higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

TRAVEL SERVICES N6

8 JUNE 2018

This marking guideline consists of 13 pages.

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SECTION A

Answer ALL the questions in SECTION A.

QUESTION 1

1.1 Starboard
1.2 Youth hostel
1.3 Bank draft
1.4 Fixed cost
1.5 Interleading door
1.6 Curtailment
1.7 Full credit **OR** Bill back
1.8 One-way
1.9 Self-catering
1.10 SARB **OR** South African Reserve Bank

(10 × 2) **[20]**

QUESTION 2

2.1 F
2.2 J
2.3 A
2.4 H
2.5 B
2.6 J
2.7 C
2.8 D
2.9 E
2.10 G

(10 × 2) **[20]**

TOTAL SECTION A: 40

SECTION B

Answer any FOUR of the five questions in SECTION B.

QUESTION 3: TOUR PLANNING AND BUDGETING

3.1	3.1.1	Transfer	MUR100 x 2	MUR200✓	
		Hotel		MUR3 000✓	
		Tour	MUR1 000 + 500	MUR1 500✓	
		TOTAL		MUR4 700✓	
	3.1.2	Transfer	USD50 x 2	USD100✓	
		Hotel		USD2 400✓	
		Tour		USD300✓	
		TOTAL		USD2 800✓	
	3.1.3	Transfer	HKD230 x 2	HKD460✓	
		Hotel		HKD5 500✓	
		Tour		HKD1 200✓	
		TOTAL		HKD7 160✓	
				(3 × 4)	(12)

3.2

MUR: ZAR
2.6867: 1✓
4 700 : ?
4 700/2.6867✓
ZAR1 749.36✓ (3)

USD : ZAR
1 : 12.4411✓
2 800 : ?✓
2 800 x 12.4411
ZAR34 835.08✓ (3)

HKD : ZAR
0.7875: 1✓
7 160 : ?
7 160/0.7875✓
ZAR9 092.06✓ (3)

Total for land arrangements in ZAR: ZAR45 676.50 (1)

NOTE
Give 1 mark for correct ROE, 1 mark for correct formula (multiplication or division) and 1 mark for correct answer.
If incorrect ROE was used, then 0 marks are allocated.
A deviation of 0.01 (1 cent) is acceptable. Learners should be allocated the mark if the deviation is this small.

3.3 **Method 1**

Net Land arrangements	=ZAR45 676.50✓
+ Net Airfare (ZAR2 800 x 5% = ZAR1 400)	=ZAR26 600✓
TOTAL	=ZAR72 276.50✓
+ Mark-up (ZAR72 276.50 x 15%)	=ZAR10 841.48✓
+ Taxes	=ZAR8 900✓
Total	=ZAR92 017.98✓

Method 2

Net Land arrangements	=ZAR45 676.50✓
+ Airfare (including commission)	=ZAR28 000✓
TOTAL	=ZAR73 676.50✓
+ Mark-up (ZAR73 676.50 x 15%)	=ZAR11 051.48✓
+Taxes	=ZAR8 900✓
Total	=ZAR93 627.98✓

Method 3

Net Land arrangements	=ZAR45 676.50✓
Mark-up (ZAR45 676.50 x 15%)	=ZAR6 851.48✓
TOTAL	=ZAR52 527.98✓
+ Airfare (including commission)	=ZAR28 000✓
+Taxes	=ZAR8 900✓
Total	=ZAR89 427.98✓

NOTE

- A deviation of 0.01 (1 cent) is acceptable. Learners should be allocated the mark if the deviation is this small.
- In method 1 and 2, learners must lose a mark if they don't show a subtotal because it is relevant to the calculation of the mark-up and they have to show each step of every calculation.
- In method 3, if they don't show a subtotal, allocate 2 marks to the correct total instead. (6)

3.4 **Any ONE of the following three methods:**

Method 1

Mark-up	= ZAR10 841.48✓✓✓

Method 2

Mark-up	= ZAR11 051.48✓
+ commission on airfare (R28 000 x 5%)	= ZAR1 400✓
Total	= ZAR12 451.48✓

Method 3

Mark-up	=ZAR6 851.48✓
+ commission on airfare	=ZAR1 400✓
Total	=ZAR8 251.48✓ (3)

3.5	3.5.1	DKK		
	3.5.2	KES		
	3.5.3	AUD		
	3.5.4	CNY		
	3.5.5	BWP		
			(5 × 1)	(5)
3.6	3.6.1	Fixed cost incurred whether or not the service is used.		
	3.6.2	Variable cost incurred only when the service is used.		
			(2 × 2)	(4)
				[40]

QUESTION 4: FOREIGN EXCHANGE

Air ticket		ZAR48 300
Visa		ZAR900
Accommodation		
Nairobi	KES5 500	ZAR759.40
Cairo	USD2 550	ZAR31 724.81
Bangkok	THB6 300	ZAR1 694.69
Singapore	SGD4 100	ZAR19 348.75
Total for TRAVEL ARRANGEMENTS		ZAR102 727.65
Total for LAND ARRANGEMENTS		ZAR53 527.65
ZAR1 000 000 – ZAR53 527.65		ZAR946 472.35

4.1 KES : ZAR
7.2426: 1✓
5 500 : ?
5 500/7.2426✓
ZAR759.40✓ (3)

USD : ZAR
1 : 12.4411✓
2 550 : ?✓
2 550 x 12.4411
ZAR31 724.81✓ (3)

KES : ZAR
7.2426: 1✓
5 500 : ?
5 500/7.2426✓
ZAR759.40✓ (3)

SGD : ZAR
0.2119: 1✓
4 100 : ?
4 100/0.2119✓
ZAR19 348.75✓ (3)

Total for travel arrangements: ZAR102 727.65 (1)

NOTE
Give 1 mark for correct ROE, 1 mark for correct formula (multiplication or division) and 1 mark for correct answer.
If incorrect ROE was used, then 0 marks should be allocated.
A deviation of 0.01 (1 cent) is acceptable. Learners should be allocated the mark if the deviation is this small.

4.2 ZAR1 000 000 – ZAR53 527.65 = ZAR946 472.35 (2)

4.3 4.3.1 ZAR946 472.35 X 30% = ZAR283 941.71✓
KES : ZAR
7.2426 : 1✓
? : 283 941.71
283 941.71 x 7.2426✓
KES2 056 476.23✓ (4)

4.3.2 ZAR946 472.35 x 15% = ZAR141 970.85✓
ZAR : USD
12.4411 : 1✓
141 970.85 : ?
141 970.85/12.4411✓
USD11 411.44 ✓ (4)

4.3.3 ZAR946 472.35 x 20% = ZAR189 294.47✓
THB : ZAR
3.7175 : 1✓
? : 189 294.47
189 294.47 x 3.7175✓
THB703 702.19✓ (4)

4.3.4 ZAR946 472.35 × 35% = ZAR331 265.32 (1)

NOTE
Give 1 mark for correct ROE, 1 mark for correct formula (multiplication or division) and 1 mark for correct answer.
If incorrect ROE was used, then 0 marks should be allocated.
A deviation of 0.01 (1 cent) is acceptable. Learners should be allocated the mark if the deviation is this small.

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4.4 4.4.1

KES	:	ZAR
8.5627	:	1✓
1 330	:	?

1 330/8.5627✓
ZAR155.32✓

4.4.2

USD	:	ZAR
1	:	11.1725✓
990	:	?

990 x 11.1725✓
ZAR11 060.78✓

4.4.3

THB	:	ZAR
4.3133	:	1✓
500	:	?

500/4.3133✓
ZAR115.92✓

4.4.4

SGD	:	ZAR
0.2291	:	1✓
2 500	:	?

2 500/0.2291✓
ZAR10 912.27✓

(4 × 3) (12)
[40]

QUESTION 5: CAR RENTAL AND CRUISING

5.1 Group T (1)

5.2

Rate	
R394 x 6 days	R2 364✓
Kilometres	
100 km x 6 days = 600 km free	
1 000 km – 600 km = 400 km x R2.93	R1 172✓
TOTAL	R3 536✓
Insurance	Included✓
Airport surcharge	Included✓
Tourism levy	Included✓
Contract fee	R28✓
PAI	Excluded✓
One-way fee	Excluded✓
TOTAL	R3 564✓

(10)

5.3 R3 536 x 100/114 = R3 101.75✓
R3 101.75 x 10% = R310.18✓✓

NOTE
- Give marks if students used 15% commission as prescribed in syllabus
- R3 536 × 100/114 = R3 101.75 × 15% = R465.26 (3)

5.4 CAR VOUCHER: ADDENDUM I (OR ADDENDUM J)

<table>
<tr><td colspan="2">Europcar
car rental</td><td colspan="2">Reg. No
05/13135/07</td><td colspan="2">TRAVEL AGENT CHARGE VOUCHER
REISAGENT DEBIETBEWYS</td><td>T</td></tr>
<tr><td colspan="3">Renter's Name
Naam van Huurder
MAHLANGU/HMR</td><td colspan="2">Car Group
Motorgroep
T/EDMR</td><td>Date of Issue
Uitreikingsdatum
DATE OF EXAM</td><td rowspan="2">Issuer's Stamp
Uitreiker se Stempel

(STAMP)
STUDENT INITIALS</td></tr>
<tr><td>Renting Office
Huurkantoor
JNB APT</td><td>Date
Datum
10OCT</td><td>Flight
Vlug</td><td>Time
Tyd
0600</td><td colspan="2">Issuer's Name
Uitreiker se Naam
STUDENT NAME</td></tr>
<tr><td colspan="4">Return Office
Terugsendingskantoor
BFN APT</td><td colspan="3" rowspan="2">Issuer
Uitreiker

TRAINING PURPOSES ONLY

SOUTH AFRICA</td></tr>
<tr><td colspan="4">Voucher value – Unlimited unless specified hereunder
Motorhuurbewys-waarde – Onbeperk tensy anders hieronder gemeld</td></tr>
<tr><td colspan="3" rowspan="2">Remarks
Opmerkings</td><td colspan="2">Europcar Reservation Reference
Europcar Besprekingsverwysing</td><td colspan="2">RESERVATION ID NUMBER
BESPREKING ID-NOMMER</td></tr>
<tr><td colspan="2"></td><td colspan="2">E U R 9 2 0 1</td></tr>
</table>

NOTE
- Use negative marking. -1 mark for any incorrect block.
- Any format for the name is acceptable as long as the title, first name (or initials) and surname are indicated.
- Do not penalise the student for adding date/time to 'return location' box.
- Block capital letters not a prescribed requirement as this is not an IATA document.
- Any format for dates is acceptable. (12)

5.5 Cruise number: SC0143 (2)

5.6

	Mr	**Mrs**	
Cruise	R2 730	R2 730	✓
Port	R350	R350	✓
Total	R3 080	R3 080	

Total for 2 passengers R6 160✓ (3)

5.7 R5 460 × 100/114 = R4 789.47✓ × 10%✓ = R478.95✓ (3)

5.8 No ports of call/Only departure and arrival ports (1)

5.9 Durban,✓ 27 January,✓ 14:00✓ (3)

5.10
- Length of cruise
- Type of cabin
- Position of cabin
- Seasons
- Number of passengers in cabin
- Ratio of crew to passengers (Any 2 × 1) (2)

[40]

QUESTION 6: INTERNATIONAL HOTEL RESERVATIONS

6.1 The Park Plaza Westminster Bridge (1)

6.2 6.2.1 GBP320 x 4 nights = GBP1 280 (2)

6.2.2

GBP	:	ZAR
1	:	19.6538✓
1 280	:	?

1 280 x 19.6538✓
ZAR25 156.86✓ (3)

6.3 Breakfast (continental breakfast) (1)

6.4
- Tea- and coffee-making facilities
- Pool
- Kitchenette
- Private terraces
- Restaurants
- Coffee shop
- Cocktail bar
- Fitness centre
- Balinese spa
- Meeting room
- Parking (Any 3 × 1) (3)

6.5 ZAR25 156.86 × 10% = ZAR2 515.69 (3)

6.6 HOTEL VOUCHER: ADDENDUM K

<table>
<tr><td colspan="7">TREK AFRICA TOURS & TRAVEL</td></tr>
<tr><td colspan="7">PASSENGER'S NAME
PRINCE/P MR</td></tr>
<tr><td colspan="4">HOTEL
PARK PLAZA WESTMINSTER BRIDGE</td><td colspan="3">ADDRESS
200 WESTMINSTER BRIDGE RD. LONDON SE & UT, UNITED KINGDOM</td></tr>
<tr><td colspan="4">REQUIREMENTS
1 x SGLB (CP)</td><td colspan="3">TEL:
+44 844 415 6790</td></tr>
<tr><td colspan="2">DATE OF ARRIVAL
02 DEC</td><td colspan="2">DATE OR DEPARTURE
06 DEC</td><td colspan="3">RATE
GBP320 PRPN</td></tr>
<tr><td rowspan="2">ACCOUNT
DC3034 1719 9325 4302

EXP08/19</td><td>FULL ACCOUNT</td><td></td><td>RESERVED BY
STUDENT NAME</td><td>DATE
EXAM DATE</td><td>CONFIRMED BY
HO231Z</td><td>DATE
EXAM DATE</td></tr>
<tr><td>EXTRAS TO BE SETTLED DIRECTLY</td><td>X</td><td colspan="4">REMARKS</td></tr>
</table>

NOTE
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- Any format for dates is acceptable. (15)

6.7 It is a 6-minute walk from the underground and national rail trains at Waterloo station and a 12-minute walk from Westminster Abbey. (2)

6.8 It has a 4-star grading. (2)

6.9 10% city tax (2)

6.10 6.10.1
- Time of arrival at the hotel.
- Guest reports to the reception desk. (Any reasonable answer)

6.10.2
- Departure formalities before leaving hotel
- Return key to reception. (Any reasonable answer)

(2 × 2) (4)

6.11 LHTL (2)

[40]

QUESTION 7: INTERNATIONAL RAIL AND TRAVEL INSURANCE

INTERNATIONAL RAIL

7.1 Queensland Coastal Pass (2)

7.2 Yes, it is available for purchase in Australia. (2)

7.3 Yes, seat reservations must be made in advance as the pass itself does not guarantee a seat. (2)

7.4 Infants under the age of 4 years (1)

7.5 One or two months (1)

7.6
- Proof of non-Australian residency
- Passport
- Driver's licence
- Home address (Any 3 × 1) (3)

7.7 Silver (2)

7.8 R280 × 2 passengers = R560 (3)

7.9 **OPTION 1**
R560 × 100/114 = R491.23✓ × 20%✓ = R98.25✓

7.10
7.10.1 R500
7.10.2 R100 000
7.10.3 Nil
7.10.4 R500
7.10.5 R2 000
7.10.6 R1 500
(6 × 1) (6)

7.11 INSURANCE PLICY: ADDENDUM L (OR ADDENDUM M)

TRAVEL INSURANCE APPLICATION

AGENCY NAME: MEGA TRAVEL		**BRANCH:** CAPE TOWN			**CONSULTANT:** STUDENT		**AGENCY CODE:** AIG2930	
INSURED PERSON(S) SURNAME	**INITIALS**	**GENDER**	**DATE OF BIRTH**	**BENEFICIARY**	**ID/PASSPORT NUMBER**	**TYPE OF COVER**	**PRODUCT**	**TOTAL PREMIUM**
1 SELALE	A	M	29NOV60	ESTATE	6011291923123	INDIVIDUAL	SILVER	R280
2 SELALE	M	F	30AUG69	ESTATE	6908308324086	INDIVIDUAL	SILVER	R280
3								
4								
								R560

Do you intend to stay in any one country for more than 190 days? Yes/**No**

Have the public conveyance tickets been paid with a valid South African Credit Card? Yes/**No**

Person in charge of underaged/disabled children: **N/A**

Person whom the insured is going to visit while on the journey: **HOLIDAY**

Period of insurance cover From: **02DEC** To: **06DEC**

Total number of days **5** (Both above days inclusive)

Furthest destination: **LONDON**

Postal address: **10 PINE STREET**
JOHANNESBURG

Postal code: **2021**

Tel (H) **011 323 0987**

Tel (W) **011 791 8392**

House doctor's name: **DR H. OMAR**

House doctor's tel: **011 656 2312**

DECLARATION

1. I/we accept the levels of cover chosen and will not expect any additional payment from the underwriters for claims exceeding the sums insured.
2. I/we declare that all Insured persons are in good health and fit to travel.
3. I\We hereby accept the conditions of this policy document which I/we have received and studied.
4. I/we hereby give AIG the authority to phone my/our doctor in case of an emergency.

Signature: **MR SELALE'S SIGNATURE** Issuing agent: **STUDENT'S SIGNATURE**

Date: **DATE OF EXAM** Date: **DATE OF EXAM**

(15)

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NOTE
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TOTAL SECTION B: 160
GRAND TOTAL: 200

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