



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

JUNE EXAMINATION

TRAVEL SERVICES N4

6 JUNE 2016

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SECTION A**QUESTION 1**

1.1	1.1.1	A			
	1.1.2	B			
	1.1.3	C			
	1.1.4	A			
	1.1.5	B			
	1.1.6	C			
	1.1.7	D			
	1.1.8	D			
	1.1.9	D			
	1.1.10	D			
				(10 × 1)	(10)
1.2	1.2.1	BFN	Free State		
	1.2.2	ALJ	Western Cape		
	1.2.3	ELS	Eastern Cape		
	1.2.4	UTN	Northern Cape		
	1.2.5	NTY	North West		
				(5 × 2)	(10)
1.3	1.3.1	True			
	1.3.2	True			
	1.3.3	False			
	1.3.4	False			
	1.3.5	False			
				(5 × 1)	(5)
1.4	1.4.1	Estimated time of arrival			
	1.4.2	Fragile			
	1.4.3	Infant			
	1.4.4	Smoking seat requested			
	1.4.5	Young passenger			
	1.4.6	Medical cases			
	1.4.7	Passenger Service Charge-airport tax			
	1.4.8	Airport			
	1.4.9	Passenger			
	1.4.10	Arrival			
				(10 × 1)	(10)

1.5	1.5.1	Service passport/Official special passport		
	1.5.2	Crew member certificate		
	1.5.3	Tourist visa		
	1.5.4	Emergency/Temporary passport		
	1.5.5	Transit visa		
			(5 × 1)	(5)
				[40]
			TOTAL SECTION A:	40

SECTION B**QUESTION 2**

- 2.1 Principals own the travel product known as producers or supplier/provider. They provide the traveller with a particular service. They do not sell an aircraft or a hotel but they sell the passenger the use of these products for a limited period of time. Without the principal, the travel industry would not exist because they provide the transport, accommodation and activities at a destination for the traveller. Example are airlines (SAA, BA, Kulula, Mango), the accommodation providers (hotels, guest houses, lodges, and the attraction and activity providers at a destination. (Any relevant answer) (5)
- 2.2
- Airline counters/check-in desks
 - General information counters
 - Immigration/Customs/Passport
 - Baggage claim area and baggage wrap
 - Foreign exchange
 - Banks
 - Restaurants and bars
 - Meeting points/Rendezvous
 - Post office
 - Telephones/Wifi areas
 - Commercial bus stops
 - Train station
 - Security measures/Security checkpoint
 - Hairdressers/Barbershop
 - Clinics/First aids
 - Chapel/Praying rooms
 - Duty-free shopping shops
 - Toilets
- (Any 6 × 1) (6)

- 2.3
- Blind and deaf passengers – might need help such as someone taking them to the aircraft or someone who can use sign language to communicate with them.
 - Wheelchair passengers – so that the airline can prepare a suitable wheelchair in time depending on their specific situation.
 - Baby meal for the infant, even though not occupying a seat
 - Meet and assist – so that someone can be there to help the passenger from where they are to the aircraft.
 - Bassinet-for an infant who is small enough to fit
 - Child meal-so that the child will have games to play and children's books to read throughout the flight
 - Religious passengers – so that a suitable meal is available for them
 - Unaccompanied minor – so that the airline has time to pre-seat the minor and have staff that can speak his/her language on that flight
 - Stretcher cases – airline needs time to be able to remove the seats to accommodate the stretcher
 - Pregnant women – so that they can be pre-seated next to the toilet.
 - Extra seat – for an obese passenger who prefers to sit comfortably in a wider seat, than a normal one. (Any 5 × 2) (10)
- 2.4
- Handbag, purse
 - Overcoat, wrap, blanket
 - Umbrella, walking stick
 - Small camera/Binoculars
 - Cell phone
 - Book/Magazine
 - Laptop
 - Carrycot for infants
 - Fully collapsible invalids wheelchair/or a pair of crutches/prosthetic devices (Any 4 × 1) (4)
- 2.5
- Narcotic and habit forming drugs
 - Military weapons
 - Poison and other toxic substances
 - Cigarettes with a mass of more than 2 kg per 1 000 cigarettes
 - Counterfeited trademark goods
 - Goods made in prison
 - Unlawful work subject to copyright
 - Magnetised materials
 - Explosives
 - Gases
 - Flammable liquids and solids
 - Magnetised materials (Any 5 × 1) (5)

2.6	2.6.1	08:40
	2.6.2	13:05
	2.6.3	Seven
	2.6.4	Seven
	2.6.5	12:20
	2.6.6	804
	2.6.7	10:00
	2.6.8	711
	2.6.9	11:30
	2.6.10	6205

(10 × 1) (10)
[40]

QUESTION 3

Client Surname			CLIFF					
Client first name as shown in id/passport			YOLANDA					
Date of birth			Year 1981		Month 08		Day 08	
Address			18 HOLLY STREET, ALBERTON 1449					
Tel			Home 011 999 2157 Business 011 907 3700 Cell 071 878 1880					
FLIGHT DETAILS								
Flight		Departure			Arrival			PNR
Flight	Class	City	Date	Time	City	Date	Time	
BA6203	C	JNB	16 NOV	09:30	DUR	16 NOV	10:40	
SA550	Y	DUR	18 NOV	11:45	ELS	18 NOV	16:10	
SA481	Y	ELS	21 NOV	19:00	PLZ	21 NOV	19:35	
SA647	J	PLZ	25 NOV	08:05	CPT	25 NOV	14:25	
CE804	D	CPT	28 NOV	13:30	JNB	28 NOV	15:40	
							FARE 5500	
							PSC 242 ZA	
							VAT 770 ZV	
							SC 30 EV	
							YQ 133 YQ	
							YR 580 YR	
							TOTAL 7255	
TRAIN DETAILS								
Train			BLUE TRAIN					
Compartment			LUXURY SINGLE					
Departure(City/Date/Time)			PTA		07 DEC		08:50	
Arrival(City/Date/Time)			CPT		08 DEC		12:20	
Price			R22 830					
Other Details								
INTERCITY COACH DETAILS								
Company			INTERCAPE					
Departure (City/Date/Time)			CPT		28 DEC		11:30	
Arrival (City/Date/Time)			PTA		29 DEC		09:15	
PNR number			TNT001					
ACCOMMODATION DETAILS								
Hotel name:			SOMERSET WEST LOGDE HOTEL					
Address: 200 Main road Martinville, Cape Town Somerset West 7130			Tel: 021 851 7853 Fax: 021 851 7841 Email: info@somersetlodge.co.za					
Requirements: 1 x SGL			Rate pppn/prpn 695 PPPN					
Date of Arrival: 25 NOV			Date of Departure 28 NOV					
Reserved by (Agent) STUDENT NAME			Confirmed by (Hotel) LIZETTE					
Date of reservation (Agent) 08 NOV			Date of confirmation (Hotel) 08 NOV Confirmation number SLH25NOVYC					
Remarks or special requirements: NON SMOKING ROOM								
Payment details VI490277001227711 EXP 12/2018		Client settles Direct Credit card/cash		Corporate account-hotel bill to be sent to: Extras to be settled directly by client (YES/NO)				

[40]

QUESTION 4**NEW WAY-WITH DECIMALISATION**

4.1	FROM/TO:	CARR	CLASS	ADULT	CHILD	INFANT	
	JNB						
	DUR	BA	C	1 210.00	820.00	130.00	
	ELS	SA	Y	890.00	596.00	89.00	
	PLZ	SA	Y	680.00	455.00	68.00	
	CPT	SA	J	1 080.00	723.00	108.00	
	JNB	CE	D	1 640.00	1 640.00	1 640.00	
	FARE	ZAR		5 500.00	4 234.00	2 035.00	
	FARE ROUNDED	ZAR			4 240.00	2 040.00	
	VAT	ZAR		770.00	593.60	285.60	
	PSC	ZAR		242.00	242.00	48.00	
	EV	ZAR		30.00	30.00	30.00	
	YR	ZAR		580.00	580.00	580.00	
	YQ	ZAR		133.00	133.00	133.00	
	TOTAL			7 255.00	5 818.60	3 116.60	(30)
4.2	4.2.1	Maputo (MPM)					(2)
	4.2.2	Mozambican metical (MZN)					(2)
	4.2.3	June to August					(1)
	4.2.4	<ul style="list-style-type: none"> • Hepatits A&B • Rabies • Tetanus • Polio • Malaria 					(2)
					(Any 2 × 1)		

4.2.5 No (1)

4.2.6

- Mozambique tours
- Sport fish Africa
- Mozambique GSA

(Any 2 × 1) (2)
[40]

QUESTION 5

5.1

VOUCHER NO ET001				
Passenger's name CLIFF/YOLANDAMISS OR CLIFF/YMISS		No. of Persons ONE OR 1		
Hotel Service SOMERSET WEST LODGE HOTEL		Address 200 MAIN ROAD, MARTINVILLE CAPE TOWN, SOMERSET WEST 7130		
Requirements 1 X SGL		Tel no: 021851 7853		
Date of arrival 25 NOV	Date of departure 28 NOV		Rate R695 PPPN	
Account	Full Account		Reserved by STUDENT'S NAME	Confirmed by LIZETTE SLH25NOVYC
			Date 08 NOV	Date 08 NOV
VI4902 7700 1122 7711 EXP 12/2018	Extras to be settled direct	YES	Remarks NON-SMOKING ROOM	

(15)

5.2	5.2.1	When a client arrives to take up his/her reservation later than check-in deadline		
	5.2.2	It is room that can only be occupied by one person		
	5.2.3	Additional charges for any extra service that a guest might need eg laundry, baby sitter, etc		
	5.2.4	A living room connected to one or more bedrooms, bathroom, dressing room and extra toilet. It could also include a dining area.	(4 × 2)	(8)
5.3	R695			(1)
5.4	<ul style="list-style-type: none"> • Free wifi • Safe • On-site parking 		(Any 2 × 1)	(2)
5.5	5.5.1	<ul style="list-style-type: none"> • GIT – tour arranged for groups who will travel together throughout the tour • IIT – tour designed for individual travel and can be completely or partially tailor made. Itinerary can be fully planned or flexible 	(2 × 2)	(4)
	5.5.2	<ul style="list-style-type: none"> • Stellenbosch • Cape Town • Paarl • Franschhoek • Somerset West 	(Any 2 × 1)	(2)
	5.5.3	$R650 \times 2 = R1\ 300$		(2)
	5.5.4	09:30–16:30		(1)
	5.5.5	Includes Winetasting at four vineyards, ✓ transport ✓ (air-conditioned vehicle) and tour guide ✓		
		Excludes Lunch ✓		(4)
	5.5.6	Daily		(1)
				[40]
TOTAL SECTION B:				160
GRAND TOTAL:				200