higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N1550**(E)**(J6)H
JUNE EXAMINATION

NATIONAL CERTIFICATE

TRAVEL SERVICES N4

(22030134)

6 June 2016 (X-Paper)
9:00–12:00

REQUIREMENTS: **Fares Handouts**

GSA February 2016

This question paper consists of 10 pages and 4 addenda of 5 pages.

GENERAL STUDIES

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
TRAVEL SERVICES N4
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. Start each section on a NEW page.
5. The use of correction fluid is forbidden on ALL documents.
6. Use taxes as given in the ADDENDUM – VAT is 14%.
7. ALL ADDENDA that are completed must be STAPLED and inserted in the ANSWER BOOK.
8. 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 (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 The place from which a journey or traveller starts:

A Origin
B Long haul
C Destination
D Short haul

1.1.2 It is also known as corporate travel. It is used by a person travelling for his/her company and is paid for by the company.

A Leisure travel
B Business travel
C Domestic travel
D Inclusive tour

1.1.3 The cheapest and most crowded class of travel on the airplane:

A Business class
B First class
C Economy class
D Third class

1.1.4 … is an organisation responsible for upgrading and maintening the airports in South Africa.

A ACSA
B ASATA
C SATSA
D IATA

1.1.5 A wholesaler in the travel industry is usually a …

A principal.
B tour operator.
C retail travel agent.
D supplier.

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1.1.6 Rooms next to each other and have a connecting door between them:

A Double room
B Studio
C Connecting/Interleading
D Single room

1.1.7 Which ONE of the following is one of the functions of a travel agent?

A Accompanying tourists on a tour
B Conducting travel shows
C Hosting corporate parties
D To make hotel and cruise bookings

1.1.8 ... is the time of the year when people are travelling and prices are most expensive.

A Low season
B Mid season
C Off peak season
D High season

1.1.9 A cot that is attached to the bulkhead of the aircraft cabin, for small babies:

A Duffel bag
B Car seat
C Baby stroller
D Bassinet

1.1.10 The AIRMP code for a passenger who is completely immobile and needs to remain in the wheelchair for the full journey:

A WCHR
B WCHT
C WCHS
D WCHC

(10 × 1) (10)

GENERAL STUDIES

1.2 Give the airport/city code for each of the following places and the provinces you can locate them in South Africa:

1.2.1 Bloemfontein

1.2.2 Alexandar Bay

1.2.3 East London

1.2.4 Upington

1.2.5 Sun City

(5 × 2) (10)

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 (1.3.1–1.3.5) in the ANSWER BOOK.

1.3.1 Kosher meal has no pork and a special slaughtering method has been used.

1.3.2 No meat is included in a vegetarian meal but has milk, cheese and yoghurt.

1.3.3 A fruit platter is a meal with no sugar, low fat and low dietary cholesterol and fat.

1.3.4 Fish fingers, hamburger, juice and crayons are what you will find in a baby meal.

1.3.5 A Muslim meal contains pork and alcohol.

(5 × 1) (5)

1.4 Decode the following miscellaneous codes:

1.4.1 ETA

1.4.2 FRAG

1.4.3 INF

1.4.4 SMST

1.4.5 YP

1.4.6 MEDA

1.4.7 PSC

1.4.8 APT

1.4.9 PSGR

1.4.10 ARR

(10 × 1) (10)

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1.5 Give ONE word for each of the following descriptions regarding different types of passports and visa's. Write only the word/term next to question number (1.5.1–1.5.5) in the ANSWER BOOK.

1.5.1 Issued to government officials or other persons on government missions

1.5.2 Issued to the crew members of airlines registered in South Africa

1.5.3 Permit required for tourists who wish to visit a country for some period of time, for example holiday purposes

1.5.4 Issued to nationals who have applied for, but not yet received their normal travel passport

1.5.5 Required by traveller entering a country to make travel connections to another country, or en route for another country

(5 × 1) (5)
[40]

TOTAL SECTION A: 40

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SECTION B

QUESTION 2

2.1 Explain the role of the principal in the travel industry and give ONE example. (5)

2.2 List SIX facilities available to passengers arriving on domestic and international flights at the airport. (6)

2.3 Name and explain FIVE in-flight facilities that need to be pre-booked. (5 × 2) (10)

2.4 In addition to the free baggage allowance, passengers may carry personal items without additional charge.

Give FOUR items classified as carry-on items. (4)

2.5 Name any FIVE goods that are prohibited to take into South Africa. (5)

2.6 Use the ADDENDUM for BA, SA and CE to complete the missing information for the time table below. Write only the answer next to the question number (2.6.1–2.6.10) in the ANSWER BOOK.

ARIPORT CODE		**DEPARTURE**		**ARRIVAL**			
FROM	**TO**	**TIME**	**DAY**	**TIME**	**DAY**	**FLIGHT**	**AIRCRAFT**
DUR	ELS	**2.6.1**	SIX	**2.6.2**	SIX	SA538	
ELS	PZB	09:05	**2.6.3**	15:25	**2.6.4**	SA464	
MQP	CPT	**2.6.5**	SEVEN	15:40	SEVEN	CE **2.6.6**	
CPT	JNB	08:00	FIVE	**2.6.7**	FIVE	CE **2.6.8**	
JNB	DUR	**2.6.9**	SIX	12:40	SIX	BA **2.6.10**	B737

(10 × 1) (10)

[40]

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QUESTION 3

CLIENT PROFILE

Today is the 10th of June 2016.

You work for Top Travel in Johannesburg. Your client wants to book some flights through you and buy the air ticket, rail, accommodation and coach voucher. You open up a client file for her, using the information below:

Name:	Yolanda Cliff
Address:	18 Holly Street Alberton 1449
Date of birth:	08 August 1981
ID number:	8108880342381
Credit card:	VI 4902 7700 1122 7711 EXP12/2018
Tel no:	(H) 011 999 2157 (W) 011 907 3700 (C) 071 878 1880

FLIGHT DETAILS

BA6203	C	16 JUL	JNB	DUR	09:30	10:40	HK1
SA550	Y	18 JUL	DUR	ELS	11:45	16:10	HK1
SA481	Y	21 JUL	ELS	PLZ	19:00	19:35	HK1
SA647	J	25 JUL	PLZ	CPT	08:05	14:25	HK1
CE804	D	28 JUL	CPT	JNB	13:30	15:40	HK1

TRAIN DETAILS

Blue Train

Compartment:	Luxury single		
Departure:	Pretoria	07 AUG	08:50
Arrival:	Cape Town	08 AUG	12:20
Fare:	ZAR 22 830.00 including single supplement		

INTERCOACH DETAILS

Intercape

Departure:	Cape Town	14 AUG	11:30
Arrival:	Pretoria	16 AUG	09:15
Fare:	R750.00		

PNR number: TNT001

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ACCOMMODATION

Somerset Lodge Hotel (Western Cape) Somerset West-Winelands
Date of arrival: 25 NOV
Date of departure: 28 NOV
Confirmed by: Lizette on 08 November 2015 Confirmation number: SLH25NOVYC
Special requirements: Non-smoking room

Complete the booking form on the attached ADDENDUM B. **[40]**

QUESTION 4

4.1 Calculate the fare for an adult, child and infant using the flight details on client profile (QUESTION 3) on the attached ADDENDUM C. (30)

4.2 Miss Cliff would like to visit Mozambique next year, since she has not travelled outside South Africa before.

Refer to the GSA February 2016 and answer the following questions about Mozambique that she needs to know before she undertakes her trip.

4.2.1 What is the capital city of Mozambique and what is its THREE-letter code? (2)

4.2.2 What currency is used in Mozambique and what is its THREE-letter code? (2)

4.2.3 When is the best time to visit Mozambique? (1)

4.2.4 Advise Miss Cliff about the recommended vaccinations. (2)

4.2.5 Miss Cliff has a South African passport.

Will she be required to have a visa upon entering Mozambique? Yes or No. (1)

4.2.6 Miss Cliff enjoys fishing and diving.

Name TWO companies she can contact if she wants to book a tour. (2)
[40]

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QUESTION 5

5.1 Refer to the client profile (QUESTION 3) and the GSA February 2016 to complete the accommodation voucher, ADDENDUM C (attached).

NOTE: Negative marking will be applied to the voucher. (15)

5.2 Explain to Miss Cliff the following terms used in the accommodation sector:

5.2.1 Late arrival

5.2.2 Single room

5.2.3 Incidentals

5.2.4 Suite

(4 × 2) (8)

5.3 What is the cost of her single room per night? (1)

5.4 Name TWO items that she can get for free at the hotel that she can make use of. (2)

5.5 Miss Cliff's hotel is superbly located within the Winelands area and she has been collecting wines for close to 10 years now. She will later meet with her old friend and go on a wine-tasting tour.

Refer to ADDENDUM A (attached) and answer the following questions:

5.5.1 What is the difference between a *group inclusive tour* and *independent inclusive tour*? (2 × 2) (4)

5.5.2 Give any TWO places where this tour departs from? (2)

5.5.3 What will the total cost be for both Miss Cliff and her friend? (2)

5.5.4 What is the duration of this tour? (1)

5.5.5 What is included and excluded in the tour fee that Miss Cliff and her friend will pay? (4)

5.5.6 On which day of the week does this tour depart? (1)

[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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ADDENDUM A

WineToursCapeTown.com
Daily Wine Tours departing Cape Town, Stellenbosch & Surrounds

Wine Tours and Winelands Day Tours Departing Cape Town and Stellenbosch Daily

Compare wine tours, read feedback, enquire or book your wine tasting tour online at no extra cost to you.

Daily Wineland Tour

Minimum 2 persons per booking



Included: Includes wine tastings at four vineyards, air-conditioned vehicle, registered tourist guide and a casual lunch stop on a wine estate (excluded).

Daily Tours or Group Tours are an informative and relaxed way to get to know some of South Africa's finest wines. These small group tours focus on the Stellenbosch region during a day of sampling red, white and dessert wines. The tour is conducted in an air-conditioned vehicle by a registered tourist guide. All wine tasting fees are included but lunch is excluded from the tour fee.

This tour is a great way to start your journey into South African wine. Please note that the estates we visit change from day to day.

Daily wine tour itinerary – Somerset West/Stellenbosch/Cape Town/Paarl; Franschhoek

09:30	Collection from your accommodation	
10:30	Wine tasting at Jordan wines	
	White wines include:	Chardonnay and Sauvignon Blanc.
	Red wines include:	Cabernet Sauvignon, Syrah and Merlot.
11:45	Wine & MCC (bubbly) tasting at Simonsig estate	
	White wines include:	Sunbird, Sauvignon Blanc, Chenin Blanc, Aurum Chardonnay, Chardonnay and Chenin Avec Chene.
	Red wines include:	Red hill Pinotage, Merindol Syrah, Tiara, Frans Malan Reserve Cape Blend and SMV.
	Sparkling wine (MCC):	Cuvee Royale, Kaapse Vonkel and Kaapse Vonkel Brut Rose
	Noble late harvest:	Vin de Liza Sauvignon Blanc-Semillon Noble Late Harvest
13:00	Lunch: Delheim restaurant at Delheim wine estate	
14:45	Wine-tasting at Oldenburg estate	
	White wines include:	Wooded Chenin Blanc and Wooded Chardonnay.
	Red wines include:	Cabernet Sauvignon, Cabernet Franc, Merlot and Syrah.

GENERAL SALES

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ADDENDUM A (continued)

15:45	Wine tasting at Thelema Mountain Vineyards	
	White wines include:	Sauvignon Blanc, Chardonnay, Roussane Viogner blend and Riesling.
	Red wines include:	Cabernet Sauvignon, Merlot, Shiraz and Flagship Rabelais
16:30	Transfer to your accommodation	

Below is the list of all the wine estates we visit on our daily tours. The wine estates we visit during our daily wine tours change from day to day. If you have specific request(s) please enquire with us for a private tour.

Delheim estate, De Morgenzon estate, Hartenberg estate, Jordan wines, Kanonkop estate, Ken Forrester wines, Kleine Zalze estate, Meerlust estate, Oldenburg estate, Rustenburg estate, Reyneke wines, Starke-Condé wines, Simonsig estate, Thelema Mountain Vineyards, Tokara estate, Waterford estate, Warwick estate and Zorgvliet estate

Tour Highlights	
Included	**Optional**
Tasting on award winning **wine estates** **Wine tasting** from four top producers Spectacular views of the picturesque **Cape winelands** Collection and drop-off at your hotel in central Stellenbosch, Franschhoek, Paarl, Somerset West, Cape Town (please check with us if your hotel is en-route)	Lunch option available Chocolate and Wine (Private Tour only) Private Tours are fully customiseable, if you are interested in other estates or experiences please contact us for a tailored solution.

Pricing/Departures		
Departures from		**Pricing per person**
	Stellenbosch	R650
	Cape Town	R795
	Paarl, Franschhoek	R650
	Somerset West	R650
Full Day	Duration 9:30 – 16:30	
Note	Minimum 2 persons per booking	

[Adapted from:http://www.winelandstourscapetown.com]

GUIDELINES

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ADDENDUM B

QUESTION 3

Client Surname								
Client first name as shown in id/passport								
Date of birth				Year	Month		Day	
Address								
Tel				Home Business Cell				
FLIGHT DETAILS								
Flight		**Departure**			**Arrival**			**PNR**
Flight	Class	City	Date	Time	City	Date	Time	
							FARE	
							PSC	
							VAT	
							SC	
							YQ	
							YR	
							TOTAL	
TRAIN DETAILS								
Train								
Compartment								
Departure(City/Date/Time)								
Arrival(City/Date/Time)								
Price								
Other Details								
INTERCITY COACH DETAILS								
Company								
Departure (City/Date/Time)								
Arrival (City/Date/Time)								
PNR number								
ACCOMMODATION DETAILS								
Hotel name:								
Address				Tel: Fax: Email:				
Requirements:				Rate pppn/prpn				
Date of Arrival:				Date of Departure				
Reserved by (Agent)				Confirmed by (Hotel)				
Date of reservation (Agent)				Date of confirmation (Hotel) Confirmation number				
Remarks or special requirements								
Payment details	Client settles Direct Credit card/cash			Corporate account-hotel bill to be sent to: Extras to be settled directly by client (YES/NO)				

[40]

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ADDENDUM C

QUESTION 4.1

FROM/TO: JNB	**CARR**	**CLASS**	**ADULT**	**CHILD**	**INFANT**
DUR	BA	C			
ELS	SA	Y			
PLZ	SA	Y			
CPT	SA	J			
JNB	CE	D			
FARE	ZAR				
FARE ROUNDED	ZAR				
VAT	ZAR				
PSC	ZAR				
EV	ZAR				
	ZAR				
YQ	ZAR				
TOTAL					

(30)

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ADDENDUM D

QUESTION 5.1

<table>
<tr><td colspan="5">VOUCHER NO ET001</td></tr>
<tr><td colspan="3">Passenger's name</td><td colspan="2">No. of Persons</td></tr>
<tr><td colspan="3">Hotel Service</td><td colspan="2">Address</td></tr>
<tr><td colspan="3">Requirements</td><td colspan="2">Tel no:</td></tr>
<tr><td>Date of arrival</td><td colspan="2">Date of departure</td><td colspan="2">Rate</td></tr>
<tr><td rowspan="2">Account</td><td rowspan="2">Full Account</td><td rowspan="2"></td><td>Reserved by</td><td>Confirmed by</td></tr>
<tr><td>Date</td><td>Date</td></tr>
<tr><td></td><td>Extras to be settled direct</td><td></td><td colspan="2">Remarks</td></tr>
</table>

(15)

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