



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

JUNE EXAMINATION

TRAVEL SERVICES N5

22 JUNE 2016

**Downloaded from
TVET Exam Papers app**




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

SECTION B**QUESTION 2**

2.1

FROM/TO	CARR	CLASS	ADULT	CHILD	
JNB					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)

2.2

FROM TO			ENDORSEMENTS RESTRICTIONS (CARBON)			ORIGINATOR/STATION			AUDIT COUPON		
JNB	CARR	FARE CALC	XT EV30,00 YR 440,00 YQ 266,00			JNB JNB			VZ M		
DUR	BA	820,00	NAME OF PASSENGER			BOOKING REF. WKLSJ/19			PLACE OF ISSUE - AGENT		
BFN	SA	763,00	NOT TRANSFERABLE			ISSUED IN EXCHANGE FOR					
CPT	SA	783,00	BALOYI/THANDO CHD			DATE OF ISSUE					
MOP	CE	2300,00	CONJUNCTION TICKETS			ORIGINAL ISSUE					
PLZ			125 6289 5475 93/94			AIRLINE FORM SERIAL NO. PLACE DATE AGENT'S MARKING CODE					
JNB	BA	670,00	NOT GOOD FOR PASSAGE			CARRIER					
			JOHANNESBURG JNB			FLIGHT CLASS					
			DURBAN			DATE					
			BLOEMFONTEIN			TIME					
			CAPE TOWN			STATUS					
			NELSPRUIT			FARE BASIS					
			FORM OF PAYMENT			NOT VALID BEFORE					
			VI 7711000 45633 00009 EXP 10/18			NOT VALID AFTER					
			TOTAL FARE CALC			ALLOW					
			ZAR 5340,00			BAGGAGE CHARGE					
			ZAR 5340,00			SUBJECT TO CONDITIONS IN CONTRACT IN THIS TICKET					
			ZAR 5340,00			CARRIER					
			ZAR 5340,00			FLIGHT CODE					
			ZAR 5340,00			FORM AND SERIAL NUMBER					
			ZAR 5340,00			CK					
			ZAR 5340,00			V4 6289547593 7					
			ZAR 5340,00			DO NOT MARK OR WRITE IN THE WHITE AREA ABOVE					

FROM TO			ENDORSEMENTS RESTRICTIONS (CARBON)			ORIGINATOR/STATION			AUDIT COUPON		
JNB	CARR	FARE CALC	XT EV30,00 YR 440,00 YQ 266,00			JNB JNB			VZ M		
DUR	BA	820,00	NAME OF PASSENGER			BOOKING REF. WKLSJ/19			PLACE OF ISSUE - AGENT		
BFN	SA	763,00	NOT TRANSFERABLE			ISSUED IN EXCHANGE FOR					
CPT	SA	783,00	BALOYI/THANDO CHD			DATE OF ISSUE					
MOP	CE	2300,00	CONJUNCTION TICKETS			ORIGINAL ISSUE					
PLZ			125 6289 5475 93/94			AIRLINE FORM SERIAL NO. PLACE DATE AGENT'S MARKING CODE					
JNB	BA	670,00	NOT GOOD FOR PASSAGE			CARRIER					
			NELSPRUIT			FLIGHT CLASS					
			PORT ELIZABETH			DATE					
			JOHANNESBURG JNB			TIME					
			VOID ID			STATUS					
			VOID ID			FARE BASIS					
			FORM OF PAYMENT			NOT VALID BEFORE					
			VI 7711000 45633 00009 EXP 10/18			NOT VALID AFTER					
			TOTAL FARE CALC			ALLOW					
			ZAR 5340,00			BAGGAGE CHARGE					
			ZAR 5340,00			SUBJECT TO CONDITIONS IN CONTRACT IN THIS TICKET					
			ZAR 5340,00			CARRIER					
			ZAR 5340,00			FLIGHT CODE					
			ZAR 5340,00			FORM AND SERIAL NUMBER					
			ZAR 5340,00			CK					
			ZAR 5340,00			V4 6289547593 7					
			ZAR 5340,00			DO NOT MARK OR WRITE IN THE WHITE AREA ABOVE					

(20)

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.			STANDARD CREDIT CARD CHARGE FORM			DATE AND PLACE OF ISSUE V2
			AIRLINE NUMERIC CODE 125	2. AGENT & CONTRACTOR COPY		
X CARD HOLDER'S SIGNATURE BALOYI / THANDU			DATE OF ISSUE VI		IF EXTENDED PAYMENT DESIRED, CIRCLE NUMBER OF MONTHS 6 12 24	
			NAME OF PASSENGER IF DIFFERENT FROM CARDHOLDER OTATO NO		CONNECTION OF PASSENGER WITH SUBSCRIBER SON	
COMPLETE ROUTING			FARE BASIS	CARRIER	AIRLINE	FORM
JNB-DUR-BFN-CPT-MQP 1- PLZ-JNB			MIXED	MIXED	125	6289
			TICKETS NOT TRANSFERABLE No Cash Refunds		SERIAL NO.	CHECK DIGIT
			CREDIT CARD CODE VI		5475	93/94 7
			CUSTOMER FILE REFERENCE		M	
CURR	FARE	TOTAL				
ZAR	5340,00	ZAR				
CURR	TAX					
ZAR	725,60	7065,60				
CURR	EQUIV. ADULT					

↓ 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)
[65]

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)
[26]

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

PRG:MTD		ENDORSEMENTS/REMARKS (CARBON)		ORIGIN/DESTINATION		AUDIT COUPON	
GRJ	CAFR	FARE CALC.		BOOKING REF.		PLACE OF ISSUE - AGENT	
JNB SA	1600.00	XT EV12.00 YC 280.00		XXPL19G		V2	
GRJ SA	1210.00	NAME OF PASSENGER		NOT TRANSFERABLE		DATE OF ISSUE	
-		Jim/ANDILE Mr.		V1		M	
		CONJUNCTION TICKETS		ORIGINAL ISSUE		AIRLINE FORM SERIAL NO. PLACE DATE AGENT'S NUMERIC CODE	
		NOT GOOD FOR PASSAGE		CARRIER		FLIGHT/CLASS	
		GEORGE		SA		8510 J 05 JAN 00 OK J	
		JOHANNESBURG JNB		SA		8511 Y 10 JAN 1730 OK Y	
		GEORGE		V		0 1 D	
		VOID		V		0 1 D	
		VOID		TOUR CODE			
		FORM OF PAYMENT		PASSENGER TICKET AND BAGGAGE CHECK - ISSUED BY		V3	
		CASH		SUBJECT TO CONDITIONS OF CONTRACT IN THIS TICKET			
TOTAL FARE CALC		ZAR 2810.00		CPR		AIRLINE CODE	
FARE		EQUIV. FARE PD.		TAX		FORM AND SERIAL NUMBER	
ZAR 2810.00		ZV 393.40		ZA 99.00		XT 292.00	
TOTAL		CURRENCY		GASH COLLECTION		CREDIT BALANCE	
ZAR 3554.40		ZAR 2810.00		CONV. RATE		TAX AMOUNT	
				1		784.40	
						DO NOT WRITE OR SIGN IN THE WHITE AREA ABOVE	

FROM TO		CARR		FARE CALC		ENDORSEMENTS/REMARKS/REASON		EV 12100 280.00 Y/C		PD 280.00 Y/C		CONTRACT/STATION		SERJ SRJ		AUDIT COUPON	
JNB SA		1600.00				XT PD 393.40 PD ZV PD 99.00 ZA PD 12.00 EV				BOOKING REF.		ARUV/1.5				PLACE OF ISSUE - AGENCY	
DUR SA		820.00				NAME OF PASSENGER		NOT TRANSFERABLE		DATE OF ISSUE		ISSUED IN EXCHANGE FOR		083 6289 547543		V2	
JNB SA		820.00				JIM / ANDILE MR										M	
SRJ SA		1210.00				CONJUNCTION TICKETS				ORIGINAL ISSUE		083 6289 547543 SRJ		05 JAN 0172			
						NOT GOOD FOR PASSAGE		CARRIER		FLIGHT/CLASS		DATE		TIME		STATUS	
						JOHANNESBURG JNB		SA		8510 Y		08 JAN		1150		OK	
						DURBAN DUR		SA		8511 Y		15 JAN		1700		OK	
						JOHANNESBURG JNB		SA		8510 Y		18 JAN		1300		OK	
						GEORGE		M		1100		1		D			
						TO		VOID		TOUR CODE							
						FORM OF PAYMENT										PASSENGER TICKET AND BAGGAGE CHECK - ISSUED BY	
						TOTAL FARE CALC		ZAR 4450.00		CASH		CASH				V3	
						FARE		EQUIN FARE PD		TAX		TAX		TAX		C/PN AIRLINE CODE	
						ZAR 4450.00		ZAR 229.60		XT 392.00		XT 784.40				FORM AND SERIAL NUMBER	
						TOTAL		CURRENCY		CASH COLLECTION		CREDIT BALANCE		COMM RATE		TAX AMOUNT	
						ZAR		1640.00						1		621.60	
						ZAR 2296.60 A										DO NOT MARK OR WRITE IN THE WHITE AREA (BOTH)	

(10)

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

(15)

4.3.2

FROM/TO		ENDORSEMENTS (NOT TO BE USED FOR CARRIER)		ORIGIN/DESTINATION		AUDIT COUPON	
GRJ	CARR.	XT100.00ZA EV12.00 280.00YR		GRJ GRJ		PLACE OF ISSUE - AGENCY	
JNB SA	FARE CALC.	XT PD393.40ZV PD99.00ZA PD12.00EV		BOOKING REF. ARUV/1G		V2	
DUR SA	820.00	NAME OF PASSENGER NOT TRANSFERABLE		DATE OF ISSUE V1		M	
JNB SA	820.00	JIM/ ANDILE Mr.		ISSUED IN EXCHANGE FOR			
GRJ SA	1210.00	CONJUNCTION TICKETS		ORIGINAL AIRLINE FORM SERIAL NO. PLACE DATE AGENT'S NUMBER PC CODE			
----				ISSUE 0836289547593 GRJ 05 JAN 0772			
		NOT GOOD FOR PASSAGE		CARRIER	FLIGHT/CLASS	DATE	TIME
		JOHANNESBURG JNB		SA	8510 Y	08 JAN	1150
		DURBAN DUR		SA	8511 Y	15 JAN	1700
		JOHANNESBURG JNB		SA	8510 Y	18 JAN	1300
		GEORGE		V	O	I	D
		VOID		TOUR CODE			
		FORM OF PAYMENT		PASSENGER TICKET AND BAGGAGE CHECK - ISSUED BY			
		CASH CASH		V3			
TOTAL FARE CALC		ZAR 4450.00		SUBJECT TO CONDITIONS OF CONTRACT IN THIS TICKET			
FARE		EQUIV. FARE PD.	TAX	TAX	CPN	AIRLINE CODE	FORM AND SERIAL NUMBER CK
ZAR 4450.00			ZV229.60	XT392.00			
TOTAL		CURRENCY	CASH COLLECTION	CREDIT BALANCE	COMM. RATE	TAX AMOUNT	
ZAR 2261.60A		ZAR	1640.00		1	621 60	
				V4		6289547593 7	
DO NOT MARK OR WRITE IN THE WHITE AREA ABOVE							

(15)
[50]

QUESTION 5

5.1

FROM/TO	CARRIER	FARE
JNB	QM	1 470
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)