higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

NOVEMBER EXAMINATION

TRAVEL SERVICES N6

21 NOVEMBER 2016

This memorandum consists of 11 pages.

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SECTION A: COMPULSORY

QUESTION 1

1.1	1.1.1	Z
	1.1.2	J
	1.1.3	A
	1.1.4	D
	1.1.5	W
	1.1.6	L
	1.1.7	F
	1.1.8	K
	1.1.9	Y
	1.1.10	C
	1.1.11	H
	1.1.12	T
	1.1.13	I
	1.1.14	N
	1.1.15	S
	1.1.16	X
	1.1.17	Q
	1.1.18	E
	1.1.19	B
	1.1.20	U

(20 × 1) (20)

1.2	1.2.1	False
	1.2.2	False
	1.2.3	True
	1.2.4	False
	1.2.5	False
	1.2.6	False
	1.2.7	True
	1.2.8	True
	1.2.9	False
	1.2.10	False
	1.2.11	False
	1.2.12	False
	1.2.13	True
	1.2.14	False
	1.2.15	False
	1.2.16	True
	1.2.17	False
	1.2.18	True
	1.2.19	True
	1.2.20	False

(20 × 1) (20)

TOTAL SECTION A: 40

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SECTION B

QUESTION 2

2.1 2.1.1

Transfers	PEN50 × 8	PEN400	
Accommodation	PEN150 × 8	PEN1200	
Sightseeing	PEN125 + PEN250 + PEN90 +PEN300 + PEN85 + PEN315	PEN1165	
		= PEN2765	(7)

2.1.2

Transfers	BOB125 × 2	BOB250	
Accommodation	BOB380 × 2	BOB760	
Sightseeing	BOB600 + BOB275	BOB875	
		= BOB1885	(5)

2.1.3

Transfers	CLP10000 × 2	CLP20000	
Accommodation	CLP31500 × 2	CLP63000	
Sightseeing	CLP25000	CLP25000	
		= CLP108000	(4)

2.1.4

Transfers	ARS150 × 3	ARS450	
Accommodation	ARS420 × 3	ARS1260	
Sightseeing	ARS700 + ARS340	ARS1040	
		= ARS2750	(6)

2.2 PEN2765 / 0.26001 = ZAR10 634.21
BOB1885 / 0.62047 = ZAR3 038.02
CLP108000 / 52.587= ZAR2 053.74
ARS2750 / 0.75529 = ZAR3 640.99 = ZAR19 366.96

Note:

- If incorrect ROE used then 0 marks allocated (5)

2.3 Net airfare: R11 260 × 1% = R112.60
R11 260 – R112.60 = R11 147.40

Method 1

Land arrangements	ZAR19 366.96
+ Net airfare	ZAR11 147.40
=	ZAR30 514.36
+ 15% markup	ZAR4 577.15
+ Taxes	ZAR6 266
=	ZAR41 357.51

Method 2

Land arrangements	ZAR19 366.96
+ Gross airfare	ZAR11 260
=	ZAR30 626.96
+ 15% markup	ZAR4 594.04
+ Taxes	ZAR6 266
=	ZAR41 487

Method 3

Land arrangements	ZAR19 366.96
+ 15% markup	ZAR2 905.04
+ Gross airfare	ZAR11 260
+ Taxes	ZAR6 266
=	ZAR39 798

Note:

- A deviation of .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 markup, 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)

2.4 Commission on airfare:
R11 260 × 1% = R112.60

Method 1

Markup	ZAR4 577.15
=	ZAR4 577.15

Method 2

Com on airfare	ZAR112.60
+ Mark-up	ZAR4 594.04
=	ZAR4 706.64

Method 3

Markup	ZAR2 905.04
+ Com on airfare	ZAR112.60
=	ZAR3 017.64

(3)

2.5 Any reasonable explanation showing that the learner understands that these currencies are not normally available in South Africa/rare and that there would thus be extra steps that need to be taken to obtain them if at all possible.

(2)

2.6
- Passport
- Yellow fever certificate

(2)

[40]

QUESTION 3

3.1 32 days (2)

3.2 Leisure (2)

3.3 R1180 × 2 pax = R2 360 (3)

3.4 R2 360 × 20%= R472.04 (3)

3.5

	PAID OPTION	**AMEX FREE**
Medical repatriation	Real expense✓	Actual Expense✓
Medical expenses (Total)	R100 000 000✓	R10 000 000✓
Baggage loss	R10 000✓	R20 000✓
Personal accident (in-flight)	R1 000 000✓	R3 000 000✓
Personal liability	R3 000 000✓	Nil✓
Medical excess	R500 out-patient✓	R2 000 in-patient ½✓ R500 out-patient ½✓

(12)

3.6 AMTRAK (1)

3.7 3.7.1 USD 315 (15 days) (2)

3.7.2 USD315 × 11.0843 = ZAR3 491.55

Note:

A deviation of .01 (1 cent) is acceptable. Learners should be allocated the mark if the deviation is this small. (3)

3.8 15 days (1)

3.9 3.9.1 World Travel (1)

3.9.2 011 628 2319 (1)

3.9.3 The service to Jacksonville as it was discontinued after hurricane Katrina. (2)

3.9.4
- Unlimited travel in a specific area over a specific period of time.
- Free travel or discounts on some ferries, busses, etc. in many countries.
- Discounts on accommodation, car and bicycle hire in some countries.

(Any two reasonable advantages of rail passes) (2)

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3.9.5
- Discuss needs with client
- Contact World Travel for information
- Book rail pass
- Receive invoice from World Travel
- Invoice client
- Receive payment from client
- Pay World Leisure
- Receive rail pass from World Leisure

(Any three reasonable steps) (3)

3.9.6 No.
Rail passes are only available in the traveller's home country not in the country where travel will occur. (2)
[40]

QUESTION 4

4.1 Hilton New Orleans Riverside
Hyatt Regency is a smoke-free property and Mr Ntsoane is a smoker. (2)

4.2 4.2.1 USD804 × 2 pax (√) × 13 nights (√)= USD20 904 (2)

4.2.2 USD20 904 × 11.0843 = ZAR231 706.21

Note:

A deviation of .01 (1 cent) is acceptable. Learners should be allocated the mark if the deviation is this small. (3)

4.3 American breakfast.
BP (2)

4.4 ZAR231 706.21 × 10% = ZAR23 170.62 (2)

4.5
- Heated outdoor pools
- Health club
- Tennis courts
- Volleyball courts
- Racquetball courts
- Basketball courts

(Any 3 × 1) (3)

4.6
- National D-day Museum
- ¼ mile from the hotel
- Any reasonable rationale showing the learner is aware that D-day is historical or that America was involved in D-day. (3)

4.7 4.7.1
- Desk
- Wired high-speed Internet access (surcharge)
- Wireless Internet access (surcharge)

(Any applicable 2) (2)

4.7.2
- WiFi
- Two business centres offer 24-hour self-serve options or a limited hours full-service facility.

(Any applicable 2) (2)

4.8
- LaVazzo coffee
- La Source toiletries (2)

4.9 Drago's Seafood restaurant
(Any reasonable motivation
- New Orleans is famous for its seafood and this is a seafood restaurant.
- This restaurant is a local favourite and local residents would only continue going if it was good. (1 + any applicable reason) (2)

4.10 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 initial) and surname are shown.
- Block capital letters are not a requirement, but are neater.

<table>
<tr><td colspan="5">✈ DB TRAVEL ALLIANCE
Voucher 12998</td></tr>
<tr><td colspan="5">PASSENGER'S NAME
NTSOANE/MR/MRS</td></tr>
<tr><td colspan="3">HOTEL
HILTON NEW ORLEANS RIVERSIDE</td><td colspan="2">ADDRESS
2 POYDRAS ST, NEW ORLEANS</td></tr>
<tr><td colspan="3">REQUIREMENTS
1 X DBLB (BP)</td><td colspan="2">TEL:
0800 912 259</td></tr>
<tr><td>DATE OF ARRIVAL
29 APR16</td><td colspan="2">DATE OR DEPARTURE
12 MAY16</td><td colspan="2">RATE
USD804 PP PN</td></tr>
<tr><td rowspan="2">ACCOUNT
AX567876
533400101
EXP0120</td><td>FULL ACCOUNT</td><td></td><td>RESERVED BY DATE
STUDENT DDMMMYY</td><td>CONFIRMED BY DATE
MSYT08
DDMMMYY</td></tr>
<tr><td>EXTRAS TO BE SETTLED DIRECT</td><td>X</td><td colspan="2">REMARKS</td></tr>
</table>

(15)
[40]

QUESTION 5

5.1 AUD2 000 / 0.0994 = ZAR20 120.72
NZD2 130 / 0.1069 = ZAR19 925.16
SGD15 000 / 0.1089 = ZAR137 741.05
= ZAR177 786.93

Note:

If incorrect ROE used, allocate 0 marks.
A deviation of .01 (1 cent) is acceptable. Learners should be allocated the mark if the deviation is this small. (6)

5.2 5.2.1 R1 000 000 (2)

5.2.2 R1 000 000 – R177 786.93= R822 213.07 (2)

5.3 5.3.1 ZAR1 000 000 × 25% = ZAR250 000
ZAR250 000 / 11.0843 = USD22 554.42

5.3.2 ZAR1 000 000 × 10% = ZAR100 000
ZAR100 000 / 11.0843 = USD9 021.77

5.3.3 ZAR1 000 000 × 15% = ZAR150 000
ZAR150 000 × 0.62047 = BOB93 070.50

5.3.4 ZAR1 000 000 – (ZAR250 000 + ZAR100 000 + ZAR150 000) = ZAR500 000
ZAR500 000 × 0.75529 ✓= ARS377 645
(4 × 3) (12)

Note:

If incorrect ROE used allocate 0 marks.
A deviation of .01 (1 cent) is acceptable. Learners should be allocated the mark if the deviation is this small.

5.4 5.4.1 Traveller's cheques:
(Any reasonable explanation of relative safety of method)
- Record of used traveller's cheques means that unused traveller's cheques can be replaced/refunded.
- Passport must be shown when cashing traveller's cheques which means they cannot easily be used if stolen.
- Tollfree number is provided for instant cancellation.

Cash passport:
(Any reasonable explanation of relative safety of method)
- Tollfree number is provided for instant cancellation.
- Easier to carry around than traveller's cheques so it can be safe-guarded more easily. (2)

5.4.2 Traveller's cheques:
(Any two reasonable explanations of convenience factors)
- Record of used traveller's cheques means that unused traveller's cheques can be replaced/refunded.
- Tollfree number is provided for additional emergency assistance for travellers.

Cash passport:
(Any two reasonable explanations of convenience factors)
- Easier to carry around than traveller's cheques
- Can be used at ATMs to draw cash
- Can be used as a debit card in most stores
- Can be topped up if running low on funds (4)

5.5 5.5.1 USD5 200 × 11.0793= ZAR57 612.36

5.5.2 USD250 × 10.7273 = ZAR2 681.83

5.5.3 ARS1 000 / 0.76223 = ZAR1 311.94

(3 × 2) (6)

Note:

If incorrect ROE used allocate 0 marks.
A deviation of .01 (1 cent) is acceptable. Learners should be allocated the mark if the deviation is this small.

5.6 5.6.1
- Take cheques to bank or Bureau de Change
- Present passport (proof of ID) and purchase of cheques
- Sign cheques on the back in the presence of the official (signatures must match)
- Refund will be processed (Any two reasonable steps)

5.6.2
- Take cash to bank or Bureau de Change
- Present passport (proof of ID)
- Refund will be processed (Any two reasonable steps

5.6.3
- Take cash passport to bank or Bureau de Change
- Present passport (proof of ID)
- Refund will be processed (Any two reasonable steps)

(3 × 2) (6)

[40]

QUESTION 6

6.1 J (1)

6.2 Rental period – 2 months

Maxi-rent super waivers rate
Rental: R24 660.00 × 2 months R49 320.00
Free km: 3 000 km × 2 months = 6 000 km
Km charge: 7 000 km – 6 000 km = 1 000 km
1 000 km × R7.30 R7 300.00
= R56 620.00

SCDW, STLW, tourism levy included√
Collection and delivery fees excluded√
PAI excluded
Contract fee R60.00
= R56 680.00 (10)

6.3 R56 620 × 100/114 = R49 666.67
R49 666.67 * 10% = R4 966.67 (3)

6.4 By phoning Avis <u>or</u> checking on the Avis website (1)

6.5
- Flexibility and mobility – Client can travel as he wishes, not according to an itinerary.
- Discovery – Out-of-the-way can be discovered 'by accident' and explored.
- Cost – Hiring a car can be more cost effective if more than one person travels.
- Convenience – The client can travel from the airport to the hotel and around the city. Vehicles can be picked up and dropped off in different cities.
- Continuity – The car rental company will replace any damaged/ problematic vehicle without charge. The client's holiday will not be disturbed.
- Accessibility – Car rental companies are found in most cities.

(Any applicable 2 × 3)
(6)

6.6
- Driver's licence/ID/Passport
- Bill-back voucher (2)

6.7 If he advises the car rental company before the rental there will be additional costs.
If he does not advise the car rental company and Mrs Osbourne is driving when an accident occurs, the insurance cover would be void. (4)

6.8	6.8.1	Departure – Durban√ 08 February√ 14h30√ Arrival – Durban√ 15 February√ 08h00√	(3)
	6.8.2	• Fort Dauphin • Inhaca • Portuguese Island	(3)
	6.8.3	7 nights <u>or</u> 8 days	(2)
	6.8.4	R10 270 + R750) × 2 pax= R22 040 <u>Or</u> (R10 270 × 2 pax)+ (R750 × 2 pax) = R22 040	(3)
	6.8.5	(R10 270 × 2 pax) × 10% = R2 054	(2) **[40]**

TOTAL SECTION B: 160
GRAND TOTAL: 200

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