



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

TRAVEL SERVICES N4

(22030134)

14 November 2022 (X-paper)
09:00–12:00

Closed book examination.

GSA magazines and calculators may be used.

This question paper consists of 8 pages and 10 addenda.

122Q1B2214

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
TRAVEL SERVICES N4
TIME: 3 HOURS
MARKS: 200

INSTRUCTIONS AND INFORMATION

1. Answer all the questions.
 2. Read all the questions carefully.
 3. Number the answers according to the numbering system used in this question paper.
 4. Start each section on a new page.
 5. The use of correction fluid and pencil are forbidden on all documents.
 6. Use taxes as given in ADDENDUM A – VAT is 15%.
 7. All ADDENDA that are completed must be inserted in the ANSWER BOOK.
 8. Use only blue or black pen.
 9. Write neatly and legibly.
-

SECTION A**QUESTION 1**

- 1.1 Choose a CODE from COLUMN B that matches a description in COLUMN A. Write only the letter (A–L) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B
1.1.1	First class travel	A PAU
1.1.2	A passenger with eyesight problems	B ETD
1.1.3	Does not get a seat and pays 10% of the adult fare	C F
1.1.4	The truck that lifts a passenger in a wheelchair	D MOML
1.1.5	Non-smoking seat at the window	E AGT
1.1.6	Travel agent	F LFML
1.1.7	Halal meal	G BLND
1.1.8	Meal for high cholesterol	H NSSW
1.1.9	Travel with breakable articles	I TA
1.1.10	Estimated time of departure	J INF
		K FRAG
		L NSSA

(10 × 2)

(20)

- 1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

- 1.2.1 A travel agent provides the accommodation.
- 1.2.2 A supplier acts as an intermediary.
- 1.2.3 Harbours are part of public transport services.
- 1.2.4 Attractions can be man-made or natural.
- 1.2.5 A client is also called a consumer.

1.2.6 SATSA enforces a code of conduct to protect the consumer.

1.2.7 ASATA promotes safe, regular and economic air transportation.

1.2.8 ICRA represents the smaller, independent car rental companies.

1.2.9 Table Mountain is a principal.

1.2.10 Intercape is a tour operator.

(10 × 1) (10)

1.3 There are different components and governing tourism bodies in the travel and tourism industry.

Explain the functions of each of the following components or governing bodies.

1.3.1 ASATA

1.3.2 FEDHASA

1.3.3 GHASA

1.3.4 IATA

1.3.5 WHO

(5 × 2) (10)
[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2: CLIENT PROFILE

You work for Riverside Travel in Mbombela. Your client wants to book some flights through you and buy the air ticket, rail, accommodation and coach voucher. Open up a client profile for him on ADDENDUM B (attached), using the information below:

Name: Jamie Fox
Address: 77 Brown Street
West Acres 1201
Date of birth: 25 August 1984
ID number: 8408250342381
Credit card: CA 5412 7700 1122 7711 EXP11/2025
Tel no: (H) 013 999 2157
(W) 013 907 3700
(C) 013 878 1880

FLIGHT DETAILS: PNR THK889

BA481	B	21 JUL	CPT	DUR	19:00	19:35	HK1
SA647	K	25 JUL	DUR	BFN	08:05	14:25	HK1
SA843	H	28 JUL	BFN	ELS	13:30	15:40	HK1
SA987	J	05 AUG	ELS	JNB	11:10	12:20	HK1
BA561	Y	13 AUG	JNB	PLZ	14:10	16:00	HK1

TRAIN DETAILS

ROVOS RAIL

Compartment: DE LUXE SINGLE

Departure: Pretoria 13 JUL 0850

Arrival: Cape Town 15 JUL 1200

Fare: ZAR 26 950.00 including single supplement

INTERCOACH DETAILS

INTERCAPE

Departure: Nelspruit 12 JUL 0700

Arrival: Pretoria 12 JUL 1300

Fare: R450.00

PNR number:SXT996

ACCOMMODATION

Calders Hotel

1 Recreation Road, Fish Hoek 8010

Date of arrival: 15 July

Date of departure: 21 July

Tel: 021 784 5687, Fax: 021 782 4099, E-mail: info@calders.co.za

Rate: R650 per single room per night

Confirmed by: Celeste on 08 May Confirmation number: MVR08MAYLL

Special requirements: Non-smoking room

Complete the booking form on ADDENDUM B (attached).

[40]

QUESTION 3

- 3.1 Use the Fare handouts on ADDENDUM A (attached) for BA and SA to complete the missing information for the time table below. Write only the answer next to the question number (3.1.1–3.1.10) in the ANSWER BOOK.

AIRPORT CODE		DEPARTURE		ARRIVAL		
FROM	TO	TIME	DAY	TIME	DAY	FLIGHT
JNB	CPT	1400	FIVE	<u>3.1.1</u>	FIVE	BA <u>3.1.2</u>
PLZ	JNB	<u>3.1.3</u>	SEVEN	1235	<u>3.1.4</u>	BA6240
<u>3.1.5</u>	<u>3.1.6</u>	0630	SIX	0835	SIX	BA6308
JNB	<u>3.1.7</u>	0900	<u>3.1.8</u>	0730	ONE	SA8751
UTN	JNB	<u>3.1.9</u>	TWO	<u>3.1.10</u>	TWO	SA8768

(10 × 1) (10)

- 3.2 Refer to the Fares handout on ADDENDUM A (attached) to calculate the fares for an adult, child, and infant for the routings on ADDENDUM C (attached). Place the completed ADDENDUM C in the ANSWER BOOK.

(30)
[40]**QUESTION 4**

- 4.1 Refer to ADDENDUM D (attached) and answer the following questions about Madagascar.

- 4.1.1 What is the capital and what is its three-letter code? (2)
- 4.1.2 What languages are spoken? (2)
- 4.1.3 When is the best time to visit? (2)
- 4.1.4 Do South Africans need a visa to enter? Yes/No (1)
- 4.1.5 Where will the tourist visa be issued? (2)
- 4.1.6 List SIX requirements to apply for a business visa. (6)
- 4.1.7 Are there compulsory vaccinations? Name them. (2)
- 4.1.8 How long is the above vaccination valid for? (1)
- 4.1.9 List THREE tour operators. (3)

- 4.2 Provide the definitions for the following type of travellers:
- 4.2.1 Tourist 
 - 4.2.2 Transit passenger
 - 4.2.3 Alien
 - 4.2.4 Immigrant
 - 4.2.5 Citizen
- (5 × 2) (10)
- 4.3 Name THREE types of passports. (3)
- 4.4 Explain in your own words what the following headings in the GSA mean.
- 4.4.1 Issuing authority
 - 4.4.2 Requirements
 - 4.4.3 Validity 
- (3 × 2) (6)
- [40]**

QUESTION 5

- 5.1 Differentiate between *first class* and *business class*. (6)
- 5.2 Explain the following rates.
- 5.2.1 Rack rate
 - 5.2.2 Net rate
 - 5.2.3 Corporate rate 
- (3 × 2) (6)
- 5.3 Explain what the term *exceptions to normal baggage* means. (2)
- 5.4 Give THREE examples of exceptions to normal baggage. (3)
- 5.5 List FIVE different Accommodation categories. (5)
- 5.6 Decode and describe the following meal codes.
- 5.6.1 MAP 
 - 5.6.2 CP
 - 5.6.3 AP
- (3 × 2) (6)

- 5.7 List the behaviour that is prohibited on coaches.  (4)
- 5.8 Below is the 'Reservation Procedure' in the wrong order. Rearrange the 'Reservation Procedure' in the correct order (steps) by writing the correct letter down next to the step. (6)
- A Contact the provider
 - B Collect the payment
 - C Consult with your client
 - D Issue the voucher
 - E Record all the information
 - F Get confirmation 
- 5.9 What is the difference between a *Cabana* and a *Penthouse*? (2)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

ADDENDUM A

BRITISH AIRWAYS FLIGHT SCHEDULE (BA)

From JOHANNESBURG to Cape Town (JNB-CPT) 1 2 3 4 5 - - 0630 0840 BA 6441 B737 1 2 3 4 5 - - 0700 0910 BA 6401 B737 1 2 3 4 5 6 7 0730 0940 BA 6405 B737 1 2 3 4 5 - - 0930 1140 BA 6411 B737 1 2 3 4 5 - 7 1030 1240 BA 6409 B737 - - - - - 6 - 1130 1340 BA 6415 B737 1 2 3 4 5 6 7 1245 1455 BA 6417 B737 1 2 3 4 5 6 7 1400 1610 BA 6419 B737 1 2 3 4 5 - 7 1500 1710 BA 6425 B737 1 2 3 4 5 6 7 1600 1810 BA 6427 B737 1 2 3 4 5 6 7 1700 1910 BA 6429 B737 1 2 3 4 5 - 7 1800 2010 BA 6431 B737 1 2 3 4 5 - 7 1845 2055 BA 6407 B737	From CAPE TOWN to Johannesburg (CPT-JNB) 1 2 3 4 5 - - 0645 0845 BA6400 B737 1 2 3 4 5 - - 0710 0910 BA6424 B737 1 2 3 4 5 6 7 0730 0930 BA6428 B737 - - - - - 6 - 0830 1030 BA6430 B737 1 2 3 4 5 - - 0910 1110 BA6406 B737 1 2 3 4 5 6 - 1000 1200 BA6410 B737 - - - - - 7 1030 1230 BA6408 B737 1 2 3 4 5 6 - 1100 1300 BA6436 B737 - - - - - 7 1130 1330 BA6404 B737 1 2 3 4 5 - 7 1245 1445 BA6414 B737 1 2 3 4 5 - 7 1400 1600 BA6416 B737 - - - - - 6 - 1430 1630 BA6402 B737 1 2 3 4 5 - 7 1600 1800 BA6418 B737 1 2 3 4 5 - - 1700 1900 BA6422 B737 1 2 3 4 5 6 7 1800 2000 BA6426 B737 1 2 3 4 5 - 7 1845 2045 BA6438 B737
From JOHANNESBURG to Durban (JNB-DUR) 1 2 3 4 5 - - 0645 0755 BA6201 B737 - - - - - 6 - 0800 0910 BA6217 B737 - - - - - 7 0930 1040 BA6203 B737 1 2 3 4 5 - - 0930 1040 BA6203 B737 1 2 3 4 5 - - 1110 1220 BA6211 B737 - - - - - 6 - 1130 1240 BA6205 B737 1 2 3 4 5 - - 1400 1510 BA6209 B737 - - - - - 7 1400 1510 BA6209 B737 1 2 3 4 5 - 7 1545 1655 BA6219 B737 1 2 3 4 5 - 7 1630 1740 BA6229 B737 1 2 3 4 5 - 7 1800 1910 BA6221 B737	From DURBAN to Johannesburg (DUR-JNB) 1 2 3 4 5 - - 0700 0810 BA6200 B737 1 2 3 4 5 6 - 0830 0940 BA6202 B737 1 2 3 4 5 - - 0910 1020 BA6204 B737 - - - - - 6 - 1000 1110 BA6224 B737 1 2 3 4 5 - 7 1120 1230 BA6216 B737 1 2 3 4 5 - 7 1300 1410 BA6214 B737 - - - - - 6 - 1500 1610 BA6212 B737 1 2 3 4 5 - - 1600 1710 BA6218 B737 - - - - - 7 1600 1710 BA6218 B737 1 2 3 4 5 6 7 1730 1840 BA6220 B737
From JOHANNESBURG to Port Elizabeth (JNB-PLZ) 1 2 3 4 5 - - 0630 0810 BA6231 B737 1 2 3 4 5 6 - 1120 1300 BA6241 B737 - - - - - 7 1330 1510 BA6233 B737 1 2 3 4 5 6 - 1600 1740 BA6237 B737 1 2 3 4 - - 7 1800 1940 BA6239 B737 - - - - - 5 - - 1800 1940 BA6239 B737	From PORT ELIZABETH to Johannesburg (PLZ-JNB) 1 2 3 4 5 - - 0645 0820 BA6232 B737 - - - - - 6 - 0900 1035 BA6238 B737 1 2 3 4 5 - - 0900 1035 BA6238 B737 - - - - - 7 1100 1235 BA6234 B737 1 2 3 4 5 6 - 1335 1510 BA6242 B737 - - - - - 7 1600 1735 BA6240 B737 1 2 3 4 5 - - 1815 1950 BA6236 B737
From JOHANNESBURG to Harare (JNB-HRE) 1 2 3 4 5 6 7 1230 1405 BA6267 B737	From HARARE to Johannesburg (HRE-JNB) 1 2 3 4 5 6 7 1500 1640 BA6268 B737
From JOHANNESBURG to Windhoek (JNB-WDH) 1 2 3 4 5 6 7 1200 1300 BA6275 B737	From WINDHOEK to Johannesburg (WDH-JNB) 1 2 3 4 5 6 7 1400 1700 BA6274 B737
From JOHANNESBURG to Vic Falls (JNB-VFA) 1 2 3 4 5 6 7 1115 1255 BA6285 B737	From VICTORIA FALLS to Johannesburg (VFA-JNB) 1 2 3 4 5 6 7 1345 1525 BA6282 B737
From JOHANNESBURG to Lusaka (JNB-LUN) 1 2 3 4 5 6 7 1000 1200 BA6251 B737	From LUSAKA to Johannesburg (LUN-JNB) 1 2 3 4 5 6 7 1245 1445 BA6250 B737
From CAPE TOWN to Durban (CPT-DUR) 1 2 3 4 5 - - 0630 0825 BA6301 B737 1 2 3 4 5 6 7 0925 1120 BA6303 B737 - - - - - 6 - 1200 1355 BA6311 B737 1 2 3 4 5 - 7 1800 1955 BA6307 B737	From DURBAN to Cape Town (DUR-CPT) 1 2 3 4 5 - - 0630 0835 BA6300 B737 - - - - - 6 - 0800 1005 BA6308 B737 - - - - - 7 0800 1005 BA6308 B737 1 2 3 4 5 - - 1200 1405 BA6304 B737

ADDENDUM A (continue)**FARES FOR BRITISH AIRWAYS COMAIR (BA)**

		JNB - CPT						JNB - DUR					
		Adult		Child		Infant		Adult		Child		Infant	
		OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN
C		1900	3800	1280	2550	190	380	1210	2420	820	1630	130	250
VAT		266	532	179.20	357	26.60	53.20	169.40	338.80	114.80	228.20	18.20	35
Y		1500	3000	1010	2010	150	300	900	1800	610	1210	90	180
VAT		210	420	141.40	281.40	21	42	126	252	85.40	169.40	12.60	25.20
B		1200	2400	810	1610	120	240	700	1400	470	940	70	140
VAT		168	336	113.40	225.40	16.80	33.60	98	196	65.80	131.60	9.80	19.60

		JNB - PLZ						DUR - CPT					
		Adult		Child		Infant		Adult		Child		Infant	
		OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN
C		1540	3080	1040	2070	160	310	1900	3800	1280	2550	190	380
VAT		215.60	431.20	145.60	289.80	22.40	43.40	266	532	179.20	357	26.60	53.20
Y		1200	2400	810	1610	120	240	1500	3000	1010	2010	150	300
VAT		168	336	113.40	225.40	16.80	33.60	210	420	141.40	281.40	21	42
B		1000	2000	670	1340	100	200	1200	2400	810	1610	120	240
VAT		140	280	93.80	187.60	14	28	168	336	113.40	225.40	17	33.60

Please note: Above fares excludes war risk insurance, fuel surcharge, airport tax and safety charges.

FARE RULES FOR BRITISH AIRWAYS (BA)

FARE BASIS	CLASSES	RULES
Children and Infant fares	C, Y, B, H, K, V	Accompanied children aged 2–11 charge 67% of the fare. Unaccompanied children under 12 charge 67% of the fare. Infant under 2 without a seat charge 10% of the fare.

ADDENDUM A (continue)

SOUTH AFRICAN AIRWAYS FLIGHT SCHEDULE (SA)									
FROM DUR – CPT					FROM JNB – BFN				
X67	0600	0815	SA2103	B738	X67	0610	0710	SA1001	DH4
6	0800	1015	SA2107	B738	D	0800	0902	SA1003	DH4
D	1025	1240	SA2111	B738	X7	1120	1225	SA1005	DH4
X26	1210	1425	SA2115	B738	D	1350	1455	SA1011	DH4
					X67	1530	1630	SA1013	DH4
FROM DUR – JNB					FROM JNB – CPT				
X567	0610	0715	SA532	B320	1345	0555	0805	SA2003	B738
X67	0630	0735	SA528	B319	X67	0600	0805	SA303	B320
1235	0700	0805	SA530	B738	X67	0630	0845	SA2133	B738
126	0840	0945	SA538	B320	D	0700	0905	SA307	B319
					57	0725	0930	SA309	B320
					D	0810	1020	SA2007	B738
FROM DUR – GRJ					FROM JNB – ELS				
D	0940	1130	SA8515	ER3	X67	0610	0735	SA459	B320
FROM DUR – ELS					D	1010	1135	SA471	B738
X67	0600	0705	SA1301	CR2	X6	1520	1645	SA475	B320
X67	0935	1055	SA1321	B320	157	1730	1900	SA1409	CR2
X6	1200	1305	SA1305	CR2	5	1815	1940	SA481	B320
X67	1405	1525	SA1303	B320	FROM JNB – PZB				
X6	1650	1755	SA1309	B320	X67	0630	0755	SA8032	AR8
X67	1700	1820	SA1311	B320	X67	0835	1000	SA8034	ER3
FROM GRJ – JNB					7	1000	1125	SA8036	AR8
X67	0920	1110	SA1502	CR7	D	1400	1525	SA8038	B738
67	1050	1240	SA1504	CR2	X67	1550	1715	SA8040	AR8
X2	1420	1600	SA2076	B738	X6	1745	1910	SA8042	AR8
X6	1810	1950	SA1510	B738	X6	1850	2015	SA8044	AR8
FROM ELS – PLZ					FROM JNB – UTT				
X67	0740	0830	SA8481	J41	X7	0615	0730	SA8751	ER3
X67	1725	1815	SA8489	J41	X67	1200	1315	SA 8757	ER3
6	1900	1935	SA481	J41	X123	1450	1605	SA8759	ER3
FROM GRJ – DUR					X6	1615	1730	SA8755	ER3
D	1150	1315	SA8514	ER3	FROM JNB – UTT				
FROM UTT – JNB					D	0615	0745	SA8160	ER3
X567	0900	1035	SA8762	ER3	X567	0710	0840	SA8761	ER3
D	1250	1425	SA8768	ER3	D	1100	1230	SA8767	ER3
X6	1710	1845	SA8770	ER3	X6	1520	1650	SA8769	ER3
FROM UTT – CPT					FROM JNB – NTY				
D	0805	0925	SA8343	B383	15	1230	1305	SA1131	CR2
FROM JNB – PHW					FROM JNB – PLZ				
D	1145	1255	SA8853	J41	X67	0600	0745	SA401	B383
X67	1530	1640	SA8857	J41	D	0915	1100	SA412	B734
					X67	1015	1200	SA411	B738
					67	1145	1330	SA413	B319

ADDENDUM A (continue)

SOUTH AFRICAN AIRWAYS FARES (SA)

From	To	Via	J	Y	KA3	HOW14
BFN	CPT	Direct		1170	1060	830
	DUR	Direct		1140	1030	850
	ELS	Direct		1490	1360	1130
	JNB	Direct		780	700	540
	PLZ	Direct		1250		940
CPT	DUR	Direct	1840	1390	1140	
	ELS	Direct		1200	1100	850
	GRJ	Direct		880		680
	HDS	Direct		1430	1080	830
	JNB	Direct	1840	1390	1140	
	KIM	Direct		1390	1250	1040
	PLZ	Direct	1080	850	710	560
	MBD	Direct		1430	1080	830
	UTN	Direct		1390	1250	1040
DUR	ELS	Direct		890	810	630
	GRJ	Direct		1210		940
	JNB	Direct	1160	820	650	
	NLP	Direct		1170	1060	880
	PZB	Direct		170		
	PLZ	Direct	1140	900	750	590
	ULD	Direct		170		
ELS	JNB	Direct	1350	1020	830	700
	PLZ	Direct	800	680		510
GRJ	JNB	Direct	1600	1210		
JNB	HDS	Direct		1010		
	KIM	Direct		920	840	660
	MGH	Direct		850	760	640
	NLP	Direct	1170	880	810	680
	PHW	Direct		980	880	740
	PTG	Direct		880	810	680
	PZB	Direct		840	660	480
	PBZ	Direct		1040		
	PLZ	Direct	1480	1120	950	
	RCB	Direct		840	770	590
	NTY	Direct		520	480	390
	UTT	Direct		1280	950	850
	UTN	Direct		1400	1260	1060
PZB	ULD	Direct		170		

SOUTH AFRICAN AIRWAYS FARE RULES (SA)

FARE BASIS	CLASSES	RULE
Children and Infant fares	J, Y, K, H, T, V	Accompanied children aged 2–11 charge 67% of the fare. Unaccompanied children under 12 charge 67% of the fare. Infant under 2 without a seat charge 10% of the fare.

ADDENDUM A (continue)

TICKET TAXES

SOUTH AFRICA	ZA	ZAR 52.00 from JNB. ZAR 48.00 from DUR / CPT ZAR 47.00 from AAM/ELS/PLZ/ KIM/BFN/GRJ/ UTN/PTG/SZK/ NTY/RCB/LLE/ PHW/MGH/UTT/ PBZ/PZB ZAR 110.00 from HDS ZAR 78.00 from NLP/MQP
	EV	ZAR 6.00 per departure from SA airports

YQ AND YR TAXES

YR: SA ZAR 140 per flight

YQ: BA ZAR 133 per flight

CENTRE NUMBER:

[illegible]

QUESTION 2

[illegible]

[40]

CENTRE NUMBER:

[illegible]

QUESTION 2 (extra copy)

[illegible]

[40]

ADDENDUM C**EXAMINATION NUMBER:****CENTRE NUMBER:**

QUESTION 3.1

FROM/TO:	CARR	CLASS	ADULT	CHILD	INFANT
CPT					
DUR					
BFN					
ELS					
JNB					
PLZ					
FARE	ZAR				
FARE ROUNDED	ZAR				
VAT (15%)	ZAR				
PSC	ZAR				
EV	ZAR				
YR	ZAR				
YQ	ZAR				
TOTAL					

(30)

ADDENDUM C**EXAMINATION NUMBER:****CENTRE NUMBER:**

QUESTION 3.1 (extra copy)

FROM/TO:	CARR	CLASS	ADULT	CHILD	INFANT
CPT					
DUR					
BFN					
ELS					
JNB					
PLZ					
FARE	ZAR				
FARE ROUNDED	ZAR				
VAT (15%)	ZAR				
PSC	ZAR				
EV	ZAR				
YR	ZAR				
YQ	ZAR				
TOTAL					

(30)

ADDENDUM D

<u>MADAGASCAR TRAVEL INFORMATION</u>	
Capital:	Antananarive (TNR)
Language:	Malagasy and French. English is not widely spoken, but may be understood in the tourist areas.
Best Time to Go:	April to October (dry season/winter).
Visa information	All Passport Holders travelling to Madagascar require a Visa. Tourist visas are issued on arrival at the airport. Tourists can apply for an e-visa.
Business Visa Requirements	• Passport valid for 6 months with 3 blank pages • 1 standard application form completed in full. Delays may occur if all questions are not answered. • E- ticket • 2 passport size photos, black & white or colour • Accommodation reservation/confirmation • Visa fee (non-refundable - please confirm with embassy) • Invitation letter from the company in Madagascar and Letter from the company in South Africa requesting a business visa • Additional documentation showing intent of departure after visit
Health Requirements	Compulsory: Yellow Fever (Dependant on Country of Origin/Stopover)
Tour Operators	• Unique Destinations • Tribe Communications • Trade and Tourism Solutions • Travel Vision • G Adventures • Intrepid • Development Promotions • Inspiration Travel and Tours

www.thegsa.co.za