higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

TRAVEL SERVICES N4

16 NOVEMBER 2018

This marking guideline consists of 7 pages.

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SECTION A

QUESTION 1

1.1 1.1.1 Baby meal✓ – purity, soft foods, milk✓

1.1.2 Diabetic meal✓ – low fat, limited sugar, must inject with insulin✓

1.1.3 Kosher meal✓ – for Jewish people, no pork, special slaughtering method✓

1.1.4 Low-fat meal✓ – for people with high cholesterol✓

1.1.5 Vegetarian meal✓ – no meat, but with mild, cheese, yoghurt✓

(5 × 2) (10)

1.2 1.2.1 BLND
1.2.2 DEAF
1.2.3 INF
1.2.4 MEDA
1.2.5 EXST
1.2.6 BSCT
1.2.7 UMNR
1.2.8 NOSH
1.2.9 MAAS
1.2.10 STCR

(10 × 2) (20)

1.3 B
C
D
G
H (4)

1.4 1.4.1 South African Tourism:✓ Markets South Africa's scenic beauty, culture, heritages, sport, adventure, eco-tourism and conference facilities overseas✓

1.4.2 Federated Hospitality Association of Southern Africa:✓ Represents hotels, guest houses, restaurants and caterers/Lobbying the government, representing vies of the industry✓

1.4.3 World Health Organisation:✓ Advises countries on outbreaks of diseases or what medication travellers should take for diseases✓

(3 × 2) (6)
[40]

TOTAL SECTION A: 40

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SECTION B

QUESTION 2

2.1

	MADAGASCAR	**AUSTRALIA**	**CROATIA**	**GIBRALTAR**	**CHINA**
2.1.1 Capital	Antananarivo/ TNR✓	Canberra/ CBR✓	Zagreb/ ZAG✓	Gibraltar/GIB✓	Beijing/BJS✓
2.1.2 Best time to go	April to Oct✓	Any time/ throughout the year✓	Apr to Sep✓	Mar – May✓	Mar – May Sep – Nov✓
2.1.3 Currency	Ariary/MGA✓	Australian dollar/ AUD✓	Kuna/ HRK✓	Gibraltar/ GIP✓	Renminbi Yuan/CNY✓
2.1.4 Language	Malagasy/French✓	English✓	Croatian✓	English and Spanish✓	Mandarin Chinese✓
2.1.5 Visa issuing authority address (PTA)	90 B Tait Str, Colbyn, Pretoria, 0186✓	292 Orient Str, Arcadia, Pta, 0083✓	1160 Stanza Bopape Str, Pta 0083✓	British common wealth/ Hatfield, Pta✓	225 Ahtlone Str, Acadia, 0083✓

(5 × 5) (25)

2.2
- Amakhosi Safari Lodge
- Mkuze Falls Private Game Reserve
- Rocktail Beach Camp
- Three Cities Tala Private Game Reserve
- Wilderness on a Whim
- Hannah Game lodge

(Please check in the current GSA. These resorts might have changed) (5)

2.3
- Liquids
- Aerosols
- Gels (3)

2.4
- All LAGs should be carried in containers with a capacity not more than 100 mℓ each.
- Should be placed in a transparent resealable plastic bag with a maximum capacity of 1 ℓ.
- Each passenger is permitted to carry only one such bag.
- All conventional security controls and checks, including random hand searches of passengers and cabin bags are applicable.
- Exceptions are allowed for medications, baby foods and special dietary requirements. (5)

2.5 2.5.1 200
2.5.2 2 ℓ

(2 × 1) (2)
[40]

QUESTION 3

3.1

FROM/TO					
DUR	**CARR**	**CLASS**	**ADULT**	**CHILD**	**INFANT**
ELS	SA	y	890	596	89
JNB	CE	M	900	603	90
MQP	CE	C	1140	1140	1140
CPT	CE	Y	1690	1132	169
DUR	BA	B	1200	810	120
ROUTING FARE	ZAR		5820	4281	1608
ROUNDED FARE	ZAR		5820	4290	1610
VAT	ZAR	ZV	814.8	600.6	225.4
PSC	ZAR	ZA	273	273	52
YR	ZAR		620	620	620
YQ	ZAR		133	133	133
SC		EV	30	30	30
TOTAL	**ZAR**		**7690.8**	**5946.6**	**2670.4**

NOTE: Use negative marking. -1 mark for any incorrect block. (30)

3.2
3.2.1 15:25
3.2.2 SIX
3.2.3 07:50
3.2.4 THREE
3.2.5 CE557
3.2.6 16:20
3.2.7 ONE
3.2.8 17:10
3.2.9 12:00
3.2.10 BA6311

(10 × 1) (10)
[40]

QUESTION 4

4.1 4.1.1 Baggage that is weighed, tagged and placed in the hold of the aircraft

4.1.2 Anything that exceeds the prescribed limitation

4.1.3 A passenger changing planes at an intermediate stop to get to his or her destination

4.1.4 A person who has the nationality of a country

4.1.5 Multipage document that gives details about the traveller's identity/Official document issued by a government to citizens of that country

(5 × 2) (10)

4.2
- Telephone
- Fax
- Email
- CRO
- Tour operator
- Internet
- GDS

(Any 5 × 1) (5)

4.3 4.3.1 D
4.3.2 F
4.3.3 B
4.3.4 A
4.3.5 C

(5 × 2) (10)

4.4

<table>
<tr><td colspan="3">Client's name
MR TOM CRUISE</td><td colspan="2">No of persons
1</td></tr>
<tr><td colspan="3">Hotel/Service
PREMIER HOTEL KING DAVID</td><td colspan="2">Address
CORNER OF CURRIE STREET AND
INVERLEITH TERRACE, EAST LONDON, 5201.</td></tr>
<tr><td colspan="3">Requirements
1 SGL ROOM</td><td colspan="2">Tel no: 043 722 3174
Fax no: 043 743 8019
Email: kingdavid@premierhotels.co.za.</td></tr>
<tr><td>Date of arrival
1 NOV</td><td colspan="2">Date of departure
5 NOV</td><td colspan="2">Rate
R950 X 4NTS</td></tr>
<tr><td rowspan="2">Account
CASH</td><td rowspan="2">Full account</td><td rowspan="2">YES</td><td>Reserved by
STUDENT</td><td>Confirmed by
RACHEL</td></tr>
<tr><td>Date
1 OCT</td><td>Date
25 SEP</td></tr>
<tr><td></td><td>Extras to be settled directly</td><td>YES</td><td colspan="2">Remarks
LATE CHECK-IN OR
ARRIVING AFTER MIDNIGHT</td></tr>
</table>

NOTE: Use negative marking. -1 mark for any incorrect block. (15)
[40]

QUESTION 5

5.1
- Designed and booked for the individual traveller
- Can be tailor made to suit the client's needs
- Can be flexible or fully planned in advance (Any 2 × 1) (2)

5.2
- When does the client want to travel?
- Where are they going?
- Do they have passports?
- How long do they want to stay?
- What is their budget?
- How many people are travelling?
- Personal details: Name, telephone number, email (Any applicable 4 × 1) (4)

5.3
5.3.1 D
5.3.2 A
5.3.3 E
5.3.4 B
5.3.5 C

(5 × 2) (10)

5.4
- Transport:✓ What tour company or airline will you choose and what is suitable for the distance to be travelled?✓
- Accommodation:✓ What grading, how many rooms, location of the hotel?✓
- Meals:✓ How many meals should be included, traditional meals, dietary needs?✓
- Transfers to and from airports✓✓
- Activities:✓ Which and how many attractions to be visited each day?✓

NOTE: Students must be able to name the tour components and explain how to choose them. (5 × 2) (10)

5.5
Structured tour
- A tour that has everything pre-planned and pre-booked
- Little flexibility (Any ONE)

Scheduled tour
- They run according to a timetable
- Very flexible (Any ONE)

(2 × 1) (2)

5.6
- Independent inclusive tour
- Foreign independent tour
- Group/Escorted inclusive tour
- Fly and drive tours
- Air/Motor coach tours
- Fly/Cruise tours (Any 4 × 1) (4)

5.7
5.7.1 A modern motor bus used for touring that is more luxurious than a city bus used for commuters.

5.7.2 Sets out general details from Day 1 to the end of the tour. Advertised in a brochure with various departure date options.

5.7.3 Room plus continental breakfast, which includes tea or coffee and a croissant (pastry)

5.7.4 Two meals a day, usually breakfast and dinner.

(4 × 2) (8)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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