



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

**N1560(E)(N18)H
NOVEMBER EXAMINATION
NATIONAL CERTIFICATE
TRAVEL OFFICE PROCEDURES N4
(4021154)**

**18 November 2016 (X-Paper)
09:00–12:00**

This question paper consists of 11 pages and 2 addenda.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
SUBJECT
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. Answers will not be marked where instructions to questions were not followed.
 5. Rule off on completion of each question.
 6. Start each question on a NEW page.
 7. Write neatly and legibly.
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SECTION A**QUESTION 1**

- 1.1 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write 'true' or 'false' next to the question number (1.1 – 1.7) in the ANSWER BOOK. Motivate the statement if it is FALSE.
- 1.1.1 A CRS combines several GDS's from different suppliers to compare and make bookings.
- 1.1.2 As with the fax machine, most scanners are now part of a photocopier or printer.
- 1.2.3 Uberrima fides is when an insured person receives financial or other benefits from the ongoing existence of an insured object.
- 1.1.4 If the POPI Act is misused, the travel office might get a fine of up to R10 million or even imprisonment of management and the owner.
- 1.1.5 Electronic banking refers to banking transactions being done through computerised systems.
- 1.1.6 Alphabetical sorter will only be used for small pieces of paper like telephone messages.
- 1.1.7 Regular or surface mail refers to mail transported via land and sea, not air.
- (10)
- 1.2 More clients are using bank cards to pay for their travel arrangements. Answer the following questions on bank cards.
- 1.2.1 Define the term *bank card*. (1)
- 1.2.2 Name any THREE types of bank cards available. (3)
- 1.2.3 Give FIVE reasons why clients prefer using bank cards. (5)
- 1.2.4 Mr Smith would like to make an online booking for his flight on SAA and would like to pay with his credit card.
- Explain the procedure that Mr Smith will follow for this online booking and payment. (5)

1.3 Study the travel insurance information on ADDENDUM A (attached) and then answer the questions.

1.3.1 David lost his visa while on holiday in Greece.

Which schedule of benefits cover this loss? Also advise David on how much he will be able to claim for this loss. (1 + 1) (2)

1.3.2 David would like you to explain to him what is meant with 'Excess R300'? (2)

1.3.3 David heard from his tour company that he cannot travel on from Greece to Syria because of the civil war there.

Which schedule of benefits cover this instance? Also advise David on how much he will be able to claim for this. (1 + 1) (2)

1.3.4 David was riding on a bicycle he hired when he lost control and hit another tourist. The other tourist had to go to the hospital and is threatening to sue David.

Which schedule of benefits cover this accident? Also advise David on how much he will be able to claim for this. (1 + 1) (2)

1.3.5 David is a diabetic. If something happened to him because of his diabetes and he had to claim, which schedule of benefits cover this?

Also advise David on how much he will be able to claim for this. (1 + 1) (2)

1.3.6 Name any THREE activities that can be included in 'Adventure Sports (No 6)' on the schedule. (3)
[37]

QUESTION 2

2.1 Decode the following acronyms.

2.1.1 BSPZA

2.1.2 CRS

2.1.3 GDS

2.1.4 SCCC

2.1.5 STD

2.1.6 POPI

2.1.7 EFT

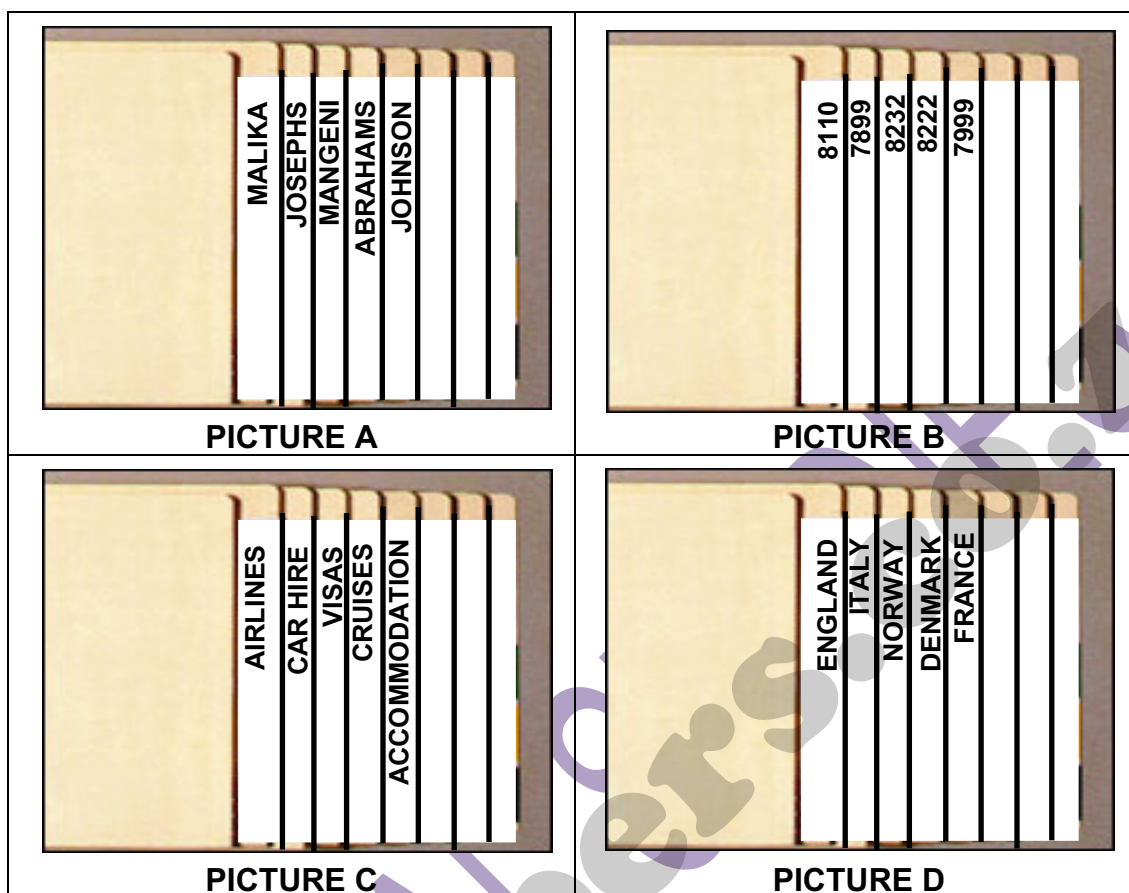
2.1.8 DOCEX

2.1.9 E-mail

2.1.10 EMD

(10 × 1) (10)

2.2 Study the pictures below and then answer the questions that follow.



- 2.2.1 What filing classification has been used in Picture A? (1)
- 2.2.2 What filing classification has been used in Picture D? (1)
- 2.2.3 What filing arrangement has been used in Picture B? (1)
- 2.2.4 What filing arrangement has been used in Picture C? (1)
- 2.2.5 Re-arrange the files in Picture A to be strictly alphabetical. (5)
- 2.2.6 Re-arrange the files in Picture B to be strictly numerical. (5)
- 2.2.7 Re-arrange the files in Picture D to be strictly alphabetical. (5)

2.3 Desmond would like to open a bank account for Green Hills Travel but he does not know whether a savings or cheque account would be better. Help Desmond by listing TWO advantages and TWO disadvantages of a savings account and a cheque account. (2 + 2 + 2 + 2)

(8)
[37]

QUESTION 3

- 3.1 Complete the crossword puzzle on ADDENDUM B. Detach ADDENDUM B and attach it to the next clean page in the ANSWER BOOK.

<u>Across</u>	<u>Down</u>
2. Files used to free up your desk space by hanging these files on the wall or on partitions	1. The insurance company who bears the risk
5. Taken out to protect the family or financial dependants of a person when he/she dies	3. Offers services such as speed, security and tracking, as well as swift delivery times
8. A card that allows the consumer to buy goods and services on credit	4. These travel agents serve the need of the holidaymaker
9. Needed to secure your computer files	6. The payment of an additional premium to avoid payment of any excess when claiming
10. Process used whereby a limited number of duplicates are made of an original document	7. This standard traffic document can be e-mailed or printed by the traveller

(10)

- 3.2 List any SIX ways that Desmond can secure the premises of Green Hills Travel. (6)

- 3.3 List and explain FIVE requirements necessary for a good filing system. 5 x 2 (10)

- 3.4 State whether the following pieces of mail received should be recorded in the mail register or remittance register. Write only 'mail' or 'remittance' next to the question number (3.4.1–3.4.5) in the ANSWER BOOK.

3.4.1 Received a postal order as deposit for a European tour.

3.4.2 Received a client's passport application.

3.4.3 Received visa application forms from the US Embassy.

3.4.4 Received a cheque from a client in payment of their account with the travel agency.

3.4.5 Received a request for a quote for a tour to South America.

(10 × 2)

(10)

[36]**TOTAL SECTION A: 110**

SECTION B**QUESTION 4**

4.1 Define the following marketing terms.

4.1.1 Marketing

4.1.2 Consumption

4.1.3 Disposable income

4.1.4 Marketing strategy

4.1.5 Social media

(5 × 2) (10)

4.2 Are the following examples from the PRODUCTION ERA, SALES ERA or MARKETING ERA? Write only 'production', 'sales' or 'marketing' next to the question number (4.2.1–4.2.5) in the ANSWER BOOK.

4.2.1 John decided to compile ten tours to Europe because he believed that the customers would buy these tours because they are available.

4.2.2 John realised that he had to tell the customers about his tours to Europe.

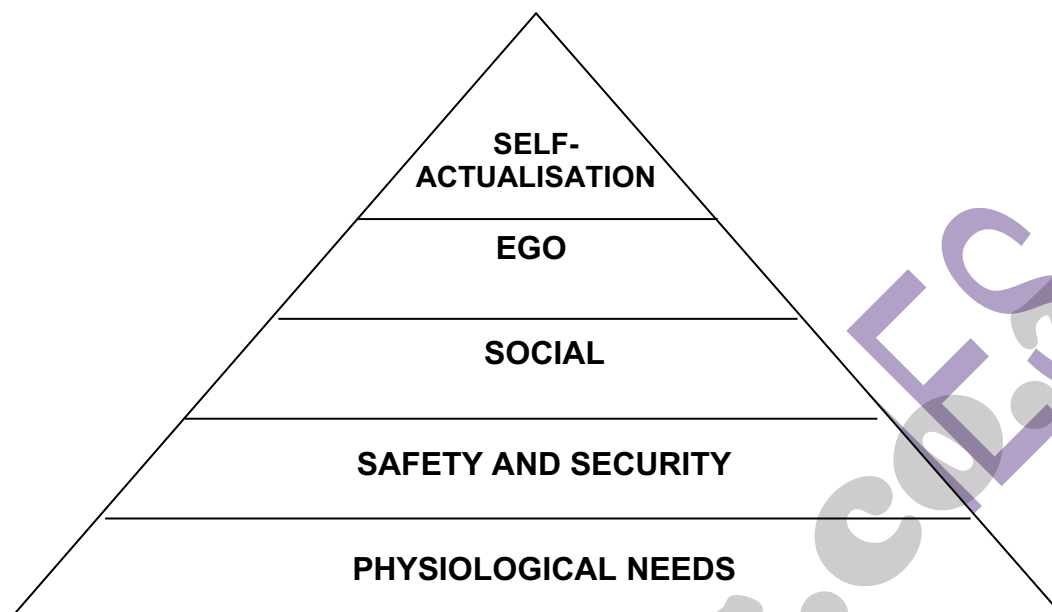
4.2.3 John decided the best way to sell these tours was to go door-to-door in the neighbourhood.

4.2.4 John decided to reduce his tours to Europe from ten to one and to focus on the quality of the tour to Europe.

4.2.5 John actually asked some customers what they would like and or need on a tour to Europe.

(5 × 2) (10)

- 4.3 Study the diagram of Maslow's hierarchy of needs and then answer the questions.



- 4.3.1 Beatrice is very happy in her job as manager of Green Hills Travel and has finally reached financial freedom.

Which level of the hierarchy would Beatrice fall under?

- 4.3.2 Deidre longs for good friends and the love of her family. Which of level of the hierarchy would Deidre fall?

- 4.3.3 Ben would like to feel safe in his own house. Which level of the hierarchy would Ben fall under?

- 4.3.4 Ayanda has a very good self-esteem and enjoys a sense of prestige. Which level of the hierarchy would Ayanda fall under?

- 4.3.5 Sam would just like to have enough food for tonight. Which level of the hierarchy would Sam fall under?

- 4.3.6 Which needs would a person going on an overseas holiday be satisfying?

- 4.3.7 Motivate the answer given in QUESTION 4.3.6.

(7 × 2) (14)

4.4 What type of social media is depicted in each of the pictures below?



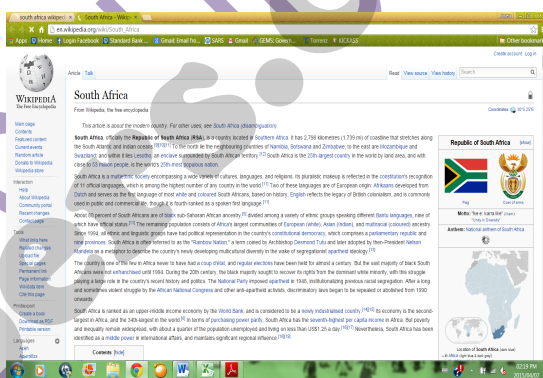
4.4.1



4.4.2



4.4.3



4.4.4



4.4.5

(5 × 2)

(10)
[44]

QUESTION 5

- 5.1 Tim compiled a new tour to South America for Green Hills Travel. This new tour will concentrate on the history of South America and will visit places like Machu Picchu and the Sacred Valley. Tourists will travel through countries like Brazil and Lima. This tour will be sold at price of R20 500 per person sharing. Contact details for Green Hills Travel are as follows: Telephone: 0860 12 13 14; Cell phone: 087 996 89 87; e-mail: tim@greenhillstravel.co.za and website: www.greenhillstravel.com.

You are required to design an advertisement for this new tour for Green Hills Travel. This advert will be placed in the Getaway magazine. Make sure you include the FOUR P's of the marketing mix. (12)

- 5.2 Tim needs to sell this new tour for Green Hills Travel.

Name and explain the SEVEN steps in the selling process. (7 × 3) (21)

- 5.3 Decode the following client surnames.

5.3.1 MIKE ALFA TANGO INDIA SIERRA OSCAR

5.3.2 ZULU OSCAR NOVEMBER OSCAR

5.3.3 LIMA ECHO WHISKEY INDIA SIERRA

(2 × 3) (6)

- 5.4 Encode the following client surnames by using the phonetic alphabet.

5.4.1 Smith

5.4.2 Osaka

5.4.3 Pheme

(2 × 3) (6)

- 5.5 What does the acronym 'www' stand for? (1)

[46]

TOTAL SECTION B: 90
GRAND TOTAL: 200

ADDENDUM A

CLUB MED TRAVEL INSURANCE

more exclusive more inclusive

Schedule of Benefits	Limit of Liability
8. Hospital daily benefit	R 2000 (R500 p.d)
9. Cancellation, Curtailment & Trip interruption (Excess: R500)	R 15000
10. Travel Delay: Accommodation and meal expenses if the departure of your flight is delayed for more than 4 hours, following an insured event	R 1000
11. Missed Connection (Excess: 6 Hours)	R 1000
12.1 Personal Baggage: Theft/damage by carrier	R 15000
12.1.1 Single item limit: Theft/damage	R 3750
12.2 Personal Baggage: Accidental Loss	R 3750
12.2.1 Single item limit: Accidental Loss (Personal Baggage Excess: R500)	R 940
13. Baggage Delay (Excess: 6 Hours)	R 1,500
14. Loss of cash and/or passport (Excess: R300)	R 1,000
15. Personal Liability (Excess: R1,000)	R 200,000
16. Personal Accident	
16.1 Permanent Disablement	R 250,000
16.2 Death	R 250,000
16.3 Terrorism extension	R 250,000
17. Hijack of Public Conveyance	R 5000 (R1,000 p.d)
Carrier Accumulation Limit	R 500,000
Sub-Limits: (over and above excess)	Limit of Liability
Contact lenses, spectacles or sunglasses	500
Cellular Phones, fittings & accessories	750

Schedule of Benefits	Limit of Liability
1. Medical & Repatriation Expenses	R 15,000,000
1.1 Medical expenses as a result of terrorism	R 10,000,000
1.2 Medical Evacuation/Repatriation/Transportation	Real Expense
1.3 Burial/Cremation/Return of mortal remains (Medical Excess In-patient: Nil, Medical Excess Out-patient: R350)	Real Expense
2.1 Emergency dental treatment	R 10,000
2.2 Emergency optical treatment	R 10,000
2.3 Follow-up treatment in South Africa: Insured event	R 5,000
2.4 Follow-up treatment in South Africa: Malaria	R 15,000
3. Additional accommodation & travel expenses	
3.1 Accompanying Travel Companion & Children	Real Expense
3.2 Visit by any one person	Real Expense
3.4 Child repatriation	Real Expense
4. Pre-existing medical expenses extension	R 150,000
5. Winter sports extension	R 10,000,000
6. Adventure sports extension	R 10,000,000
7. Personal Assistance services	
7.1 Child Assist	Assistance
7.2 Consular Referral	Assistance
7.3 Emergency travel & accommodation arrangements	Assistance
7.4 24-Hour Nurse line	Assistance
7.5 Legal assistance abroad	R 7,500
7.6 Replacement of travel documents	Assistance
7.7 Transfer of emergency funds	Assistance
7.8 Trauma Assist	R 2,500
7.9 Urgent message relay	Assistance

Important contact details for all claims and emergencies when travelling



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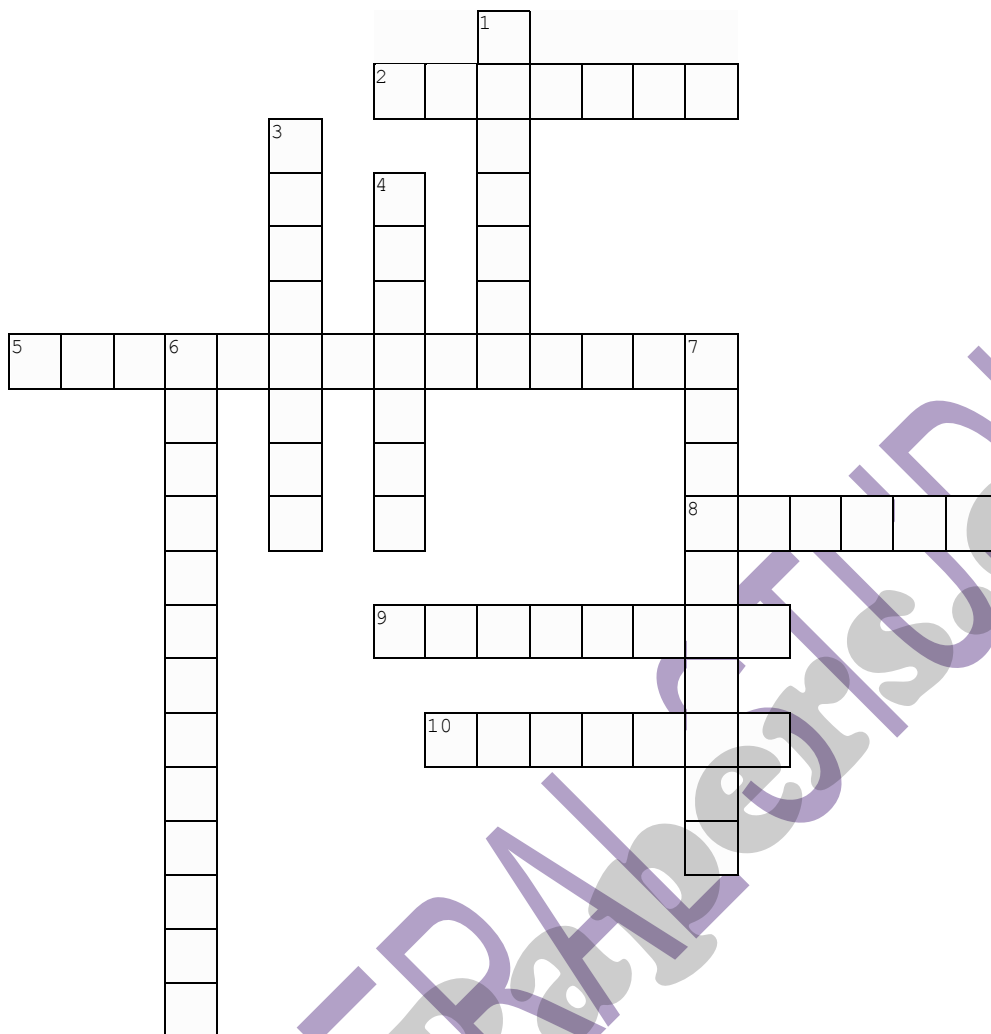
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ADDENDUM B

EXAMINATION NUMBER

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Created on TheTeachersCorner.net Crossword Maker