



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

TRAVEL SERVICES N4

30 MAY 2019

This marking guideline consists of 8 pages.

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

SECTION A

QUESTION 1

1.1	1.1.1	The place to which a traveller is going		
	1.1.2	The place from which a journey, or traveller starts		
	1.1.3	A meeting to exchange views and ideas on a particular subject or issue		
	1.1.4	Travel for pleasure (holiday) paid for by the traveller himself/herself		
	1.1.5	A short flight is under or about two hours in duration.	(5 × 2)	(10)
1.2	1.2.1	Passenger		
	1.2.2	Unaccompanied minor		
	1.2.3	Blind		
	1.2.4	Wheelchair into the cabin		
	1.2.5	Kosher meal	(5 × 2)	(10)
1.3	1.3.1	DBML		
	1.3.2	VGML		
	1.3.3	ETD		
	1.3.4	ORIG		
	1.3.5	SKED	(5 × 2)	(10)
1.4	1.4.1	Retailer		
	1.4.2	Producer		
	1.4.3	Producer		
	1.4.4	Wholesaler		
	1.4.5	Producer		
	1.4.6	Retailer		
	1.4.7	Producer		
	1.4.8	Wholesaler		
	1.4.9	Producer		
	1.4.10	Wholesaler	(10 × 1)	(10)
				[40]

TOTAL SECTION A: 40

SECTION B**QUESTION 2**

- | | | | |
|-----|---|--|-----|
| 2.1 | 2.1.1 | Rome | (1) |
| | 2.1.2 | ROM | (1) |
| | 2.1.3 | Yes | (1) |
| | 2.1.4 | Italian Embassy | (1) |
| | 2.1.5 | 15 days (Apply 15 days before departure.) | (1) |
| | 2.1.6 | No/None | (1) |
| | 2.1.7 | <ul style="list-style-type: none"> • Tetanus • Polio • Hepatitis B | (3) |
| | 2.1.8 | 796 George Avenue, Arcadia 0083 | (1) |
| | 2.1.9 | April to June | (2) |
| | 2.1.10 | Alitalia (AZ) | (1) |
| | 2.1.11 | <ul style="list-style-type: none"> • Alamo • Hertz • Europe Car • Avis • Affordable Car Hire • Maggiore • Budget Rent a Car | (2) |
| | | (Check the current GSA) (Any 2 × 1) | |
| 2.2 | Items that are considered part of normal baggage allowance, because of their unusual size and shape are known as exceptions.✓ | | |
| | <ul style="list-style-type: none"> • Surfboards • Skis • Fishing rods • Bicycles • Golf bags • Musical instruments | | |
| | | (Any 4 × 1) | |
| | | (5 + 1) | (5) |
| 2.3 | <ul style="list-style-type: none"> • Handbag • Overcoat • Umbrella • Reading material • Infant food • Infant collapsible carrycot • Laptop • Collapsible wheelchair | | |
| | | (Any 5 × 1) | (5) |

- 2.4
1. Go to an international airport (point of departure) – Vat Refund Authority (VRA).
 2. Present goods at VRA for inspection.
 3. Proceed to express counter at VRA.
 4. Claim details should be entered.
 5. Traveller claiming must have THREE documents:
 - Tax invoice
 - Airline ticket
 - Passport
 - Bought goods
- (5)
- 2.5
- Wider seats
 - Further reclining seats
 - Champagne and orange juice before take-off
 - Separate toilets
 - Free newspapers
 - Wider choice on menu
 - Warm face cloths to wipe face and hands
 - Better quality utility packs
 - Fewer passengers in cabin
 - Wider choice of entertainment
- (Any 5 × 1) (5)
- 2.6
- Advise clients on different destinations.
 - Make reservations.
 - Calculate airfares and issue air tickets.
 - Issue hotel vouchers.
 - Book tours.
 - Compile itineraries.
 - Advise on travel documents and visas.
- (Any 5 × 1) (5)
- [40]**

QUESTION 3

- 3.1
- | | |
|--------|-------|
| 3.1.1 | 1600 |
| 3.1.2 | SEVEN |
| 3.1.3 | 0800 |
| 3.1.4 | 6217 |
| 3.1.5 | 1600 |
| 3.1.6 | 6218 |
| 3.1.7 | FIVE |
| 3.1.8 | 1000 |
| 3.1.9 | 0830 |
| 3.1.10 | 803 |
- (10 × 1) (10)

3.2 **ADDENDUM B**

FROM/TO					
BFN	CARR	CLASS	ADULT	CHILD	INFANT
ELS	SA	H	1130	757	113
DUR	SA	K	810	542	81
JNB	CE	D	1060	1060	1060
PLZ	BA	Y	1200	810	120
DUR	SA	J	1140	763	114
ROUTING FARE	ZAR		5340	3932	1488
ROUNDED FARE	ZAR		5340	3940	1490
VAT	ZAR	ZV	747.6	551.6	208.6
PSC (departure tax)	ZAR	ZA	47 47 48 52 <u>47</u> 241	47 47 48 52 <u>47</u> 241	48
YR	ZAR		140 140 160 <u>140</u> <u>580</u>	580	580
YQ	ZAR		133	133	133
SC		EV	R6 x 5 30	30	30
TOTAL	ZAR		7071.6	5475.6	2489.6

NOTE: Use negative marking. -1 mark for any incorrect block.(30)
[40]**QUESTION 4**

- 4.1
- 4.1.1 True
 - 4.1.2 True
 - 4.1.3 False
 - 4.1.4 False
 - 4.1.5 True
 - 4.1.6 False
 - 4.1.7 True
 - 4.1.8 True
 - 4.1.9 True
 - 4.1.10 False

(10 × 1) (10)

- 4.2 4.2.1 Double✓ – a room that sleeps 2 people, but in one double bed.✓
 4.2.2 Triple✓ – sleeping 3 people.✓
 4.2.3 Single✓ – a room rate for 1 person sleeping in the room✓
 4.2.4 Suite✓ – room and bathroom with living room and kitchenette
 4.2.5 Quad✓ – Room that sleeps 4 people✓

(5 × 2) (10)

4.3 Voucher (ADDENDUM C)

VOUCHER NO ET0015				
Passenger's name MR ALEX JAY		No. of Persons 1		
Hotel / Service SUMMER HOUSE		Address 15 TH AVENUE, SUMMERSTRAND, PORT ELIZABETH, 6013		
Requirements 1 SGL ROOM		Tel no: 041 583 4854 Fax no: 08666 97079 Email: summerhousebb@absamail.co.za		
Date of arrival 1 JAN	Date of departure 6 JAN		Rate R490 X 5NTS = R2450	
Form of payment CREDIT CARD	Full account YES	Extras to be settled directly YES	Reserved by STUDENT	Confirmed by STEVE
			Date 1 OCT	Res: SHBB 0658
Remarks VI4987 5885 8050 2559 EXP 12/19 LATE CHECK IN OR ARRIVING AFTER MIDNIGHT				

NOTE: Use negative marking. -1 mark for any incorrect block.

(15)

- 4.4 • En suite facilities for cabins with twin or double beds
 • Modern décor
 • TV
 • Air conditioning/Heating
 • Lounge car
 • Dining car
 • Library
 • Souvenir shop
 • Bar car

(Any 5 × 1) (5)
[40]

QUESTION 5

- 5.1
- Independent inclusive tour
 - Foreign independent tour
 - Group/escorted tour
 - Inclusive tour charter (4)
- 5.2
- Chalet – Small dwelling usually made out of wood
 - Rondavel – A circular, often thatched hut used in South African game parks (2 × 2) (4)
- 5.3
- An extra charge for someone occupying a room on his/her own and not sharing (2)
- 5.4
- When does the client want to travel?
 - Where is he going to?
 - Is his passport valid?
 - What are his interests and hobbies?
 - How long can he stay?
 - What is his budget?
 - How many people are travelling?
 - Personal details (Any 4 × 1) (4)
- 5.5
- 5.5.1
- Booked for the individual traveller
 - Custom-made to suit the client's needs
 - Can be flexible or fully planned in advance (Any 2 × 1)
- 5.5.2
- Charter flight combined with land arrangements
 - Fixed, all-inclusive price
 - Prepaid package (Any 2 × 1)
- 5.5.3
- Prepaid package
 - Including car rental at the destination and flights (3 × 2) (6)

5.6	• Transport • Accommodation • Transfers • Activities and attractions • Meals		(5)
5.7	Step 1: Interview with the client Step 2: Determining the routing Step 3: Programming daily activities Step 4: Selection of the tour components Step 5: Costing the tour	(5 × 2)	(10)
5.8	Fixed cost • Price remains unchanged, whether you use something or not. • Example: charter bus Variable cost • If you do not use the service, you do not pay for it. • Example: Attractions	(2 × 2)	(4)
5.9	Any tour conducted entirely in vehicles, using roads or tracks.		(1) [40]
TOTAL SECTION B:			160
GRAND TOTAL:			200