage handling
- Meals not specified on the itinerary
- Concierge and tipping
- Gratuity to the tour manager at the end of the tour (Any 4 × 1) (4)

2.3.6
- World Cup commemorative gift package
- Personalised meet-and-greet upon arrival
- Moscow welcome kit (3)

2.4 The expected temperature in Moscow is between 5˚C min and 22˚C max. (2)

2.5 2.5.1 STATE HISTORICAL MUSEUM √
- State Historical Museum
- In neo-Russian style building
- Founded in 1872 by Ivan Zabelin and Aleksey Uvarov
- Once Principal Medicine Store (Any ONE)

LENIN'S MAUSOLEUM
- Moscow's ultimate love-it-or-hate-it landmark
- Houses a glass sarcophagus with the embalmed body of the legendary Russian revolutionary Vladimir Lenin
- First opened to the public in August 1924
- Attracts around 2,5 million visitors every year (Any ONE)

RED SQUARE
- Heart of Russia's capital
- Arguably Moscow's most visited attraction
- Cobblestone square is surrounded by beautiful architecture
- Place where most of the city's (and country's) history unfolded (Any ONE)

TRETYAKOV GALLERY
- Built between 1900 – 1905
- Designed by Viktor Vasnetsov
- Largest collections of Russian art in the world (Any ONE)

VDNKH ALL-RUSSIAN EXHIBITION CENTER
- Started as the all Soviet agricultural exhibition in 1935
- Serves as an open-air museum of Soviet architecture (Any ONE) (6)

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TSARITSYNO MUSEUM-RESERVE
- Summer residence of Empress Catherine The Great was commissioned in 1775
- The museum was renovated since 1980 (Any ONE)

CATHEDRAL OF CHRIST THE SAVIOUR
- Demolished in 1931
- Most visited grandiose cathedral
- Rebuilt in 1990's (Any ONE)

STATE HISTORICAL MUSEUM
- A Neo-Russuan style building
- Founded 1872 by Ivan Zabein and Aleksey Uvarov
- The Principal Medicine Store with impressive collection (Any ONE)

(3 × 2)

2.5.2
- GUM
- ARBAT STREET
- IZMAYLOVO
- IZMAILOVSKY MARKET (Any 2 × 1) (2)

2.6 2.6.1
- Hotel and Travel Index
- Official Hotel Guide (2)

2.6.2
- Well-managed and well-staffed
- Values group business
- Strategically located
- Relatively new or well-maintained
- Good atmosphere and interesting views
- At least a medium size
- Well maintained and clean (Any 5 × 1) (5)

2.6.3
- Galileo
- Amadeus
- Worldspan
- Sabre (Any 2 × 1) (2)

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QUESTION 3

3.1 Winter; warm clothes and rain wear (2 + 2) (4)

3.2.1
- Tell the client why the problem arose.
- Apologise sincerely.
- Provide a form of compensation.
- Try to rectify the problem
- Take preventative measures to ensure it does not happen again. (5)

3.2.2
- Timelines – ensure you work according to set timelines to deal with important issues
- Anticipation – offer services and products before your clients ask for it
- Communication – ensure clear and concise communication with the customers
- Customer feedback
- Verify and double check on information (Any 3 × 1) (3)

3.3
- Immediate movement of funds worldwide
- Secure
- Convenient and fast
- Date of payment stipulated
- Safest and fastest way of paying (5)

3.4 30 days after return to South Africa (1)

3.5
3.5.1 Transport from the airport to the hotel and vice versa
3.5.2 Fee payable to porters to carry baggage to hotel rooms
3.5.3 Gratuity paid to bus drivers/tour guide at the end of the tour
(3 × 2) (6)

3.6
- Commission is the fee paid to an agent for services rendered, often shown as a percentage of the value of the deal.
- Mark-up means adding a percentage to the cost of the tour to arrive at the selling price.
- Override is an additional bonus offered to agents, beyond their normal commission. (3 × 2) (6)

3.7
3.7.1 False. One should use well-financed suppliers with a sound track record when planning a tour.

3.7.2 True. Use interesting routes when planning an itinerary.

3.7.3 False. The pace should not be too fast or too slow to accommodate all needs and age groups.

3.7.4 True. Plan a dramatic attraction or event on the first and last day of the tour.

3.7.5 False. Distance travelled per day between 500 km–900 km.
(5 × 2) (10)
[40]

QUESTION 4

4.1 G Adventures Inc. and the client (2)

4.2 4.2.1 R1 000 p/p (2)

4.2.2 The client will forfeit 50% of the fee payable. An amount equal to 50% of the package will be non-refundable. (2)

4.2.3 The tour operator is not liable and will not assume responsibility for any claims, losses, damages, costs or expenses arising from inconvenience, loss of enjoyment, upset, disappointment, distress or frustration, whether physical or mental, resulting from the act or omission of any party other than the tour operator and its employees. (3)

4.2.4 Any activity, transportation, meal, product or service not expressly included in the tour itinerary or price of the tour and not part of the tour (2)

4.2.5
- Unforeseen circumstances
- Operational concerns
- Concerns for your health
- Safety
- Enjoyment
- Comfort (Any 3 × 1) (3)

4.3 A client books hotel accommodation, he/she assumes the presence of a proper bed and linen. (Any relevant example) (2)

4.4 4.4.1
- Cancel the tour and refer the clients to an existing tour of another tour operator.
- Raise the tour price and operate without reducing the features promised.
- Change the tour so that it is no longer fully escorted, but rather locally hosted.
- Consider operating by smaller bus.
- Change to alternative cheaper accommodation or a lower star grade (Any 3 × 2) (6)

4.4.2
- Pillow-gifts, enhancing the trip or serving as souvenir
- Meet-and-greet, assisting the client, especially in a foreign country
- Complimentary drinks and meals welcoming the group members and giving them the chance to meet
- Travel bags with a logo of the company used as a marketing tool
- Farewell meals, ensuring customers remember the tour

(Any 3 × 2) (6)

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4.4.3 To determine whether the tour was acceptable and the clients were satisfied. (2)

4.4.4
- Were the number of hotels included in the tour acceptable?
- Did the quality of the hotels justify the tour price?
- Were the meals up to standard?
- Was sufficient time allocated for attractions?
- Was the pace of the tour acceptable?
- Was the group size manageable? (Any relevant 5 × 2) (10)

[40]

QUESTION 5

5.1 Advantages
- Convenient to use
- Secure way of taking money overseas
- Only loaded amount can be spent
- Can be topped up from South Africa
- Can be replaced if lost or stolen
- Cash in case of an emergency
- Balance on card can be checked free online (Any 3 × 1)

Disadvantages
- High costs
- Daily limits on withdrawals and purchases
- Individual banks overseas may set their own daily limits on ATM withdrawals

(3 × 2) (6)

5.2 5.2.1
- Countersign the cheque in front of the official.
- Sign in lower left-hand corner.
- Show your passport as identification.
- You may be asked to show your sales advice
- The official will obtain authorisation before encashing the cheques. (5)

5.2.2
- Notify the travellers' cheque issuer within 24 hours.
- Complete a police report on the case.
- Supply the purchaser's receipt copy of the sales advice, as well as proof of identity.
- Complete the refund claim document.
- Agree to co-operate in the investigation of the loss or theft, and in any resulting prosecution.
- The cheque numbers lost must be presented with the claim (unused cheques) (5)

5.3	5.3.1	CHF200 ÷ 0,0829 = ZAR2 412,55		
	5.3.2	GBP450 × 17,2444 = ZAR7 759,98		
	5.3.3	EUR120 × 15,1881 = ZAR1 822,57		
			(3 × 3)	(9)

5.4	5.4.1	Scheduled and guaranteed departure tour		
	5.4.2	Fly-drive tour		
	5.4.3	Adventure tour		
	5.4.4	Cruise		
	5.4.5	Tailormade tour		
			(5 × 2)	(10)

5.5
- Banks
- Border posts
- Foreign exchange agencies
- Internet
- Travel agencies
- Newspapers (Any 5 × 1) (5)

[40]

TOTAL: 200

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