higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

NOVEMBER EXAMINATION

TRAVEL SERVICES N4

21 NOVEMBER 2016

This marking guideline consists of 9 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	D	
	1.1.2	F	
	1.1.3	I	
	1.1.4	B	
	1.1.5	A	
	1.1.6	J	
	1.1.7	H	
	1.1.8	C	
	1.1.9	G	
	1.1.10	E	
			(10 × 1) (10)

1.2	1.2.1	Kosher meal	
	1.2.2	Baby meal or infant meal	
	1.2.3	Low-fat meal	
	1.2.4	Oriental meal	
	1.2.5	Fruit meal/Fruit platter	
			(5 × 1) (5)

1.3	1.3.1	World Health Organisation	
	1.3.2	Airports Company of South Africa	
	1.3.3	World Tourism Organisation	
	1.3.4	Tourism Grading Council of South Africa	
	1.3.5	International Air Transport Association	
			(5 × 1) (5)

1.4 1.4.1 Principals are producers and providers or suppliers. Their role is to provide the traveller with a particular service. Principals are the airlines, accommodation providers and the attraction and activity providers at each destination. Without principals the tourism industry would not exist.

1.4.2 Known as wholesalers. Their role is to buy stock from the principals, combine the different stock types in tours and sell these tours to travellers either directly or through travel agents.

1.4.3 Their role is to act as a middleman or an intermediary. They recommend a product (airline, hotel, attraction) to a client and then sell it on behalf of the tour operator or principal. They get a commission for this or will add their own service fee.

(3 × 2) (6)

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1.5	1.5.1	PHW		
	1.5.2	CPT		
	1.5.3	UTN		
	1.5.4	NLP		
	1.5.5	NTY		
	1.5.6	PLZ		
	1.5.7	BFN		
	1.5.8	PZB		
	1.5.9	KIM		
	1.5.10	ULD		
			(10 × 1)	(10)
1.6	1.6.1	Zimbabwe		
	1.6.2	Egypt		
	1.6.3	Kenya		
	1.6.4	Morocco		
			(4 × 1)	(4)
				[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1

2.1.1	12:15
2.1.2	12:55
2.1.3	13:50
2.1.4	802
2.1.5	481
2.1.6	6
2.1.7	19:50
2.1.8	B737
2.1.9	11:30
2.1.10	B737

(10 × 1) (10)

2.2

FROM/TO:	**CARR**	**CLASS**	**ADULT**	**CHILD**	**INFANT**
JNB					
MQP	CE	C	1 140,00	1 140,00	1 140,00
JNB	CE	M	830,00	556,00	83,00
PLZ	SA	J	1 480,00	991,00	148,00
JNB	BA	B	1 000,00	670,00	100,00
CPT	BA	C	1 900,00	1 280,00	190,00
FARE	ZAR		6 350,00	4 637,00	1 661,00
FARE ROUNDED	ZAR			4 640,00	1 670,00
VAT	ZAR		889,00	649,60	233,80
PSC	ZAR		281,00	281,00	52,00
YR	ZAR		460,00	460,00	460,00
YQ	ZAR		266,00	266,00	266,00
EV	ZAR		30,00	30,00	30,00
TOTAL			**8 276,00**	**6 326,60**	**2 711,80**

(30)
[40]

QUESTION 3

3.1 Ibhayi Town Lodge (1)

3.2
- Restaurant
- Bar
- Two pools
- Poolside lapa (Any 2 × 1) (2)

3.3 reservations@lionroars.com (1)

3.4 Hot or cold cereal, bacon, eggs, fried tomatoes, sausage, toast, scones, marmalade or jam, tea or coffee. (2)

3.5 3.5.1 European plan
3.5.2 Continental plan
(2 × 1) (2)

3.6 R1 620,00 × 3 nights = R4 860,00 (2)

3.7 Block capitals are not a requirement, they are just neater.
Deduct a mark for any writing across the blocks / over the lines / outside of the lines.

SERENDIPITY TRAVEL **VOUCHER NO. 180858**				
Passenger's name: **LYON/TAMEKAMRS** **Or MRS TAMEKA LYON** **Or MRS T. LYON**			**No. of persons: THREE or 3**	
Hotel service: **IBHAYI TOWN LODGE**			**Address: 144 Main Road** **Port Elizabeth** **(Code) 6070**	
Requirements: 1 × family STE (English breakfast) **ALSO ACCEPTABLE TO WRITE (B&B) INSTEAD OF ENGLISH BREAKFAST**			**Tel No.: 021 424 1530** **The actual area code is 041, but this is a res number (see GSA pg 112)**	
Date of arrival: **19 NOV 2016**	**Date of departure:** **22 NOV 2016**		**Rate: ZAR1 620,00 PN** Accept if they also add**: x 3 = R4860**	
Account **VI 8989 5653** **9087 0926** **EXP082018**.	**Full account:**	**YES**	**Reserved by:** **(STUDENT)** **Date: 01 NOV 2016**	**Confirmed by:** **PRUDENCE** **Date:** **01 NOV 2016** **ITL190621061.**
	Extras to be settled directly:	**YES or X**	**Remarks: NONSMOKING ROOM** **LATE ARRIVAL**	

It is acceptable to write "credit card" in the ACCOUNT BOX, and write the full cc number in the REMARKS box.
Nonsmoking room can also be written in the REQUIREMENTS box. (15)

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3.8 3.8.1 Additional charges for extra services such as laundry

3.8.2 Arriving later than check-in deadline (18:00)

3.8.3 Rooms next to each other with a connecting or interleading door between the rooms.

3.8.4 A room for 3 people – 3 single beds or 1 double bed and 1 single bed.

3.8.5 A room located next to a pool or water feature

(5 × 1) (5)

3.9 3.9.1
- Washington DC
- WAS

(2)

3.9.2 March to July (1)

3.9.3
- Travel Vision
- Contiki Holidays
- Insight Vacations
- Intrepid
- Kulula Holidays
- Trade and Tourism Solutions
- Trafalgar

(Any 1 × 1) (1)

3.9.4
- Passport valid for at least six months beyond period of stay in US
- Nonimmigration visa application (form DS-160 confirmation page)
- Application fee payment receipt
- Photo loaded while online form DS-160 is being completed
- Additional proof such as purpose of trip, intent to depart the US after the trip
- Proof of ability to pay all costs of the trip

(Any 3 × 1) (3)

3.9.5
- Tetanus
- Polio
- Hepatitis B

(Any 2 × 1) (2)

3.9.6 011 290 3000 (1)

[50]

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QUESTION 4

Client Surname	LYON
Client first name as shown in id/passport	TAMEKA
Date of birth	Year 1979 Month 02 Day 01
Address	27 Meddly Street, Bedfordview, Johannesburg, 2007
Tel	Home 011 878 6579 Business 011 907 3700 Cell 074 878 1880

FLIGHT DETAILS

Flight		**Departure**			**Arrival**			**PNR**
Flight	Class	City	Date	Time	City	Date	Time	SAD123
CE801	C	JNB	07 NOV	12:15	MQP	07 NOV	12:55	
CE802	M	MQP	09 NOV	13:50	JNB	09 NOV	14:30	
SA481	J	JNB	19 NOV	17:00	PLZ	19 NOV	19:35	
BA6236	B	PLZ	22 NOV	18:15	JNB	22 NOV	19:50	
BA6415	C	JNB	26 NOV	11:30	CPT	26 NOV	13:40	
							FARE 6 350,00	
							VAT 889,00ZV	
							PSC 281,00ZA	
							YR 460,00YR	
							YQ 266,00YQ	
							SC 30,00 EV	
							TOTAL 8 276,00	

TRAIN DETAILS	
Train	ROVOS RAIL
Compartment	DELUXE
Departure(City/Date/Time)	CPT 04 DEC 11:00
Arrival(City/Date/Time)	PRY 06 DEC 12:00
Price	R24 460,00
Other Details	
INTERCITY COACH DETAILS	
Company	GREYHOUND
Departure (City/Date/Time)	JNB 24 NOV 07:00
Arrival (City/Date/Time)	DUR 24 NOV 16:00
Price	R750,00
PNR number	GHB89895
ACCOMMODATION DETAILS	
Hotel name:	IBHAYI TOWN LOGE
Address: 144 Main road, Port Elizabeth 6070	Tel: 021 424 1530 (Refer GSA pg 112 – this is a res nmbr based in CPT, hence code 021 instead of 041). Fax: 041 581 3731 (if any student gives this –GSA pg 112) Email: reservations@lionroars.com
Requirements: 1 × family STE (English breakfast)	Rate pppn/prpn ZAR1 620,00
Date of Arrival: 19 NOV 2016	Date of Departure 22 NOV 2016
Reserved by (Agent) STUDENT NAME	Confirmed by (Hotel) PRUDENCE
Date of reservation (Agent) 01 NOV 2016	Date of confirmation (Hotel) 01 NOV 2016 Confirmation number ITL190621061
Remarks or special requirements: Family STE and LATE ARRIVAL	

Payment details VI 8989 5653 9087 0926 EXP 08/2018	Client settles Directly 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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QUESTION 5

5.1
- Parking bays
- Check-in desks/Airline counters
- Information/tourism desks
- Security checkpoints
- Waiting lounges
- Toilets
- Shops/Refreshment stations (restaurants, canteens, sweets and book shops)
- Telephone and Wi-Fi areas
- Baggage wrap
- Foreign exchange banks
- Vat refund office
- Nursery first aid
- Train, hotel bus stops
- Pharmacies (Any 7 × 1) (7)

5.2
- Medical cases
- Blind passengers
- Diabetics
- Oxygen tanks
- Stretcher requests
- Bassinets
- Extra seats
- Deaf passengers
- Meet and assist (MAAS)
- Pregnant passengers
- Privacy curtains
- Unaccompanied minors
- Young passengers
- Wheelchair requests (Any 5 × 1) (5)

5.3
- Personalised service
- Blankets and pillows for overnight flights
- Wide personalised choice of entertainment on the TV screen (back of the seat)
- Seats folding down completely into flat beds
- More privacy as seating/bed space can be curtained off
- Excellent and wide menu choices of food and drinks, served on china and in crystal glasses
- Good quality products in gift pack
- Exclusive use of toilets and other facilities
- Less passengers in first class than in business class and economy class
- Priority boarding and debarking.

(Any 5 × 1) (5)

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5.4 5.4.1 Needed when travellers enter a country for a travel connection to another country or en route to another country

5.4.2 Issued to a traveller who needs to travel urgently and within 1–2 days.

5.4.3 Issued to crew members of airlines registered in South Africa.

5.4.4 Issued to South African citizens 16 years and older and contains 32 blank pages

5.4.5 Issued to government officials or other persons on government missions

(5 × 2) (10)

5.5 Baggage that must be handed in at check-in counters to be weighed and tagged and stored in the hold. Passengers do not have access to this until they have arrived at their destination. There are limitations on weight and dimensions according to the class of travel. (1 × 2) (2)

5.6
- An inclusive tour is a packaged tour consisting of a pre-arranged combination of air transport and surface arrangements.
- A foreign independent tour refers to any travelling that does not involve a packaged tour. It means the traveller does not want to join a tour but wants to prebook and pay for his/her travel arrangements. (2 × 2) (4)

5.7
- Travel arrangements planned in advance
- Arrangements include transport, accommodation and surface arrangements
- Sold at inclusive prices and not by individual components
- Paid in full before departure (4)

5.8
- Any sharp items/knives
- Metal nail files
- Scissors
- Needles
- Bombs/Explosives
- Gasses
- Flammables (3)
- Anything that a person could use to cause harm **[40]**

TOTAL SECTION B: 160
GRAND TOTAL: 200

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