higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

TRAVEL SERVICES N6

31 May 2021

This marking guideline consists of 13 pages.

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INSTRUCTIONS: The chief examiner must check that markers have the current year's GSA at the first markers' meeting.

SECTION A: COMPULSORY

QUESTION 1

1.1	1.1.1	True
	1.1.2	False
	1.1.3	True
	1.1.4	True
	1.1.5	False
	1.1.6	False
	1.1.7	True
	1.1.8	False
	1.1.9	True
	1.1.10	False

(10 × 1) (10)

1.2	1.2.1	C
	1.2.2	F
	1.2.3	H
	1.2.4	A
	1.2.5	J
	1.2.6	B
	1.2.7	D
	1.2.8	E
	1.2.9	G
	1.2.10	I

(10 × 2) (20)
[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1 Palissandre Hotel and Spa (1)

2.2 2.2.1 MGA 3 500 × 15 nights = MGA 52 500 (2)

2.2.2
MGA : ZAR
20,004: 1✓
52 500: ?
52 500 / 20,004✓
ZAR 2 624,95✓ (3)

2.3 ZAR 2 624,95✓ × 10%✓ = ZAR 262,50✓ (3)

2.4 2 km from Rova of Antananarivo and 3 km from Tsimbazaza Zoo (2)

2.5 Rova of Antananarivo, a 17th-century palace complex (1)

2.6 Apartment-type rooms offer a lounge, a kitchen and a bathroom with a whirlpool (spa) bath. (2)

2.7
- French restaurant
- Bar
- Weekly BBQs and regular music
- Spa
- Fitness centre
- Heated pool
- Laundry service
- Child-friendly restaurant
- Hot tub (Any 3 × 1) (3)

2.8
- Single
- Double
- Family
- Apartment (Any 2 × 1) (2)

2.9 2.9.1 Rooms located next to each other, sharing a wall but without interconnecting doors

2.9.2 Two or more rooms with private connecting doors, giving access without having to go into the corridor

2.9.3 A hotel employee whose job is to assist guests by booking tours, making bookings for restaurants, theatres, transport, etc.
(3 × 2) (6)

2.10

HOTEL VOUCHER				
PASSENGER'S NAME LATIFAH/QUEEN MS				
HOTEL PALLISANDRE HOTEL AND SPA			**ADDRESS** Lalana Andriandahifotsy, Antananarivo, Madagascar	
REQUIREMENTS 1 x SGL (CP)			**TEL:** +261 20 22 605 60	
DATE OF ARRIVAL 10 Jul	**DATE OF DEPARTURE** 25 Jul		**RATE** MGA3500 PPPN	
ACCOUNT CASH	**FULL ACCOUNT**		**RESERVED BY DATE** STUDENT DATE OF EXAM	**CONFIRMED BY DATE** PAL0123 DATE OF EXAM
	EXTRAS TO BE SETTLED DIRECTLY	X	**REMARKS**	

Note:
- Use negative marking: minus ONE mark for any incorrect block.
- Block letters are not a prescribed requirement, as this is not an IATA document.
- Any format for dates is acceptable.

(15)
[40]

QUESTION 3

3.1	3.1.1	Transfer	BWP300 × 2	BWP600✓
		Hotel	BWP8 000	BWP8 000✓
		Tour		BWP800✓
		TOTAL		BWP9 400✓
	3.1.2	Transfer	GBP40 × 2	GBP80✓
		Hotel	GBP1 500	GBP31 500✓
		Tour		GBP150✓
		TOTAL		GBP1 730✓
	3.1.3	Transfer	CZK200 × 2	CZK400✓
		Hotel	CZK3 450	CZK3 450✓
		Tour		CZK600✓
		TOTAL		CZK4 450✓

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3.1.4	Transfer	EUR30	× 2	EUR60✓
	Hotel	EUR2 000		EUR2 000✓
	Tour			EUR90✓
	TOTAL			EUR2 150✓

(4 × 4) (16)

3.2 BWP : ZAR
0,7320: 1✓
9 400 : ?
9 400 / 0,7320✓
ZAR12 841,53✓

GBP : ZAR
1 : 17,0698✓
1 730 : ? ✓
1 730 × 17,0698
ZAR29 530,75 ✓

CZK : ZAR
1,6285: 1✓
4 450 : ?
4 450 / 1,6285✓
ZAR2 732,58✓

EUR : ZAR
1 : 15,0052✓
2 150 : ?
2 150 × 15,0052✓
ZAR32 261,18✓

Total for travel arrangements ZAR77 366,04✓

Note:
- Give ONE mark for correct ROE, ONE mark for correct formula (multiplication or division) and ONE mark for a correct answer.
- If incorrect ROE was used, ZERO marks are allocated.
- A deviation of 0,01 (1 cent) is acceptable. Students should be allocated the mark if the deviation is this small. (13)

3.3 **Method 1**

Net land arrangements	= ZAR77 366,04✓
+ Net airfare	= ZAR75 810✓
=	= ZAR153 176,04✓
+ Mark-up	= ZAR22 976,41✓
+ Taxes	= ZAR43 850✓
Total	= ZAR220 002,45✓

Method 2

Net land arrangements	= ZAR77 366,04✓
+ Airfare (including commission)	= ZAR79 800✓
=	= ZAR157 166,04✓
+ Mark-up	= ZAR23 574,91✓
+ Taxes	= ZAR43 850✓
Total	= ZAR224 590,95✓

Method 3

Net land arrangements	= ZAR77 366,04✓
+ Mark-up	= ZAR11 604,91✓
=	= ZAR88 970,95✓
+ Airfare (including commission)	= ZAR79 800✓
+ Taxes	= ZAR43 850✓
Total	= ZAR212 620,95✓

Note:
- A deviation of 0,01 (1 cent) is acceptable. Students should be allocated the mark if the deviation is this small.
- In method 1 and 2, deduct ONE mark if students did not 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 do not show a subtotal, allocate TWO marks to the correct total instead. (6)

3.4 **Method 1**

Mark-up = ZAR22 976,04✓✓✓

Method 2

Mark-up	= ZAR23 574,91✓
+ Commission on airfare	= ZAR3 990✓
Total	= ZAR27 564,91✓

Method 3

Mark-up	= ZAR11 604,91✓
+ Commission on airfare	= ZAR3 990✓
Total	= ZAR15 594,91✓

(Any 1 × 3) (3)

3.5 A group of people travelling together on a pre-arranged tour, either escorted by a tour guide or with own group leader, on scheduled transport. Structured, with very little flexibility. (2)

[40]

QUESTION 4

4.1 N (1)

4.2

Rate:	
R370 × 15 days	R5 550✓
Km:	
200 km × 15 days = 3 000 km	
4 000 km – 3 000 km = 1 000 km	
1 000 km × R5,55	R5 550✓
TOTAL:	R11 100✓
Insurance:	Included✓
Airport surcharge:	Excluded✓
Tourism levy:	Included✓
Contract fee:	R70✓
PAI:	Excluded✓
Extra driver	R225✓
TOTAL:	R11 395✓

(10)

4.3 R11 100 × 100/115 = R9 652,17✓
R9 652,17 × 10% = R965,22✓✓ (3)

4.4

pace car rental	Reg. no 05/13135/07		**TRAVEL AGENT REFERRAL VOUCHER**		R
Renter's name Naam van huurder **GOLDBERG/W MRS**			Car group Motorgroep **N**	Date of issue Uitreikingsdatum **DATE OF EXAM**	Issuer's stamp Stempel **STUDENT INITIALS**
Renting office Huurkantoor **JNB APT**	Date Datum **05SEP**	Flight Vlug	Time Tyd **10h00**	Issuer's name Uitreiker **STUDENT NAME**	
Return office Terugontvangskantoor **JNB APT**				Issuer Uitreiker TRAINING PURPOSES ONLY SOUTH AFRICA	
Method of payment (if bank card, state number) Betaalmetode (indien bankkaart, meld nommer) **AX 5443 0903 9231 3949 EXP06/21**					
Remarks Opmerkings **ADDITIONAL DRIVER**			Europcar reservation reference Europcar-besprekingsverwysing	RESERVATION ID NUMBER BESPREKING-ID-NOMMER **P A C E 0 3 1 2**	

Note:
- Use negative marking: minus ONE mark for any incorrect block.
- Any format for the name is acceptable, as long as the title, first name (or initial) and surname are shown.
- Do not penalise the student for adding time to 'date of issue' and 'return office' boxes.
- Block letters are not a prescribed requirement, as this is not an IATA document.
- Any format for dates is acceptable. (12)

4.5 4.5.1 R10 000
4.5.2 R8 099
(2 × 1) (2)

4.6 4.6.1 Eurail Select Youth Pass
4.6.2 10 days in 2 months
4.6.3 EUR322 (high season, 2nd class)
(3 × 1) (3)

4.7 4.7.1 Eurail Global Pass Saver
4.7.2 5 days in 1 month
4.7.3 EUR345
(3 × 1) (3)

4.8 4.8.1 Eurail Global Pass
4.8.2 22 days
4.8.3 EUR664
4.8.4 Yes, he is a South African
(4 × 1) (4)

4.9 4.9.1 Eurail Select Pass Saver
4.9.2 EUR278✓(6 days in 2 months, 1st class, medium season)
(2 × 1) (2)
[40]

QUESTION 5

CRUISING

5.1 Option 1 (1)

5.2

	Mr	Mrs
Cruise	R5 500	R5 500✓
Port	R600	R600✓
Total	R6 100	R6 100✓
TOTAL FOR 2 PASSENGERS:		R12 200✓

(4)

5.3 R5 500 × 2 = R11 000✓ × 100/114 = R9 649,12 × 10%✓ = R964,91✓ = 0

OR

5.3 R5 500 × 2 = R11 000✓ × 100/115 = R9 565,22 × 10%✓ = R956,52✓ = 0 (3)

5.4 7 Jan, Durban, 18h00✓√
10 Jan, Cape Town, 09h00✓√ (3)

5.5 Inside cabin has no window and is cheaper✓
Outside cabin has window and is more expensive✓ (2)

5.6 5.6.1 Loading passengers on a ship

5.6.2 Process of leaving a ship

(2 × 2) (4)

INSURANCE

5.7 Adult option (1)

5.8 R1 540 (1)

5.9 R1 540 × 100/114 ✓= R1 350,88 × 20%✓ = R270,18✓ (3)

OR

5.9 R1 540 × 100/115 ✓= R1 339,13 × 20%✓ = R267,83✓

5.10 5.10.1 R2 520
5.10.2 R3 865
5.10.3 R350 000

(3 × 1) (3)

5.11 Voucher (15)

Note:
- Use negative marking: minus ONE mark for any incorrect block.
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- Any format for dates is acceptable.

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TRAVEL INSURANCE APPLICATION

AGENCY NAME: AIRWAVES TRAVEL		**BRANCH:** CAPE TOWN			**CONSULTANT:** STUDENT NAME		**AGENCY CODE:**	AIR1234
INSURED PERSON(S) SURNAME	**INITIALS**	**GENDER**	**DATE OF BIRTH**	**BENEFICIARY**	**ID/PASSPORT NUMBER**	**TYPE OF COVER**	**PRODUCT**	**TOTAL PREMIUM**
1 MARKLE	M	F	04AUG81	ESTATE	8108040123081	INDIVIDUAL	ADULT	R1 540
3								
4								
								R1 540

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 underage/disabled children: **N/A**

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

Period of insurance cover: From: **01MAY** To: **20MAY**

Total no. of days: **20** (both days inclusive)

Furthest destination: **LONDON**

Postal address: **10 WINDSOR DRIVE**
QUEENSTOWN

Postal code: **5319**

Tel (H) (047) 514 1213

Tel (W) (047) 619 2010

House doctor name: **DR E. JOHN**

House doctor tel.: (047) 430 1231

Declaration:

1. I accept the levels of cover chosen and will not expect any additional payment from the Underwriters for claims exceeding the sums insured.
2. I 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 have received and studied.
4. I hereby give AIG the authority to phone my doctor in case of an emergency.

Signature: **MS MARKLE'S SIGNATURE**

Date: **DATE OF EXAM**

Issuing agent: **STUDENT SIGNATURE**

Date: **DATE OF EXAM**

[40]

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QUESTION 6

6.1

Air ticket		ZAR87 300
Passport		ZAR700
Visa		ZAR2 100
Insurance		ZAR700
Accommodation Japan	JPY10 300	ZAR1 208,95
Tour Wellington	NZD20 123	ZAR185 807,94
Cruise	USD2 300	ZAR29 112,25
Total for travel arrangements		ZAR306 929,14
Total for land arrangements		ZAR216 129,14
ZAR1 000 000 – ZAR123 612,73		ZAR783 870,86

6.1.

JPY : ZAR
8,5198: 1✓
10 300: ?
10 300 / 8,5198✓
ZAR1 208,95✓

NZD : ZAR
0,1083: 1✓
20 123: ?
20 123 / 0,1083✓
ZAR185 807,94✓

USD : ZAR
1 : 126575✓
2 300 : ?
2 300 × 12,6575✓
ZAR29 112,25✓

Total for travel arrangements ZAR306 929,14✓✓

Note:
- Give ONE mark for correct ROE, ONE mark for correct formula (multiplication or division) and ONE mark for a correct answer.
- If incorrect ROE was used, ZERO marks are allocated.
- A deviation of 0,01 (1 cent) is acceptable. Students should be allocated the mark if the deviation is this small. (11)

6.2 ZAR216 129,14 (2)

6.3 ZAR1 000 000✓ – ZAR216 129,14 ✓ = ZAR783 870,86 ✓ (3)

6.4 6.4.1 ZAR783 870,86 × 15% = ZAR117 580,63✓

ZAR : USD
12,6575 : 1✓
117 580,63 : ?
117 580,63 / 12,6575✓
USD9 289,40✓ (4)

6.4.2 ZAR783 870,86 × 30% = ZAR235 161,23✓
JPY : ZAR
8,5198 : 1✓
235 161,23 : ?
235 161,23 × 8,5198✓
JPY2 003 526,65✓ (4)

6.4.3 ZAR783 870,86 × 20% = ZAR156 774,17✓
NZD : ZAR
0,1083 : 1✓
? : 156 774,17
156 774,17 × 0,1083✓
NZD16 978,64✓ (4)

6.4.4 ZAR783 870,86 × 35% = ZAR274 354,80 (1)

Note:
- Give ONE mark for correct ROE, ONE mark for correct formula (multiplication or division) and ONE mark for a correct answer.
- If incorrect ROE was used, ZERO marks are allocated.
- A deviation of 0,01 (1 cent) is acceptable. Students should be allocated the mark if the deviation is this small.

6.5 6.5.1 USD : ZAR
1 : 12,2845✓
2 500 : ?
2 500 × 12,2845✓
ZAR30 711,25✓

6.5.2 NZD : ZAR
0,1213 : 1✓
6 000 : ?
6 000 / 0,1213✓
ZAR49 464,14✓

6.5.3 JPY : ZAR
9,2079 : 1✓
1 900 : ?
1 900 / 9,2079✓
ZAR206,34 ✓

(3 × 3) (6)

6.6
- Namibia
- Swaziland
- Lesotho
- Zimbabwe

(Any 2 × 1) (2)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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