higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N1590**(E)**(N21)H
NOVEMBER EXAMINATION

NATIONAL CERTIFICATE

TRAVEL SERVICES N4

(22030134)

21 November 2016 (X-Paper)
09:00–12:00

CLOSED-BOOK EXAMINATION

Candidates must have their own Fares handout 2016 (DTT) and are allowed to use the February 2016 edition of the GSA and a plain calendar.

This question paper consists of 11 pages and 2 addenda.

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. QUESTIONS 2.2, 3.6 and 4 must be answered on the QUESTION PAPER. Write your EXAMINATION NUMBER in the space provided, detach the pages and staple them to the inside of the front cover of the ANSWER BOOK after completion.
5. NO correcting fluid or pencil may be used on any travel documents.
6. Use taxes as provided in the Fares handout. VAT is 14%.
7. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 Choose a code from COLUMN B that matches a passenger description in COLUMN A. Write only the letter (A–J) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B
1.1.1	Passenger needs to be met and assisted on arrival at the airport	A BLND
1.1.2	Passenger is a very important public figure	B STCR
1.1.3	Passenger with a medical condition about which the airline needs to know should something go wrong	C NSST
1.1.4	Passenger cannot remain seated for the whole flight and/or cannot move at all	D MAAS
1.1.5	Passenger has eyesight problems and/or is partially blind	E FRAG
1.1.6	Passenger did not cancel the booking and did not show up at the airport	F VIP
1.1.7	Passenger is obese and requires this seat because he/she does not fit in a normal seat	G WCHC
1.1.8	Passenger requests to be seated in a non-smoking seat	H EXST
1.1.9	Passenger is completely immobile and needs to remain in the wheelchair for the full journey	I MEDA
1.1.10	Passenger is travelling with breakable articles like glass ornaments	J NOSH

(10 × 1) (10)

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1.2 Meals during a flight are free and requests must be made at least 48 hours prior to departure to the airline concerned.

Decode each of the following meal codes. Write only the answer next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

1.2.1 KSML

1.2.2 BBML

1.2.3 LFML

1.2.4 ORML

1.2.5 FPML

(5 × 1) (5)

1.3 Name the tourism organisations to which each of the descriptions below refers. Write the name of the organisation in full next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

1.3.1 Advises countries on outbreaks of diseases or what medication travellers should take for various health risks/diseases

1.3.2 Responsible for the upgrading and maintenance of airports in South Africa

1.3.3 Compiles statistics on the flow and growth of tourism around the world

1.3.4 Responsible for grading of accommodation establishments in South Africa

1.3.5 Promotes safe, regular and economic air transportation worldwide for everybody

(5 × 1) (5)

1.4 Explain the function of each of the following role players in the tourism industry:

1.4.1 Principal

1.4.2 Tour operator

1.4.3 Travel agent

(3 × 2) (6)

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1.5 Give the airport/city codes for each of the following cities:

1.5.1 Phalaborwa

1.5.2 Cape Town

1.5.3 Upington

1.5.4 Nelspruit

1.5.5 Sun City

1.5.6 Port Elizabeth

1.5.7 Bloemfontein

1.5.8 Pietermaritzburg

1.5.9 Kimberley

1.5.10 Ulundi

(10 × 1) (10)

1.6 In which countries in Africa are the following cities situated?

1.6.1 Harare

1.6.2 Cairo

1.6.3 Nairobi

1.6.4 Casablanca

(4 × 1) (4)
[40]

TOTAL SECTION A: 40

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SECTION B

QUESTION 2

You work for Serendipity Travel in Johannesburg. Mrs Tameka Lyon visited your office and asked you to help her with flight information regarding her forthcoming trip.

Refer to the airline timetables in the Fares handout and answer the questions.

2.1 Fill in the missing information in the table below. Write only the answer next to the question number (**2.1.1–2.1.10**) in the ANSWER BOOK.

FROM	TO	CLASS	DEP TIME	ARRIVE TIME	FLIGHT NO	DAY(S)	AIRCRAFT
JNB	MQP	C	**2.1.1**	**2.1.2**	CE801	1	
MQP	JNB	M	**2.1.3**	14:30	CE **2.1.4**	3	
JNB	PLZ	J	17:00	19:35	SA **2.1.5**	**2.1.6**	
PLZ	JNB	B	18:15	**2.1.7**	BA6236	2	**2.1.8**
JNB	CPT	C	**2.1.9**	1340	BA6415	6	**2.1.10**

(10 × 1) (10)

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EXAMINATION NUMBER: | | | | | | | | | | | | | |

DETATCH THIS PAGE AND HAND IT IN WITH YOUR ANSWER BOOK.

2.2 Calculate the airfares for Mrs Tameka Lyon and her two sons Steve (7 yrs) and Sam (19 months).

FROM/TO: JNB	**CARR**	**CLASS**	**ADULT**	**CHILD**	**INFANT**
MQP	CE	C			
JNB	CE	M			
PLZ	SA	J			
JNB	BA	B			
CPT	BA	C			
FARE	ZAR				
FARE ROUNDED	ZAR				
VAT	ZAR				
PSC	ZAR				
YR	ZAR				
YQ	ZAR				
SC	ZAR				
TOTAL					

(30)
[40]

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QUESTION 3

Refer to the GSA and answer the questions.

On 1 November 2016 your client, Mrs Tameka Lyon, came in to book accommodation for her and two children in a family suite. She prefers a four-star town lodge in Port Elizabeth, Eastern Cape.

3.1 Name the lodge you would suggest to her. (1)

3.2 Name TWO facilities available at the lodge that she can use. (2)

3.3 What is the e-mail address of the lodge? (1)

3.4 She contacted the lodge on the number provided in the GSA and the receptionist told her that the rate for a family suite was R1 620,00 per room per night and included an English breakfast.

Explain to Mrs Lyon what she could expect to have when it comes to this type of breakfast. (2)

3.5 What do the following meal codes represent?

3.5.1 EP

3.5.2 CP

(2 × 1) (2)

3.6 Mrs Lyon will check in on 19 November 2016 and check out again on 22 November 2016. She requests adjoining rooms and will make a late arrival as her flight will arrive at 19:35 in Port Elizabeth. You have confirmed a family suite with Prudence and you were given the confirmation number ITL190621061. The address of the lodge is 144 Main Road, Port Elizabeth, 6070.
Mrs Lyon will settle the amount with her Visa credit card no. 8989 5653 9087 0926 EXP082018.

Calculate the cost for the nights she will be spending at the lodge. (2)

3.7 Issue the accommodation voucher provided on ADDENDUM A. Detach the voucher and insert it into your ANSWER BOOK. Negative marking will be applied in the marking of this voucher. (15)

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3.8 Explain each of the following terms as used in the accommodation sector:

3.8.1 Incidentals

3.8.2 Late arrival

3.8.3 Connecting room

3.8.4 Triple room

3.8.5 Cabana

(5 × 1) (5)

3.9

DISNEYWORLD USA, ORLANDO



After her trip in South Africa Mrs Lyon is interested in taking her kids to the Disneyland resort known as Walt DisneyWorld or DisneyWorld. This is an entertainment complex and the most famous resort in the world with four famous theme parks and two water parks as well as Magic Kingdom, Disney's Hollywood Studios and Disney's Animal Kingdom.

Use the GSA to answer the questions below:

3.9.1 Name the capital city of the United States of America and give its three-letter code. (2)

3.9.2 When is the best time to visit America? (1)

3.9.3 Give the name of a tour operator that can assist her with packages for Walt Disney World. (1)

3.9.4 List THREE general requirements for obtaining a visa. (3)

3.9.5 Name TWO recommended vaccinations when visiting America. (2)

3.9.6 Give the telephone number of the visa issuing authority based in Johannesburg. (1)

[40]

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QUESTION 4

Use the information below to complete the booking form on ADDENDDUM B for Mrs Tameka Lyon. Detach the form, complete it and insert it into the ANSWER BOOK.

Client:	Mrs Tameka Lyon
Address:	27 Meddly Street, Bedfordview, Johannesburg, 2007
Date of birth:	1 February 1979
ID number:	7902010875481
Credit card:	VISA 8989 5653 9087 0926 EXP082018
Tel no:	(H) 011 878 6579 (W) 011 907 3700 (C) 074 878 1880

FLIGHT DETAILS Use your answers in QUESTION 2.1 and the additional information below.
PNR: SAD123

CE801	C 07 NOV	JNB MQP	(Your answer)	(Your answer)	MON	HK2
CE? (Your answer)	M 09 NOV	MQP JNB	(Your answer)	14:30	WED	HK2
SA? (Your answer)	J 19 NOV	JNB PLZ	17:00	19:35	SAT	HK2
BA6236	B 22 NOV	PLZ JNB	18:15	(Your answer)	TUE	HK2
BA6415	C 26 NOV	JNB CPT	(Your answer)	13:40	SAT	HK2

TRAIN DETAILS
Rovos Rail
Compartment: Deluxe
Departure: Cape Town (CPT) 04 DEC 11:00
Arrival: Pretoria (PRY) 06 DEC 12:00
Fare: ZAR24 460,00

INTERCOACH DETAILS
Greyhound
Departure: Johannesburg (JNB) 24 NOV 07:00
Arrival: Durban (DUR) 24 NOV 16:00
Fare: ZAR750,00
PNR number: GHB89895

ACCOMMODATION: Use the information and your answers in QUESTION 3.6 and the vouchers on ADDENDUM A. **[40]**

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QUESTION 5

5.1 List SEVEN airport facilities available to passengers departing on international and domestic flights. (7)

5.2 Name FIVE services or facilities for passengers that can be pre-booked. These can be at the airport or in-flight. (5)

5.3 State FIVE advantages of travelling first class. (5)

5.4 Your client Mrs Lyon wants to apply for a passport.

Advise her on the different types of travel documents below that can be used for travel.

5.4.1 Transit visa

5.4.2 Emergency passport

5.4.3 Crew member certificate

5.4.4 Tourist passport

5.4.5 Service passport

(5 × 2) (10)

5.5 Explain what is meant by *checked baggage*. (2)

5.6 Differentiate between inclusive tour and foreign independent tour. (2 × 2) (4)

5.7 Identify FOUR characteristics common to tours. (4)

5.8 Name at least THREE items that are regarded as dangerous goods and which will not be allowed as checked or carry-on items. (3)

[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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ADDENDUM A

EXAMINATION NUMBER: | | | | | | | | | | | | | |

DETATCH THIS PAGE, COMPLETE IT AND HAND IT IN WITH THE ANSWER BOOK.

SERENDIPITY TRAVEL Voucher No 180858				
PASSENGER'S NAME			No of persons:	
HOTEL			ADDRESS	
REQUIREMENTS			TEL No:	
DATE OF ARRIVAL	DATE OF DEPARTURE		RATE	
ACCOUNT	FULL ACCOUNT		RESERVED BY DATE	CONFIRMED BY DATE
	EXTRAS TO BE SETTLED DIRECTLY:		REMARKS	

SERENDIPITY TRAVEL Voucher No 180859				
PASSENGER'S NAME			No of persons:	
HOTEL			ADDRESS	
REQUIREMENTS			TEL No:	
DATE OF ARRIVAL	DATE OF DEPARTURE		RATE	
ACCOUNT	FULL ACCOUNT		RESERVED BY DATE	CONFIRMED BY DATE
	EXTRAS TO BE SETTLED DIRECTLY:		REMARKS	

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ADDENDUM B

EXAMINATION NUMBER: | | | | | | | | | | | | | |

DETATCH THIS PAGE, COMPLETE IT AND HAND IT IN WITH THE ANSWER BOOK.

Client Surname								
Client Fist name as shown on ID/Passport								
Date of Birth		Year	Month		Date			
Address								
Tel	Home		Business		Cell			
Flight		**Departure**			**Arrival**			**PNR**
Flight	Class	City	Date	Time	City	Date	Time	
							FARE (AD)	
							VAT	
							PSC	
							YR	
							YQ	
							SC	
							TOTAL (AD)	
TRAIN DETAILS: TRAIN NAME:								
Compartment type/class								
Departure (City/Date/time)								
Arrival (City/Date/Time)								
Price								
Other details								
INTERCITY COACH DETAILS: COMPANY NAME:								
Departure (City/Date/time)								
Arrival (City/Date/Time)								
RES number								
Price								
Other details								
ACCOMMODATION DETAILS								
Hotel name								
Address					Tel E-mail			
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 directly Credit card/Cash				Corporate account - hotel bill to be sent to: Extras to be settled directly by client (Yes/No)			

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