higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

TRAVEL SERVICES N4

19 NOVEMBER 2019

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	• Harbours • Airports • Embassies • Consulates	(Any 3 × 1)	(3)
	1.2.2	• Explosives • Gases • Flammables	(Any 2 ×1)	(2)
1.3	1.3.1	ELS		
	1.3.2	PLZ		
	1.3.3	UTT		
	1.3.4	OUH		
	1.3.5	PTG		
			(5 × 2)	(10)
1.4	1.4.1	Baggage		
	1.4.2	Passenger aid unit		
	1.4.3	Fragile		
	1.4.4	Misconnect		
	1.4.5	Stretcher		
			(5 × 2)	(10)
				[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1 Visa: It is an entry in a passport made by an official of a government to indicate that the bearer has been granted authority to enter or re-enter the country concerned.✓✓

Transit visa: This is required for a passenger who is passing through (transiting) a country without leaving the airport.✓✓ (4)

2.2 If two or more people are travelling together all the way to the same destination and check in at the same time on the same flight, they may pool their baggage. (2)

2.3
- Foreign exchange bureaus
- Restaurants
- The 'GSA Travel Marketing Magazine' (3)

2.4
- Arrival hall
- Immigration – Passport Control
- Baggage claim area
- Custom and Excise control checkpoint
- Toilets
- Foreign exchange
- Automated teller machines/banks
- 'Meet and greet' (Any 5 × 1) (5)

2.5 A To check passports and passenger identity as well as the reason for entering the country (2)

B To check baggage for dangerous goods or illegal items (2)

2.6 The allowance in kilograms or by size that a passenger may take as baggage without paying extra for it (2)

2.7
2.7.1 Excess baggage
2.7.2 Citizen
2.7.3 Immigrant
2.7.4 Destination
2.7.5 Tour guide
2.7.6 Low-fat meal
2.7.7 No-salt meal
2.7.8 Checked baggage

(8 × 1) (8)

2.8	2.8.1	00254		(1)
	2.8.2	Nairobi✓ (NBO)✓		(2)
	2.8.3	January✓ to February✓		(2)
	2.8.4	Yellow fever		(1)
	2.8.5	High Commission of the Republic of Kenya		(1)
	2.8.6	• British Airways • Kenya Airways • South African Airways		(3)
	2.8.7	• Exodus • Kilimanjaro Trekking Tours • Serengeti Explorer • Travel Vision • Gap Adventures (See the latest 'GSA Magazine'.)	(Any 2 × 1)	(2)
				[40]

QUESTION 3 (ADDENDUM B)

Client surname				**SIMPSON**				
Client first name, as shown on ID/passport				**DARREN**				
Date of birth				Year **1971** Month **SEP** Day **8**				
Address				**25 SMITH STREET, JOHANNESBURG, 4051**				
Tel				Home **011 999 2157** Business **011 907 3700** Cell **071 878 1880**				
FLIGHT DETAILS								
Flight		**Departure**			**Arrival**			**PNR:** QWR113
Flight	Class	City	Date	Time	City	Date	Time	
SA481	Y	ELS	21 JUL	1900	PLZ	21 JUL	1935	680
SA647	J	PLZ	25 JUL	0805	CPT	25 JUL	1425	1080
CE804	D	CPT	28 JUL	1330	JNB	28 JUL	1540	1640
BA621	B	JNB	5 AUG	1110	DUR	5 AUG	1220	700
							FARE	4100✓
							PSC	194✓
							VAT	574✓
							SC	24✓
							YQ	133✓
							YR	440✓
							TOTAL	**5465✓**
TRAIN DETAILS								
Train				**BLUE TRAIN✓**				
Compartment				**LUXURY SINGLE✓**				
Departure (city/date/time)				**PTA✓ /30 JUL✓/0850✓** *(*FULL CITY NAMES ARE ALSO ACCEPTABLE.)*				
Arrival (city/date/time)				**CPT✓/31 JUL✓/1200✓**				
Price				**R24 830, INCL SINGLE SUPPLEMENT✓**				
Other details								
INTERCITY COACH DETAILS								
Company				**INTERCAPE**				
Departure (city/date/time)				**CPT✓/2 AUG ✓/1130✓** *(*FULL CITY NAMES ARE ALSO ACCEPTABLE.)*				
Arrival (city/date/time)				**PTA✓/3 AUG✓/0915✓**				
PNR number				**PDR113✓**				
ACCOMMODATION DETAILS								
Hotel name				**THE BALMORAL✓**				
Address **125 BEACH ROAD** **DURBAN** **4001✓**				Tel: **031 368 8220✓** Fax: **031 304 8265✓** E-mail: **raya-hotels@mweb.co.za✓**				
Requirements: **SGL✓**				Rate pppn/prpn: **R450 x 5 NTS✓**				
Date of arrival: **5 AUG✓**				Date of departure: **10 AUG✓**				
Reserved by (agent): **STUDENT NAME✓**				Confirmed by (hotel): **MICHELLE✓**				
Date of reservation (agent): **(DATE OF EXAM)✓**				Date of confirmation (hotel): **8 MAY✓** Confirmation number: **MVR08MAYLL✓**				
Remarks or special requirements: **NON-SMOKING ROOM✓**								
Payment details: **SETTLING DIRECTLY WITH CC** **VI 4902 7700 1122 7711** **EXP 12/2019✓**		Client settles directly **Credit card**/cash✓			Corporate account-hotel bill to be sent to: Extras to be settled directly by client: (**YES**/NO)✓			

Note: Use negative marking. -1 mark for any incorrect block. **[40]**

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QUESTION 4.1 (ADDENDUM C)

Note: Use negative marking. –1 mark for any incorrect block.

FROM/TO DUR	**CARRIER**	**CLASS**	**ADULT**	**CHILD**	**INFANT**
ELS	SA	K	**810**	542	81
PLZ	SA	H	**510**	341	51
JNB	BA	B	**1 000**	670	100
CPT	CE	D	**1 640**	1 640	1 640
DUR	SA	Y	**1 390**	931	139
FARE	ZAR		**5 350**	4 124	2 011
FARE ROUNDED	ZAR		**5 350**	4 130	2 020
VAT	ZAR		**749**	578.2	282.8
PSC	ZAR		**242**	242	52
EV	ZAR		**30**	30	30
YR	ZAR		**580**	580	580
YQ	ZAR		**133**	133	133
TOTAL			**7 084**	5 693.2	3 097.8

(30)

4.2 The time required between two flights/The time you have from leaving your arrival flight to arriving at your departing onward flight (1)

4.3
- Telephone
- Fax
- E-mail
- Central reservations office
- Tour operator
- Internet (Any 4 × 1) (4)

4.4
- Reclining seats
- Host/hostess seeing to passenger comfort and serving refreshments
- PA system
- TV/CD/video/DVD entertainment system
- Big windows for viewing
- Blinds to block out sunlight (Any 5 × 1) (5)

4.5 4.5.1 15:25
4.5.2 Five
4.5.3 SA1301
4.5.4 19:00
4.5.5 481/SA481
4.5.6 15:10
4.5.7 10:50
4.5.8 11:30
4.5.9 14:30
4.5.10 802/CE802

(10 × 1) (10)
[50]

QUESTION 5

5.1 5.1.1 Number of people in a room and number of nights for which a room is booked

5.1.2 Sharing a wall; next to each other

5.1.3 A room with a private bathroom/toilet directly connected to it

5.1.4 Three meals a day: breakfast, lunch and dinner

5.1.5 Registering on arrival, getting the key, giving credit card details as guarantee, or showing a voucher

5.1.6 The person who provides other services for hotel guests, such as booking taxis, suggesting theatre venues, calling porters

5.1.7 Room plus continental breakfast: tea, coffee and a croissant (pastry)

(7 × 2) (14)

5.2
- Inclusive tours
- Fly-and-drive tours
- Air/motor/coach tours
- Flying/cruise tours (4)

5.3
- Travel arrangements are planned in advance.
- These arrangements include transport, accommodation and normally various service arrangements.
- The tour is sold at an all-inclusive price.
- The tour must be paid for in advance, before departure. (4)

5.4 A
- Safety is important.
- Reliable, licensed transport operator
- Deciding what type of transport is mostly suited to the journey
- The size of the vehicle/aircraft/boat (Any 2 × 1)

B
- Refers to the transport sent to the airport to fetch clients.
- Generally, return transfers are needed.
- The size of the vehicle will depend on the number of clients needing to be picked up/dropped off. (Any 2 × 1)

C
- Must suit the clients' interests, age and fitness level
- Include must-see attractions
- Can be pre-paid
- Can include walking tours, shopping expeditions, museum visits, horse riding
- Consider free time (Any 2 × 1)

D
- What meals are included?
- Escorted tours usually include meals.
- If meals are not included, then the client must be assisted with budgeting for meals.
- Include at least one traditional meal with a cultural show.
- Take into account special diets, like vegetarian, halal or kosher.

(Any 2 × 1)
(4 × 2) (8)
[30]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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