

B O A R D O F S T U D I E S
NEW SOUTH WALES

2002

**HIGHER SCHOOL CERTIFICATE
EXAMINATION**

Tourism — Sales/Office Operations

General Instructions

- Reading time – 5 minutes
- Working time – 2 hours
- Write using black or blue pen
- Board-approved calculators may be used
- Write your Centre Number and Student Number at the top of page 9

Total marks – 80

Section I Pages 2–6

15 marks

- Attempt Questions 1–15
- Allow about 15 minutes for this section

Section II Pages 9–16

35 marks

- Attempt Questions 16–21
- Allow about 45 minutes for this section

Section III Page 17

30 marks

- Attempt TWO questions from Questions 22–24
- Allow about 1 hour for this section

Section I

15 marks

Attempt Questions 1–15

Allow about 15 minutes for this section

Use the multiple-choice answer sheet.

Select the alternative A, B, C or D that best answers the question. Fill in the response oval completely.

Sample: $2 + 4 =$ (A) 2 (B) 6 (C) 8 (D) 9
A B C D

If you think you have made a mistake, put a cross through the incorrect answer and fill in the new answer.

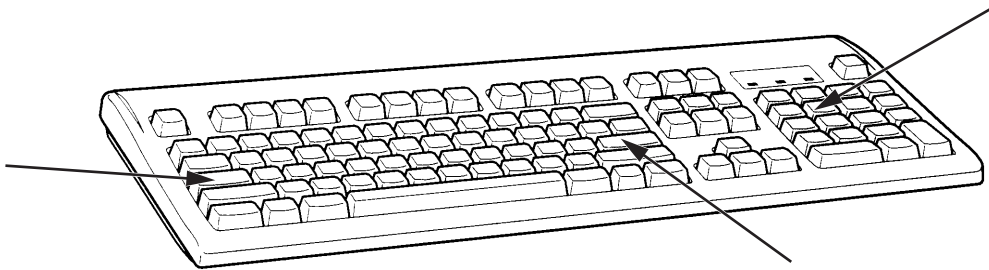
A B C D

If you change your mind and have crossed out what you consider to be the correct answer, then indicate the correct answer by writing the word *correct* and drawing an arrow as follows.

A B C D
correct ↙

- 1 Which of the following is a sector of the tourism industry?
- (A) Services
 - (B) Souvenirs
 - (C) Transportation
 - (D) Restaurants

2



To what do the arrows on the diagram of a keyboard point?

- (A) Shift key, numeric pad, enter key
- (B) Control key, enter key, shift key
- (C) Numeric pad, control key, backspace
- (D) Numeric pad, enter key, caps lock

3

**Telephone Message
Received**

Date Time

Message

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What other information should be included on a telephone message pad?

- (A) Name of caller, contact details, recipient
- (B) Contact details, name of caller, length of call
- (C) Age of caller, length of call, name of caller
- (D) Recipient, name of caller, age of caller

- 4 What are the most common components of an itinerary?
- (A) Accommodation, transportation, documentation, traveller's cheques
 - (B) Accommodation, transportation, sightseeing, transfers
 - (C) Accommodation, transfers, room service, traveller's cheques
 - (D) Sightseeing, transportation, transfers, documentation

- 5 Mr and Mrs Stone are travelling to Singapore. The costs of their travel arrangements are:

<i>Travel arrangements</i>	<i>Cost</i>	<i>Commission earned</i>
5 nights Package Tour including accommodation, airfares and transfer	\$989.00 per person	12%
Optional sightseeing tours	\$110.00 per person	10%
Travel insurance	\$95.00 per person	35%
Traveller's cheques	\$A 10 000	1%

What is the total commission earned by an agent on this booking?

- (A) \$273.93
 - (B) \$392.61
 - (C) \$425.86
 - (D) \$492.61
- 6 When advising clients, tourism employees may need to provide information on cultural factors such as religious traditions. What is the main religion practised in Japan?
- (A) Hinduism
 - (B) Islam
 - (C) Shinto
 - (D) Taoism

- 7 Which of the following is a Pacific airline?
- (A) Air Mauritius
 - (B) Air Vanuatu
 - (C) Lauda Air
 - (D) Virgin Air
- 8 Which of the following is a *major* tourism region within Europe?
- (A) Tyrol
 - (B) Victoria Falls
 - (C) San Carlos de Bariloche
 - (D) Ghenting Highlands
- 9 Which country is nearest to the International Date Line?
- (A) Fiji
 - (B) Western Samoa
 - (C) Tonga
 - (D) Cook Islands
- 10 What communication strategies should you use to assist clients from a variety of cultural backgrounds?
- (A) Plain English, jargon, a clear voice
 - (B) Active listening, jargon, a loud voice
 - (C) Plain English, a clear voice, slow speech
 - (D) Active listening, slow speech, a loud voice
- 11 What are the Occupational Health and Safety considerations when using computer equipment?
- (A) Maintain correct posture, vary work, take frequent breaks, exercise
 - (B) Maintain correct posture, vary work, use air-conditioning, exercise
 - (C) Use air-conditioning, vary work, exercise, take frequent breaks
 - (D) Use air-conditioning, vary work, avoid glare, take frequent breaks

- 12** Your clients are travelling from Australia on an eight-week journey, visiting Cape Town in December, Vienna in January, Buenos Aires and Honolulu in February before returning home.

Identify, in order of travel, the seasons they will experience on their journey.

- (A) Summer, summer, summer, winter
 - (B) Summer, winter, summer, winter
 - (C) Winter, winter, summer, summer
 - (D) Summer, winter, winter, summer
- 13** What are the major impacts of workplace injury and illness on the community?
- (A) Human, social, economic, organisational
 - (B) Human, environmental, political, organisational
 - (C) Economic, organisational, political, industrial
 - (D) Organisational, occupational, human, industrial
- 14** What are the major international gateways to the Americas from Australia?
- (A) San Diego, San Francisco, Las Vegas, Vancouver
 - (B) Santiago, Honolulu, New York City, Boston
 - (C) Montreal, Washington, Denver, Miami
 - (D) Santiago, Los Angeles, Honolulu, Vancouver
- 15** Which of these groups of Australian attractions are in the same state?
- (A) Salamanca Market, The Rocks, Kuranda, Margaret River
 - (B) Wave Rock, Monkey Mia, Penny Royal Mill, Healesville Sanctuary
 - (C) The Bungle-Bungles, the Grampians, Cockington Green, Kings Canyon
 - (D) Carnarvon Gorge, Daintree, Cape York, the Big Pineapple

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Tourism — Sales/Office
Operations

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Centre Number

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Student Number

Section II

35 marks

Attempt Questions 16–21

Allow about 45 minutes for this section

Answer the questions in the spaces provided.

Marks

Question 16 (2 marks)

Outline the appropriate procedures for responding to a threatening or suspicious telephone call in a tourism workplace.

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Question 17 (3 marks)

Describe the obligations of EITHER the employer OR the employee under the Occupational Health and Safety legislation.

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Question 18 (6 marks)

Your clients have made a booking with Tempo Holidays, departing 1 December 2002. Use the stimulus material to answer parts (a)–(c).

<p style="text-align: center;">Deposit and payment</p> <p>Standard deposit and payment terms</p> <p>A deposit of \$200 per person sent through your Travel Agent within 7 days of confirmation is required to secure your booking. Final payment is due 60 days prior to departure from Australia. Special conditions apply for some bookings – See below. Failure to pay deposit or final balance on time may result in the booking being cancelled. Documentation will normally be issued two weeks prior to departure.</p> <p>Bookings made within 60 days</p> <p>If your booking is made less than 60 days prior to your departure from Australia full payment is required immediately upon confirmation. Bookings for all coach tours, cruises and Santorini accommodation made less than 30 days prior to departure will require a deposit of 50% in order to process your booking. If unable to confirm your booking for any reason we will refund this deposit in full. Final balance is required immediately upon confirmation. Failure to meet payment conditions will result in the booking being cancelled.</p> <p>Amendments</p> <p>Amendments to confirmed services will be made only after receiving your deposit. One amendment will be made free of charge. For each and every subsequent amendment a fee of \$55 (inc GST) will apply. For villas, apartments and cruises any amendment to confirmed dates may be treated as a cancellation and the relevant cancellation fees will apply.</p>	<p style="text-align: center;">Cancellations</p> <p>All cancellations must be made in writing through Tempo Holidays in Australia. No responsibility is taken for cancellations of hotel bookings or other services made directly by the client or the client’s travel agent regardless of whether written proof is given.</p> <p>A full refund of your deposit less \$100 fee per booking is made if your cancellation notice is received more than 60 days prior to the date of first service. After this date our standard schedule of cancellation fees is as follows:</p> <ul style="list-style-type: none"> • 60–45 days prior: <i>25% of total cost or deposit, whichever is greater</i> • 44–15 days prior: <i>50% of total cost</i> • 14 days or less prior: <i>100% of total cost</i> <p>The above fees are subject to 10% GST.</p> <p>In addition to the scale of charges listed above, some service providers, including but not limited to, airlines, cruise operators, hoteliers, etc. may apply additional cancellation charges. Any such charges will be added by us to your account.</p> <p style="text-align: center;">* * * * *</p> <p style="text-align: center;">* * * * * * *</p> <p style="text-align: center;">* * * * *</p>
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Question 18 continues on page 11

Question 18 (continued)

- (a) Your clients cancel their booking three weeks prior to departure. What percentage of the tour cost will they lose in cancellation fees? **1**

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- (b) They now wish to re-book on a cruise to Santorini, with Tempo Holidays, departing 1 December 2002. **2**

Detail the full payment requirements for this cruise.

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- (c) Discuss the reasons why tourism industry consultants need to competently interpret and explain booking conditions to their clients. **3**

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End of Question 18

Question 19 (6 marks)

Discuss the procedures that need to be observed when accepting credit card payments for travel arrangements.

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Question 20 (8 marks)

Your name is Kerry Lee. You are a domestic travel consultant at ACME Travel, 117 Smith Street, Sydney 2000.

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Your clients Mr and Mrs H Potter, a retired couple from Sydney, were booked on a ten-day Qantas Holiday to the Northern Territory, departing 23 January 2003. This tour has been cancelled due to flooding in the Top End.

Write a letter to your client explaining the cancellation. To ensure your clients continue with their travel plans, propose a detailed alternative itinerary within Australia. You know they went to Western Australia last year.

Use destination and product knowledge to persuade your clients of the value of continuing on their holiday.

Sign your letter as Kerry Lee.

Question 20 continues on page 13

Question 21 (10 marks)

Mr and Mrs Pieters and their close friend Miss Olafssen, wish to book on the Australian Pacific Tour to Perth and Monkey Mia 6 Day Air/Coach/Air Tour departing 31 July 2003. The Pieters would like a twin room and Miss Olafssen requires a single. Mr and Mrs Pieters will be travelling from the Gold Coast and Miss Olafssen from Hobart. Mr Pieters holds a Seniors Card.

Refer to the tour itinerary to complete your answers.

Exciting Perth, Monkey Mia 6 Day Air/Coach/Air or 4 Day all Coach

Superior Inclusions

- Stay on the beach at Monkey Mia – meet the famous dolphins
- Tour spectacular Kalbarri National Park
- See the mystical Pinnacles, Nambung National Park
- Visit fascinating Shell Beach
- See the stromatolites of Hamelin Pool
- Tour Geraldton, centre of the Mid-West
- Guided tour Benedictine Museum

The Australian Pacific Tours difference

- 100% Australian family owned
- 70 years success
- Fully inclusive touring – no hidden extras
- Professional tour directors and driver/guides
- Superior and centrally located hotels in key locations

The finest dining experience

- Hot buffet breakfasts and freedom of choice dining
- B—Breakfast, D—Dinner

Itinerary

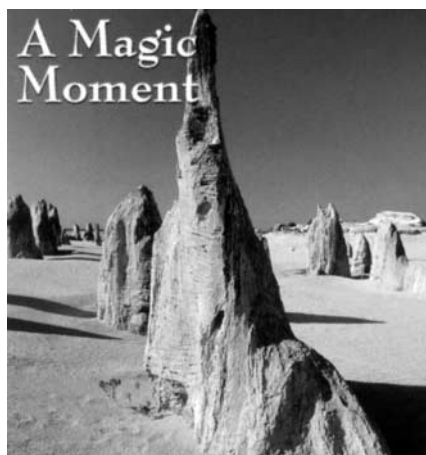
Day 1 Arrive Perth

Morning flight to Perth. You will be welcomed on arrival by an Australian Pacific representative and transferred to your hotel. Enjoy your afternoon at leisure to explore the city, situated on the Swan River and surrounded by magnificent parks and gardens.

Overnight: Perth, Novotel Langley.

Day 2 Wildflower Farm, Kalbarri (BD)

Travel to New Norcia, established in 1864 by Spanish Benedictine Monks. See the monastery and church, and enjoy a



Nambung National Park, home of the Pinnacles, Day 5

local guided tour of the museum housing priceless European treasures. Continue north through the Irwin Valley to the popular holiday town of Kalbarri, set on the picturesque Murchison River.

Overnight: Kalbarri, Palm Resort.

Day 3 Kalbarri National Park, Shell Beach, Monkey Mia (BD)

Tour Kalbarri national park enjoying spectacular views of the Murchison River Gorges. Travel the Peron Peninsula, through the World Heritage region of Shark Bay. Visit Shell Beach. Continue to Monkey Mia, where 'wild' dolphins come in to shore daily.

Overnight: Monkey Mia, Monkey Mia Dolphin Resort, overlooking the beach where the dolphins come in to shore.

Day 4 Monkey Mia, Geraldton (BD)

Feel the magic of interacting with the dolphins of Monkey Mia. Visit the nearby town of Denham, where many buildings are made from limestone shell blocks carved from Shell Quarry. Enjoy views from Eagles Bluff and across Shark Bay as you journey to Hamelin Pool.

Overnight: Geraldton, Mercure Inn.

Day 5 Pinnacles, Perth (BD)

Follow the Brand Highway, through the crayfishing town of Dongara and mineral sands region of Eneabba. Continue to Nambung National Park, home of the mystical Pinnacles. Experience the eerie atmosphere as you walk through the 'Painted Desert' of limestone pillars and golden sand.

Overnight: Perth, Novotel Langley.

Day 6 Return Home (B)

Morning at leisure for last minute shopping or personal sightseeing. This afternoon you will be transferred to Perth Airport for your flight home.

Departures 2003

2003: January 2, 16, 30; February 20; March 13; April 3, 17; May 8, 29; June 19; July 10, 31; August 21, 27, 28

Weekly departures September to November

Fares (Aust. \$) Tour No WAM6/WA04

FULLY INCLUSIVE of 'AIR\$AVER' discount airfares, meet and greet and airport transfers.

	to 30 June		from 1 July	
	6 Day	4 Day	6 Day	4 Day
Adelaide	\$1835	\$1435	\$2003	\$1599
Cairns	\$1975	\$1575	\$2157	\$1753
Gold Coast	\$2023	\$1623	\$2209	\$1805
Hobart	\$1989	\$1589	\$2172	\$1768
Melbourne	\$1911	\$1511	\$2086	\$1682
Sydney	\$1993	\$1593	\$2176	\$1772

COACH CONTENT (Fares Frozen)

\$1195 \$795 \$1299 \$895

Airport taxes where applicable are additional.

Single Option \$245 \$190 \$303 \$200

Fares include Australian Government Goods and Services Tax.

Seniors Card Holders and Aust/NZ Pensioners deduct \$30 per person.

Question 21 continues on page 15

Question 21 (continued)

- (a) Place on the map of Australia all the overnight stops of the six-day itinerary. 2



- (b) Calculate the total cost of this tour for your clients. Your tour quotation should identify the per person cost as well as the total cost of the booking. Show all calculations in your answer. 4

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Question 21 continues on page 16

Question 21 (continued)

- (c) Identify and explain why these clients might have selected this tour. Justify your answer with specific reference to the itinerary.

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End of Question 21

Tourism — Sales/Office
Operations

Section III

30 marks

Attempt TWO questions from Questions 22–24

Allow about 1 hour for this section

Answer each question in a SEPARATE writing booklet. Extra writing booklets are available.

In your answers you will be assessed on how well you:

- demonstrate relevant knowledge and understanding
 - communicate ideas and information, using precise industry terminology and appropriate workplace examples
 - organise information in a well-reasoned and cohesive response
 - solve proposed issues or problems
-

Question 22 (15 marks)

You work for Wallaby Wildlife Tours. Today you are departing on a four-day New South Wales outback tour.

Your passengers are a small group of retired American tourists and a small group of young Japanese women. Your manager reminds you to be aware of the differing cultural backgrounds within the group of passengers.

Discuss the implications of your manager's reminder about cultural differences, referring to the specific needs and expectations of your clients and their relationship to each other.

Question 23 (15 marks)

Analyse the potential for cooperative business relations between sectors of the tourism industry. In your answer you must describe the role and services offered by specific sectors and the interrelationships between the sectors.

Question 24 (15 marks)

Many national and international events impact on the Australian tourism industry. Critically discuss the implications of such events upon the Australian tourism industry.

End of paper

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