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higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

JUNE EXAMINATION

TRAVEL SERVICES N5

22 JUNE 2016

This marking guideline consists of 10 pages.

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SECTION A

QUESTION 1

1.1

	CITY CODE	PROVINCE NAME
1.1.1	PTG	Limpopo
1.1.2	AAM	Mpumalanga
1.1.3	ELS	Eastern Cape
1.1.4	PBZ	Western Cape
1.1.5	GRJ	Western Cape
1.1.6	UTN	Northern Cape
1.1.7	MBD	North West
1.1.8	HLA	Gauteng
1.1.9	BFN	Free State
1.1.10	MGH	KwaZulu-Natal

(10 × 2) (20)

1.2
- Fill it – Liquids, aerosols and gels in your hand luggage must be in containers of a maximum of 100 ml
- Bag it – Store them in a transparent, re-sealable bag. Total bag capacity must be a maximum of 1 litre.
- Carry on – Be prepared before you check in, to take your bag out at the security check. (6)

1.3 Can the passenger:
- Walk unaided
- Sit for the duration of the flight
- Eat and drink unaided
- Control his/her bowels and bladder and use toilet facilities on board without assistance (4)

1.4 Traffic can be defined as passengers, baggage, cargo and mail. (4)

1.5
1.5.1 Korongo Airlines

1.5.2 Air Australia

1.5.3 Charlan Air

1.5.4 Egypt Air

1.5.5 Air Tanzania

1.5.6 Air Malawi

(6 × 1) (6)
[40]

TOTAL SECTION A: 40

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SECTION B

QUESTION 2

2.1

FROM/TO JNB	CARR	CLASS	ADULT	CHILD	INFANT
DUR	BA	C	1 210,00	820,00	130,00
BFN	SA	Y	1 140,00	763,00	114,00
CPT	SA	Y	1 170,00	783,00	117,00
MQP	CE	D	2 300,00	2 300,00	2 300,00
PLZ					
JNB	BA	B	1 000,00	670,00	100,00
FARE	ZAR		6 820,00	5 336,00	2 761,00
ROUNDED	ZAR			5 340,00	2 770,00
VAT	ZAR		954,80 ZV	747,60ZV	378,80ZV
PSC	ZAR		242,00 ZA	242,00ZA	48,00ZA
YQ	ZAR		266,00YQ	266,00YQ	266,00YQ
YR	ZAR		440,00YR	440,00YR	440,00YR
SC	ZAR		30,00EV	30,00EV	30,00EV
TOTAL	ZAR		8752,80	7065,60	3932,80

(30)

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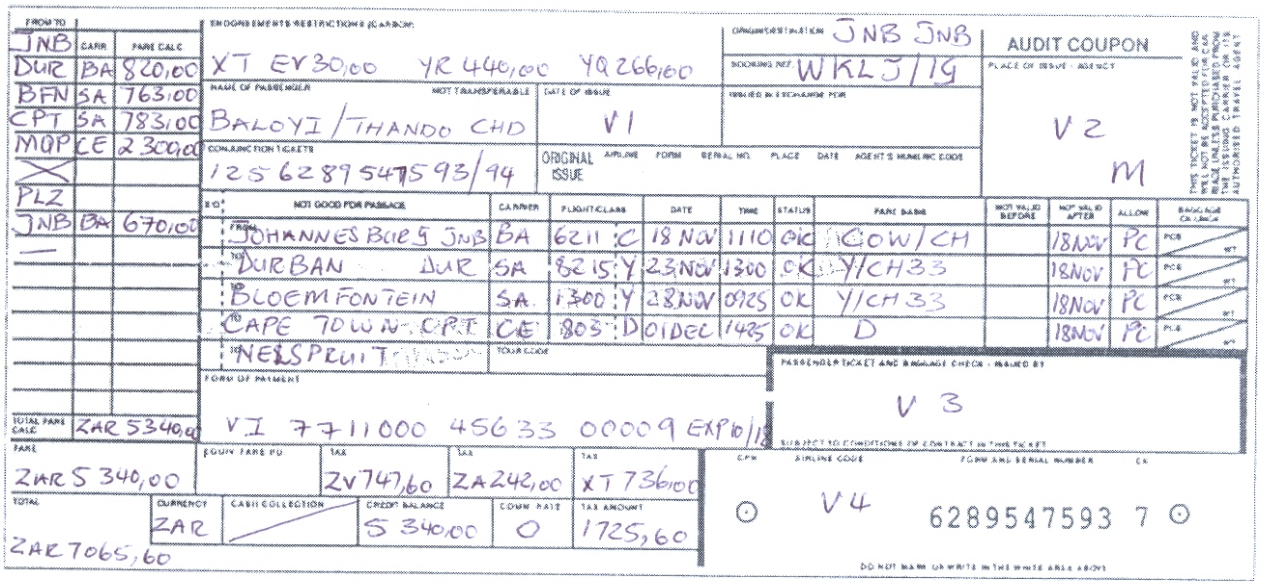
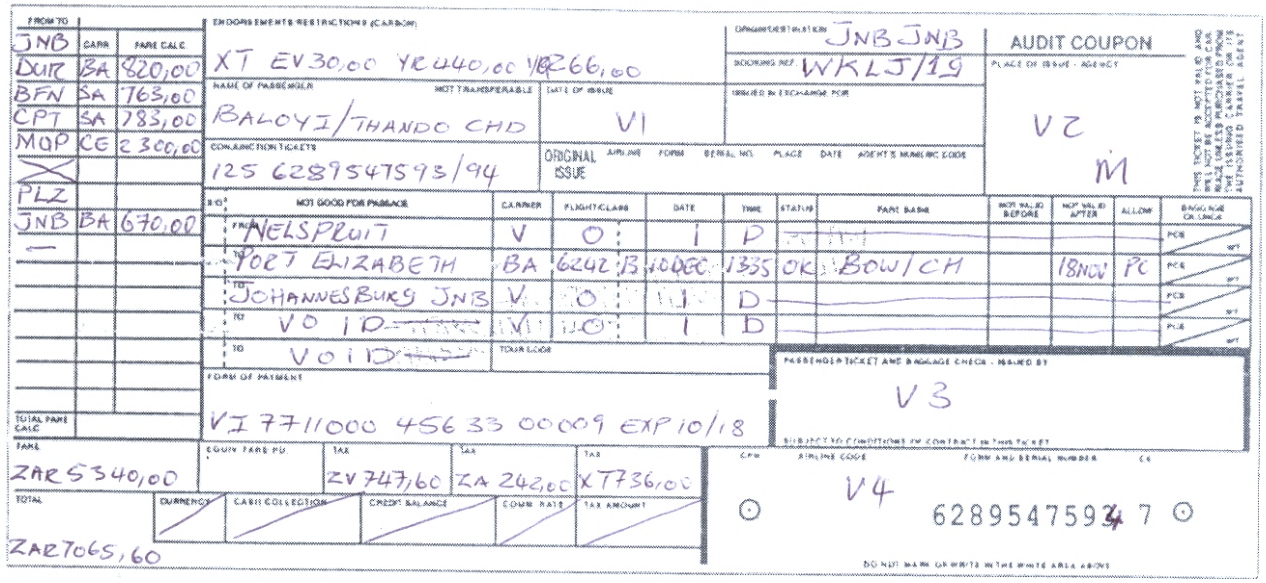
2.2





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2.3

I ACKNOWLEDGE RECEIPT OF TICKET(S) AND/OR COUPONS FOR RELATED CHARGES DESCRIBED HEREON AND AM AWARE OF APPLICABLE RESTRICTIONS AND/OR PENALTIES AS SHOWN ON SUCH TICKETS AND/OR COUPONS. PAYMENT IN FULL TO BE MADE WHEN BILLED OR IN EXTENDED PAYMENTS IN ACCORDANCE WITH STANDARD POLICY OF COMPANY ISSUING CARD AND AS REFLECTED IN APPLICABLE TARIFFS

XCARD HOLDER'S SIGNATURE

STANDARD CREDIT CARD CHARGE FORM

AIRLINE NUMERIC CODE: 125

2. AGENT & CONTRACTOR COPY

DATE OF ISSUE: V1

IF EXTENDED PAYMENT DESIRED, CIRCLE NUMBER OF MONTHS: 6 12 24 ___

DATE AND PLACE OF ISSUE: V2

BALOYI/THANDO
NAME OF PASSENGER IF DIFFERENT FROM CARDHOLDER

DTATO NO

SON
CONNECTION OF PASSENGER WITH SUBSCRIBER

PPXZ
APPROVAL CODE

COMPLETE ROUTING	FARE BASIS	CARRIER	AIRLINE	FORM	SERIAL NO.	CHECK DIGIT
	MIXED	MIXED	125	6289	5475 93/94	7

M

JNB-DUR-BFN-CPT-MQP
/- PLZ - JNB

TICKETS NOT TRANSFERABLE
No Cash Refunds

CREDIT CARD CODE: VI

CURR ZAR	FARE 5340,00	TOTAL ZAR 7065,60	CUSTOMER FILE REFERENCE
CURR ZAR	TAX 1725,60		
CURR	EQUIV. AMT PD		

V3
CREDIT CARD DETAILS:
MR. PATRICK BALOYI
VI 7711000 456 33 00009
EXP 10/18

(10)

2.4 JNB BA DUR1210.00SA BFN1140.00SA CPT1170.00CE MQP2300.00/-PLZ BA JNB1000.00ZAR6820.00END XT EV30.00YR440.00YQ266.00 (5)

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QUESTION 3

3.1
- EMD-A – The associated EMD-A is issued for services directly linked to a flight/flight coupon, for example excess baggage or a seat reservation (i.e. meals, extra bags, seat selection)
- EMDS-S – The stand alone EMD can be used separately from an air ticket and can be issued for services which are independent for a flight (i.e. car rental group deposits, name change fees, penalties, refundable amounts)

(2 × 2) (4)

3.2
- Air transportation
- Surface transportation
- Non air services
- Baggage
- Financial impact
- Airport services
- Merchandise
- Inflight services

(8 × 1) (8)

3.3

SERVICE	RFIC	RFISC
Lounge access	E	OBX
Change in reservation fee	D	992/993
Firearms	C	OED
Tour land arrangements	B	OBP
Vegetarian meal	G	OAR

(5 × 2) (10)

3.4
- A request to send the ticket to an address different from the billing address
- The credit card is faxed
- The booking is for immediate departure and requests ticket at the airport
- Inability to provide the security code

(4)

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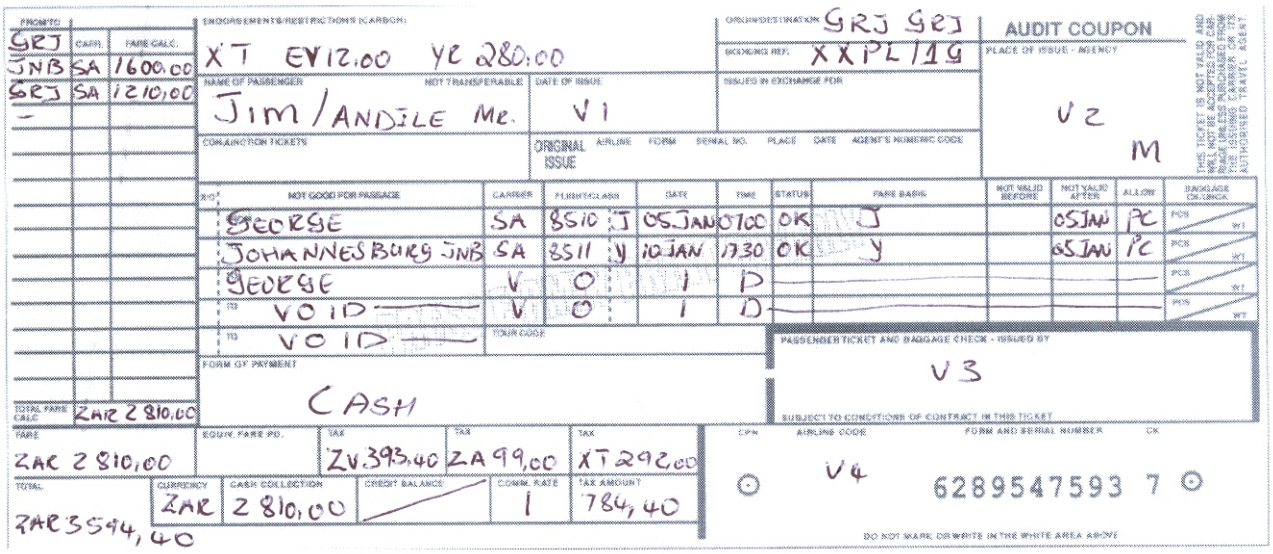
QUESTION 4

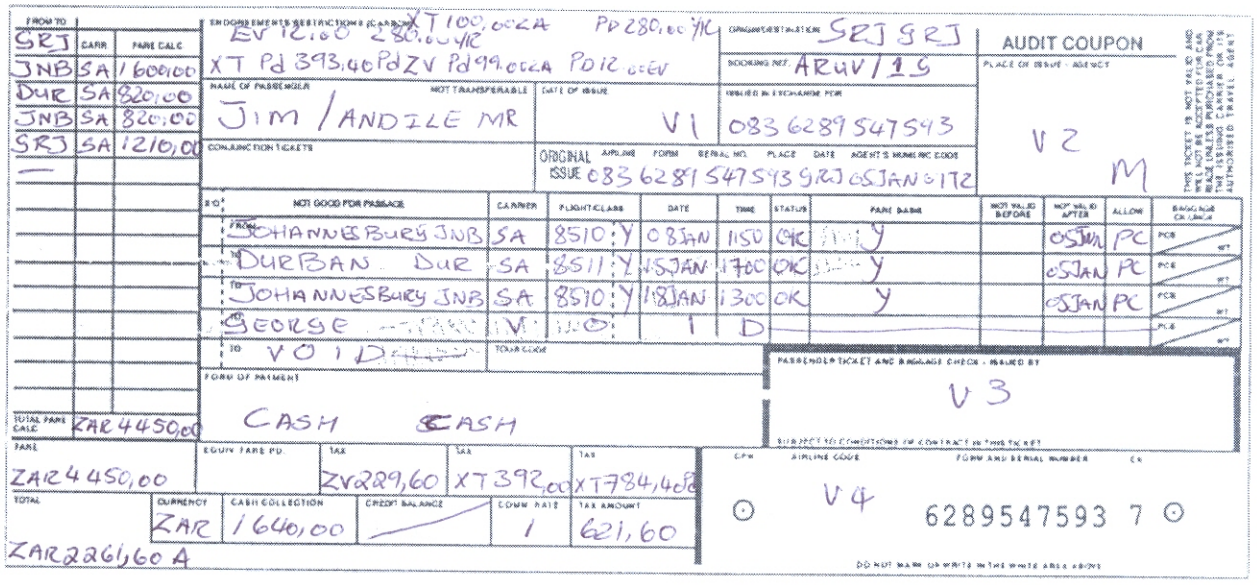
4.1

FROM/TO		
GRJ	**CARRIER**	**FARE**
JNB	SA	1 600,00
GRJ	SA	1 210,00
FARE	ZAR	2 810,00
PSC	ZAR	99,00ZA
VAT	ZAR	393,40ZV
YR	ZAR	280,00YR
SC	ZAR	12,00EV
TOTAL	ZAR	3 594,40

(10)

4.2





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4.3 4.3.1

OLD FARE CALCULATION

FROM/TO		
GRJ	**CARR**	**FARE CALC**
JNB	SA	1 600.00
GRJ	SA	1 210.00
FARE	ZAR	2 810.00
VAT	ZAR	393.40ZV
PSC	ZAR	99.00ZA
SC	ZAR	12.00EV
YQ/YR	ZAR	280.00YR
TOTAL	ZAR	3 594.40

NEW FARE CALCULATION

FROM/TO		
GRJ	**CARR**	**FARE CALC**
JNB	SA	1600.00
DUR	SA	820.00
JNB	SA	820.00
GRJ	SA	1210.00
FARE	ZAR	4 450.00
VAT	ZAR	623.00ZV
PSC	ZAR	199.00ZA
SC	ZAR	24.00EV
YQ/YR	ZAR	560.00YR
TOTAL	ZAR	5 856.00

NEW FARE	4 450.00	OLD FARE	2 810.00	FARE DIFF	1 640.00
NEW VAT	623.00	OLD VAT	393.40	VAT DIFF	229.60
NEW PSC	199.00	OLD PSC	99.00	PSC DIFF	100.00
NEW SC	24.00	OLD SC	12.00	SC DIFF	12.00
NEW YR/YQ TAX	560.00	OLD YR/YQ TAX	280.00	DIFF YR/YQ	280.00
				TOTAL	**2 261.60A**

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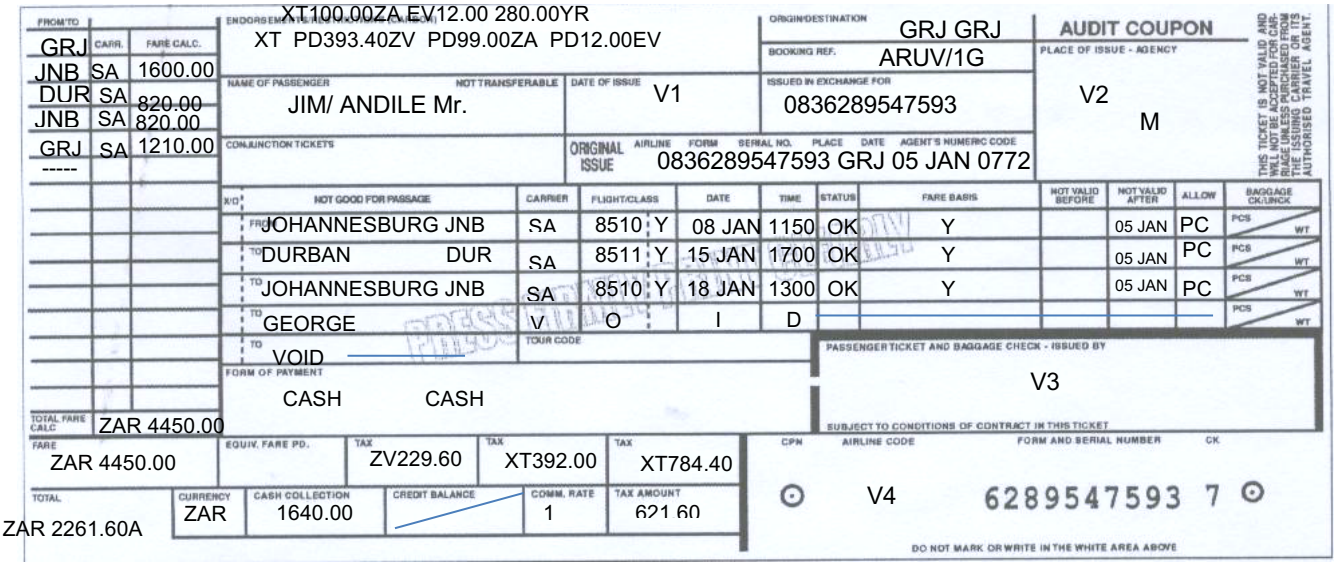
4.3.2



(15)
[50]

QUESTION 5

5.1

FROM/TO		
JNB	**CARRIER**	**FARE**
BLZ	QM	1 470
JNB	QM	1 470
FARE	ZAR	2 940
PSC	ZAR	131,00 ZA
	ZAR	110,00WC
SC	ZAR	6,00EV
TOTAL	ZAR	3187,00

(8)

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