higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

TRAVEL SERVICES N4

5 October 2020

This marking guideline consists of 9 pages.

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INSTRUCTIONS: Chief Examiner must check that markers have the current year's GSA at the first markers' meeting.

SECTION A

QUESTION 1

1.1

1.1.1	E
1.1.2	A
1.1.3	F
1.1.4	B
1.1.5	G
1.1.6	C
1.1.7	J
1.1.8	L
1.1.9	D
1.1.10	H

(10 × 2) (20)

1.2

1.2.1	False
1.2.2	False
1.2.3	True
1.2.4	True
1.2.5	True
1.2.6	False
1.2.7	False
1.2.8	True
1.2.9	True
1.2.10	False

(10 × 1) (10)

1.3

1.3.1
- They are the suppliers/providers of the industry
- They supply the transport, accommodation and attractions
- They supply the final product of the industry
- Supplies the travel product (Any 1 × 2)

1.3.2
- Puts together the tour package
- Publish their tours in brochures, give it to travel agents

(Any 1 × 2)

1.3.3
- The middleman sells the travel product on behalf of the principal or tour operator.
- Will recommend a product to a client and sell it on behalf of the tour operator.
- Will get commission for recommending the tour operator's product. (Any 1 × 2)

1.3.4
- Markets South Africa as a tourist destination in other countries
- Its aim is to increase tourism to South Africa and thereby also our earnings from foreign exchange (Any 1 × 2)

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1.3.5
- Enforces a code of conduct to protect the consumer
- It helps travel agents when new government rules affect the running of the business
- It represents the interests of Travel Agencies and their 'partners'

(Any 1 × 2)
(5 × 2) (10)
[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1	2.1.1	0940
	2.1.2	6405
	2.1.3	1100
	2.1.4	7
	2.1.5	DUR
	2.1.6	CPT
	2.1.7	DUR
	2.1.8	6
	2.1.9	1720
	2.1.10	1845

(10 × 1) (10)

2.2

FROM/TO					
CPT	**CARR**	**CLASS**	**ADULT**	**CHILD**	**INFANT**
UTN	SA	Y	**1390**	**931**	**139**
JNB	SA	K	**1260**	**844**	**126**
ELS	CE	C	**1350**	**1350**	**1350**
DUR	SA	H	**630**	**422**	**63**
JNB	BA	Y	**900**	**610**	**90**
CPT	BA	B	**1200**	**810**	**120**
ROUTING FARE	ZAR		**6730**	**4967**	**1888**
ROUNDED FARE	ZAR		**6730**	**4970**	**1890**
VAT	ZAR	ZV	**942.2**	**695.8**	**264.6**
PSC (departure tax)	ZAR	ZA	48 47 52 47 48 52 **294**	48 47 52 47 48 52 **294**	**52**
YR	ZAR		**580**	**580**	**580**
YQ	ZAR		**266**	**266**	**266**
SC		EV	**36**	**36**	**36**
TOTAL			**8848.2**	**6841.8**	**3088.6**

Note:
Use negative marking. -1 mark for any incorrect block. (30)
[40]

QUESTION 3

3.1 3.1.1 Gaborone✓ (GBE)✓ (2)

3.1.2 Setswana✓ English✓ (2)

3.1.3 April to August (2)

3.1.4 No (1)

3.1.5 Plot 29✓ Queens Road Gaborone✓
00267 390 4800✓ (3)

3.1.6
- Chobe Chilwero Lodge
- Chobe Marina Lodge
- Chobe Safari Lodge

(Add more operators from the current GSA) (3)

3.1.7
- Federal air
- King Air
- Swift flight
- Zenith Air (Any 2 × 1) (2)

3.2 3.2.1 A person who possesses the nationality of a country

3.2.2 A person who enters a country with the purpose of living there permanently

3.2.3 A person legally in a country of which that person is not citizen

3.2.4 A person who exits or leaves his country to go and live in another country

3.2.5 A person passing through, en route to another country, mostly not even leaving the airport

(5 × 2) (10)

3.3
- Tourist passport
- Maxi passport
- diplomatic passport
- Official/service passport
- Temporary passport
- Emergency passport
- International Red Cross Passport
- Joint passports (Any 3 × 1) (3)

3.4
- SA bank notes excess of R25 000
- Endangered species of plants or wildlife
- Plants and plant products
- Animals, birds, poultry, dairy
- Medicine which is more than needed
- Up to 10kg of tinned sealed pork
- Firearms and ammunition (Any 5 × 2) (10)

3.5
- Wheel chairs
- Meet and assist (2)

[40]

QUESTION 4

ADDENDUM B

Client Surname				**SMITH**				
Client first name as shown in id/passport				**WILL**				
Date of birth				Year **1977** Month **JUL** Day **08**				
Address				**25 FLORIDA RD, PORT ELIZABETH, 6011**				
Tel				Home **041 999 2157** Business **041 907 3700** Cell **041 878 1880**				
FLIGHT DETAILS								
Flight		**Departure**			**Arrival**			**PNR:** QWR113
Flight	Class	City	Date	Time	City	Date	Time	
SA481	Y	PLZ	21 JUL	1900	ELS	21JUL	1935	**680**
SA647	K	ELS	25 JUL	0805	BFN	25JUL	1425	**1360**
SA843	H	BFN	28JUL	1330	CPT	28JUL	1540	**830**
CE987	D	CPT	05AUG	1110	DUR	05AUG	1220	**1640**
CE402	Y	DUR	09AUG	1205	JNB	09AUG	1300	**820**
BA561	B	JNB	13AUG	1410	PLZ	13AUG	1600	**1000**
							FARE	**6330✓**
							PSC	**289✓**
							VAT	**886.2✓**
							SC	**36✓**
							YQ	**133✓**
							YR	**740✓**
							TOTAL	**8414.2✓**
TRAIN DETAILS								
Train				**BLUE TRAIN✓**				
Compartment				**LUXURY SINGLE✓**				
Departure(City/Date/Time)				**PTA✓/30OCT✓/0850✓** *(*FULL CITY NAMES ARE ALSO EXCEPTABLE)*				
Arrival(City/Date/Time)				**CPT✓/31OCT✓/1200✓**				
Price				**R24 830 INCL SINGLE SUPPLEMENT✓**				
Other Details								
INTERCITY COACH DETAILS								
Company				**INTERCAPE**				
Departure (City/Date/Time)				**CPT✓/04SEP✓/1130✓** *(*FULL CITY NAMES ARE ALSO EXCEPTABLE)*				
Arrival (City/Date/Time)				**PTA✓/05SEP✓/0915✓**				
PNR number				**PDR113✓**				
ACCOMMODATION DETAILS								
Hotel name:				**BANTRY BAY LUXURY HOTEL ✓**				
Address: **1 ROCHESTER RD, BANTRY BAY, 8001✓**				Tel: **021 368 8220✓** Fax **021 304 8265✓** Email: **cro@aha.travel ✓**				
Requirements: **SGL✓**				Rate pppn/prpn: **R450 x 4 NTS ✓**				
Date of Arrival: **31 OCT✓**				Date of Departure: **4 SEP ✓**				
Reserved by (Agent): **STUDENDT NAME✓**				Confirmed by (Hotel): **THANDISWA ✓**				
Date of reservation (Agent): **(DATE OF EXAM)✓**				Date of confirmation (Hotel): **08 MAY ✓** Confirmation number: **MVR08MAYLL ✓**				
Remarks or special requirements: **NON SMOKING ROOM✓**								
Payment details: **SETTLING DIRECT WITH CC** **VI 4902 7700 1122 7711** **EXP12/2023✓**		Client settles Direct **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 5

5.1
- Parking Bays
- Check in desks
- Security check points
- Waiting Lounge
- Toilets
- Shops
- Telephones
- Baggage wraps
- Foreign exchange banks
- VAT Refund office (Any 4 × 1) (4)

5.2 Checked baggage: Baggage that is weighed and tagged and placed in the hold of the aircraft✓✓

Uncheck Baggage: Baggage that is carried on board with the passenger✓✓ (2 × 2) (4)

5.3
- Handbag
- Overcoat
- Umbrella
- Reading material
- Infant food
- One piece of hand baggage
- Laptop
- Collapsible wheelchair (Any 3 × 1) (3)

5.4
- No drinking Alcohol
- No smoking
- No Fire arms
- No UMNRS under 12 (Any 3 × 1) (3)

5.5
5.5.1 Continental plan
5.5.2 Full board
5.5.3 European Plan
(3 × 1) (3)

5.6
5.6.1 Group inclusive tour
5.6.2 Foreign Independent tour
5.6.3 Inclusive tour charter
5.6.4 Independent Inclusive tour
(4 × 1) (4)

5.7 Tailor made tour: Flexible arrangements made to “fit the client”that is to suit their needs on the chosen dates.✓✓

Escorted Inclusive Tour: Package tour with a qualified tour escort, arranged for groups, structured and little flexibility.✓✓ (2 × 2) (4)

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5.8
- Travel arrangements are planned in advance
- Arrangements includes transport, accommodation, etc.
- Sold at all inclusive price
- Paid in advance before departure (4)

5.9 5.9.1
- Safety
- Reliable transport
- Type of transport
- Where they are going
- How big the bus should be (Any 2 × 1)

5.9.2
- The transport that collect clients from the airport and take them to the hotel
- Need return transfers
- Size of vehicle (Any 2 × 1)

5.9.3
- What meals are included
- Escorted groups have meals included
- If not , clients must budget for meals
- Include one traditional meal
- Take special diets into consideration e.g halaal, vegetarian, kosher (Any 2 × 1)

(3 × 2) (6)

5.10
5.10.1 C
5.10.2 E
5.10.3 A
5.10.4 D
5.10.5 B

(5 × 1) (5)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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