higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

TRAVEL SERVICES N4

7 JUNE 2018

INSTRUCTIONS: **The Chief Examiner has to check that markers have the current year's February GSA at the first markers' meeting.**

This marking guideline consists of 8 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	C		
	1.1.2	A		
	1.1.3	B		
	1.1.4	D		
	1.1.5	D		
	1.1.6	B		
	1.1.7	B		
	1.1.8	A		
	1.1.9	C		
	1.1.10	C		
	1.1.11	A		
	1.1.12	B		
	1.1.13	C		
	1.1.14	D		
	1.1.15	D		
			(15 × 1)	(15)
1.2	1.2.1	• Tax invoice • Airline ticket • Passport		(3)
	1.2.2	• Surfboards • Fishing rods • Bicycles • Golf bags • Musical instruments	(Any 2 × 1)	(2)
1.3	1.3.1	PHW		
	1.3.2	UTN		
	1.3.3	MSU		
	1.3.4	HLA		
	1.3.5	PZB		
			(5 × 2)	(10)
1.4	1.4.1	Adult/12 years and older		
	1.4.2	Blind		
	1.4.3	Medical case		
	1.4.4	Unaccompanied minor		
	1.4.5	Wheelchair into the cabin		
			(5 × 2)	(10)
				[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1 Checked baggage is weighed and tagged and placed in the hold of the aircraft.✓✓

Unchecked baggage carried on board with the passenger✓ and is also known as hand baggage, carry-on baggage, or cabin baggage.✓ (4)

2.2
- The allowance in kilograms or by size that a passenger may take as baggage without paying.
- The Airline limits each passenger to a maximum weight or nr of pieces. (2)

2.3
- Telephone
- Fax
- Email
- CRO/GDS
- Tour operator
- Internet (Any 4 × 1) (4)

2.4
- Personalised service
- Seats that fold down completely into flat beds
- Privacy
- Wide menu choices
- Very good quality products in the gift (utility pack)
- Exclusive use of toilets and other facilities
- Least number of passengers in a cabin
- Warm towels
- Champagne and orange juice before take-off
- Blankets and pillows
- Wide personalised choice of entertainment (Any 4 × 1) (4)

2.5
- Parking bays
- Check-in desks
- Security checkpoints
- Waiting lounge
- Toilets
- Shops
- Refreshment stations
- Wi-fi areas
- Foreign exchange banks
- VAT refund office (Any 4 × 1) (4)

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2.6 A passenger must change planes at an intermediated stop to get his/her destination.
Example: An international flight from Johannesburg to Paris on Turkish Airlines will transit in Istanbul and then take a connecting flight to Paris.
(Any correct example) (2)

2.7
2.7.1 Excess baggage
2.7.2 Leisure travel
2.7.3 Origin
2.7.4 Visa
2.7.5 Tour guide
2.7.6 Vegan meal
2.7.7 Kosher meal
2.7.8 Checked baggage
(8 × 1) (8)

2.8
2.8.1 00256 (1)

2.8.2 Kampala (1)

2.8.3 Jan. to Feb. or Jun. to Sept. (2)

2.8.4
- English
- Luganda
- Kiswahili
- Runyankole
- Rukiga (Any 2 × 1) (2)

2.8.5 882 Stanza Bopape Street, Arcadia, Pretoria (2)

2.8.6
- Passport
- 2 Passport photos
- Visa application form
- Letter from employer
- Evidence of travel arrangements
- Proof of accommodation (Any 4 × 1) (4)

[40]

ANSWER SHEET 1

QUESTION 3

Client surname				**SIMON**				
Client first name as shown in ID/passport				**BARNEY**				
Date of birth				Year **1971** Month **AUG** Day **08**				
Address				**25 SMITH STREET, DURBAN, 4051**				
Tel				Home **031 999 2157** Business **031 907 3700** Cell **071 878 1880**				
FLIGHT DETAILS								
Flight		**Departure**			**Arrival**			**PNR:** BRT113
Flight	Class	City	Date	Time	City	Date	Time	
SA1301	K	DUR	14 NOV	0600	ELS	14 NOV	0720	810
SA8481	Y	ELS	16 NOV	0740	PLZ	16 NOV	0830	680
BA6238	B	PLZ	19 NOV	0900	JNB	19 NOV	1035	1000
CE502	C	JNB	21 NOV	0740	GRJ	21 NOV	0930	1600
SA8215	Y	GRJ	25 NOV	1205	DUR	25 NOV	1400	940
							FARE	**5030** ✓
							PSC	**241** ✓
							VAT	**704.2** ✓
							SC	**30** ✓
							YQ	**133** ✓
							YR	**580** ✓
							TOTAL	**6138.2** ✓
TRAIN DETAILS								
Train				**ROVOS RAIL** ✓				
Compartment				**ROYAL**✓				
Departure(City/Date/Time)				**DUR**✓ **29NOV**✓ **1000**✓ *(*FULL CITY NAMES ARE ALSO EXCEPTABLE)*				
Arrival(City/Date/Time)				**PTA**✓ **01DEC**✓ **1600**✓				
Price				**R38 850 INCL SINGLE SUPPLEMENT** ✓				
Other details								
INTERCITY COACH DETAILS								
Company				**GREYHOUND**				
Departure (City/Date/Time)				**PTA** ✓ **03DEC** ✓ **0750** ✓ *(*FULL CITY NAMES ARE ALSO EXCEPTABLE)*				
Arrival (City/Date/Time)				**DUR** ✓ **05DEC** ✓ **0915** ✓				
Price				**R450**				
PNR number				**PXB1001** ✓				
ACCOMMODATION DETAILS								
Hotel name:				**TOWN LODGE GEORGE** ✓				
Address: **1 KNYSNA ROAD, GEORGE, 6546** ✓				Tel: **044 803 4000** ✓ Fax: **044 8036430** ✓ Email: tlgeorge.resv@citylodge.co.za ✓				
Requirements: **SGL** ✓				Rate pppn/prpn: **R550 x 4 NTS** ✓				
Date of arrival: **21 NOV** ✓				Date of departure: **25 NOV** ✓				
Reserved by (Agent): **STUDENDT NAME** ✓				Confirmed by (Hotel): **MICHELLE** ✓				
Date of reservation (Agent): **15 OCT**✓				Date of confirmation (Hotel): **08 OCT** Confirmation number: **SLH21NOVYC** ✓				
Remarks or special requirements: **NON-SMOKING ROOM** ✓								
Payment details: **SETTLING DIRECT WITH CC** **VI 4902 7700 1122 7711** **EXP12/2019** ✓		Client settles Direct **Credit card**/cash ✓		Corporate account – hotel bill to be sent to: Extras to be settled directly by client (**YES**/NO) ✓				

(-1 mark for any incorrect block) [40]

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ANSWER SHEET 2

QUESTION 4.1

FROM/TO: DUR	**CARR**	**CLASS**	**ADULT**	**CHILD**	**INFANT**
ELS	SA	K	**810**	542	81
PLZ	SA	Y	**680**	455	68
JNB	BA	B	**1000**	670	100
GRJ	CE	C	**1600**	1600	1600
DUR	SA	Y	**940**	629	94
FARE	ZAR		**5030**	3896	1943
FARE ROUNDED	ZAR		**5030**	3900	1950
VAT	ZAR		**704.2**	546	273
PSC	ZAR		**241**	241	52
EV	ZAR		**30**	30	30
YR	ZAR		**133**	133	133
YQ	ZAR		**580**	580	580
TOTAL			**6138.2**	5430	3018

-1 mark for any incorrect block. (30)

4.2 30 kg (1)

4.3
- Drinking alcohol
- Smoking
- Firearms
- Unattended minors under the age of 12 years (4)

4.4
- En suite bathroom in each compartment
- Modern decor
- TV
- Air conditioning/heating
- Lounge car
- Dining car
- Small library
- Souvenir shop
- Table d'hote meals
- Room service and snacks (Any 5 × 1) (5)

4.5	4.5.1	11:10		
	4.5.2	Six/6		
	4.5.3	B737		
	4.5.4	10:50		
	4.5.5	803/CE803		
	4.5.6	Seven/7		
	4.5.7	12:20		
	4.5.8	15:40		
	4.5.9	13:55		
	4.5.10	6311/BA6311		
			(10 × 1)	(10)
				[50]

QUESTION 5

5.1	5.1.1	Room plus continental breakfast: tea, coffee and a croissant (pastry)		
	5.1.2	Eggs and bacon, tomato, baked beans, toast, tea, coffee and juice		
	5.1.3	Two meals a day, usually breakfast and dinner		
	5.1.4	Three meals a day: breakfast, lunch and dinner		
	5.1.5	No meals		
	5.1.6	The normal, undiscounted rate		
	5.1.7	Hand key back, pay and leave		
			(7 × 2)	(14)

5.2 FIT

- Foreign independent tour
- Does not involve a package tour
- Does not want to join a tour
- Pre-book and prepay for travel arrangements
- Bits of tour components chosen by the traveller
- Tailor-made for his/her requirements and interests
- Chooses own departure and return dates
- Chooses own hotel and activities and attractions (Any FOUR)

GIT

- Group inclusive tour
- Escorted inclusive tour
- Package tour
- Package prices
- Cheaper negotiated rates with airlines
- Accommodation and some land arrangements must be prepaid
- Qualified tour escort
- Arranged for groups
- Structured tours
- Little flexibility (Any FOUR)

(4 × 2) (8)

5.3

- Interview the client
- Determine the route
- Program daily activities
- Select the tour components
- Cost the tour (5)

5.4

- Brochures
- Internet
- Radio
- TV
- Newspapers
- Magazines (Any 3 × 1) (3)

[30]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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