



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

2003

**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 2–5

15 marks

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

Section II Pages 9–18

35 marks

- Attempt Questions 16–22
- Allow about 45 minutes for this section

Section III Page 21

30 marks

- Attempt TWO questions from Questions 23–25
- 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 would be a useful software program for preparing an individual itinerary?
- (A) Mail merge
 - (B) Web browser
 - (C) Acrobat Reader
 - (D) Microsoft Word
- 2** Which of the following is the best place for travellers to obtain information on passport and visa requirements for overseas destinations?
- (A) A world atlas
 - (B) Tourism NSW
 - (C) A travel agency
 - (D) Quarantine Services
- 3** Which of the following tourism bodies represents retail travel agencies?
- (A) AFTA
 - (B) IATA
 - (C) AHA
 - (D) ATC
- 4** Which two filing systems are commonly used in a tourism office?
- (A) Surname and date of birth
 - (B) Chronological and alphabetical
 - (C) Destination and mode of transport
 - (D) Date of departure and ticket number
- 5** What are the most common causes of cultural misunderstandings in the workplace?
- (A) Language barriers and stereotyping
 - (B) Varying beliefs and management style
 - (C) Lack of understanding and lazy work habits
 - (D) Lack of communication and poor working conditions

- 6** What is the main purpose of an occupational health and safety (OHS) committee?
- (A) To report accidents to a safety warden
 - (B) To promote a safe working environment
 - (C) To improve the employer's health and safety
 - (D) To develop strategies after an accident in the workplace
- 7** A client telephones the office and you find it difficult to understand his accent.
- Which is the most appropriate course of action?
- (A) Place him on hold.
 - (B) Ask him to call back later.
 - (C) Ask him to repeat his request slowly.
 - (D) Transfer his call to another staff member.
- 8** What does the PRINT PREVIEW option on a computer allow you to do?
- (A) Check the document for layout and format.
 - (B) Check the document for spell-check and font.
 - (C) Check the document for spell-check and layout.
 - (D) Check the document for disk space and memory.
- 9** Which of these rail journeys are within Australia?
- (A) The Ghan, The Blue Train
 - (B) The Prospector, The Sunlander
 - (C) Trans-Siberian Rail, The Bullet Train
 - (D) Rocky Mountaineer, Tranz-Alpine Express
- 10** Which of the following best describes the area covered by Equal Employment Opportunity legislation?
- (A) Equal opportunities for travellers
 - (B) Equal opportunities in the workplace
 - (C) Employment requirements for industry personnel
 - (D) Equal opportunities for retiring tourism employees

- 11** What are two advantages of sending and receiving correspondence via email in a tourism office?
- (A) Multiplier effect and accuracy
 - (B) Confidentiality and cost effectiveness
 - (C) Confidentiality and multiple recipients
 - (D) Speed and efficiency in communication
- 12** What is the main disadvantage of using traveller's cheques overseas?
- (A) They must be used by a set date.
 - (B) They cannot be redeemed for cash.
 - (C) They are not accepted everywhere.
 - (D) They are only issued in US currency.
- 13** Which of the following are capitals of Pacific Island countries?
- (A) Auckland, Lae
 - (B) Nadi, Christchurch
 - (C) Port Vila, Bora Bora
 - (D) Rarotonga, Nuku'alofa
- 14** In the context of the tourism industry, which of the following statements best describes cultural awareness?
- (A) The promotion of cultural identities
 - (B) The acceptance that all people have the same beliefs
 - (C) The understanding and acceptance of different traditions and cultures
 - (D) The changing traditions and beliefs of people from different backgrounds
- 15** What are some positive economic implications of domestic tourism?
- (A) Education, reduced pollution, lower crime
 - (B) Reduced crime, multiculturalism, change of lifestyle
 - (C) Housing, reduced unemployment, cultural awareness
 - (D) More employment, improved infrastructure, increased revenue

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**Tourism — Sales/Office
Operations**

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Centre Number

Section II

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Student Number

35 marks

Attempt Questions 16–22

Allow about 45 minutes for this section

Answer the questions in the spaces provided.

Question 16 (7 marks)

Please turn over

Question 16 (7 marks)

Your clients, four friends (under 25), wish to make a booking on the *Tropic Nights Cruise* departing Sydney on 5 July 2004.

Use the stimulus material to answer parts (a)–(d).

Tropic Nights

P334 DEP 5 July 2004, 9 NIGHTS, 3 PORTS

Date	Ports of call	Arrival	Departure
Mon 5 Jul	Sydney		5 pm
Thu 8 Jul	Noumea, New Caledonia	8 am	4 pm
Fri 9 Jul	Mystery Island, Vanuatu	8 am	6 pm
Sat 10 Jul	Vila, Vanuatu	8 am	6 pm
Sun 11 Jul	Havannah-Boulari Passage	Cruising	
Wed 14 Jul	Sydney	8 am	

Imagine hot, sunny days beside the pool, sipping a frosted drink and working on your tan. Three fabulous ports offer as much action, sightseeing and shopping as you can take.

GRADE	DECK AND CABIN TYPE	TWIN BED CABIN PP		FOUR BED CABIN PP		
		Full fare	Pacific Savers	Full fare	Pacific Savers	Friendly Four
SUITES						
A	Suite with Balcony – Lido Deck	4795	4295	n/a	n/a	n/a
B	Suite – Lido Deck	3795	3295	n/a	n/a	n/a
OUTSIDE CABINS						
C	Aloha Deck	2585	2285	2335	2235	1751
D	Baja Deck	2535	2235	2285	2185	1714
F	Caribe Deck	2435	2135	2185	2085	1639
H	Dolphin Deck – mid	2335	2035	2085	1985	1564
I	Dolphin Deck – forward	2310	2010	2060	1960	1545
J	Dolphin Deck – far forward	2285	n/a	2035	n/a	n/a
INSIDE CABINS						
K	Lido Deck	2335	2135	n/a	n/a	n/a
L	Aloha Deck	2285	2085	2135	2035	1601
M	Baja Deck	2235	2035	2085	1985	1564
O	Caribe Deck	2135	1935	1985	1885	1489
Q	Dolphin Deck – mid	2035	1835	1885	1785	1414
R	Dolphin Deck – forward	2010	1810	1860	1760	1395
S	Dolphin Deck – far forward	1985	n/a	1835	n/a	n/a

Fares as per adult in Australian dollars inclusive of Pacific Savers and Friendly Four discounts

Insurance: Comprehensive personal and baggage travel insurance to cover any eventuality is essential. Coverage should include any existing medical conditions and any charges arising should you have to cancel your holiday. Please carry a copy of your policy on your cruise holiday.

MONEY MATTERS

What are the banking facilities onboard?

The Purser's Office can cash traveller's cheques and change local currencies but cannot accept personal cheques. The only credit cards accepted on board are: Visa, MasterCard and Bankcard. There are NO EFTPOS or ATM facilities onboard.

What is a Sky Cruise Card?

As you embark on Pacific Sky you will receive a personalised Sky Cruise Card. It has a magnetic strip, which makes it work like a very small, smart bank account. The Sky Cruise Card also has a record of your cabin number, your allocated Restaurant and dining session embossed on it for your convenience.

The Sky Cruise Card can be used anywhere onboard where you would normally use cash. In fact, for booking Shore Tours or to buy food or drinks in any of the bars and eateries, your Sky Cruise Card is the ONLY thing you can use. It is also used in the Casino, the shops, and the medical centre and can be used to tip in appreciation of service.

PASSPORTS

Do I need a passport?

Yes. Passports are required on all cruises except the Melbourne Cup cruise, however some form of photo ID is still required. To comply with Australian Government Immigration Department requirements, it is essential that the full name (as shown on passport), date of birth and nationality of each passenger be given to Sky Cruises prior to release of documents.

How long does my passport need to be valid for?

Passports must be valid for a minimum of six months beyond the date of the cruise return.

BAGGAGE

How much baggage can I bring?

Sky Cruises carries all personal baggage and shopping free, providing each item conforms to size limits of not more than 140 cm × 60 cm × 40 cm and is stowed in the passenger's cabin.

GENERAL QUESTIONS AND SERVICES

Can my friends see me off? Can they get onboard?

Friends are welcome to give you a send-off from the wharfside. For security reasons, visitors are not permitted onboard Pacific Sky.

Where can I do my laundry?

Self-service and paid laundry services are available onboard.

Can special diets be arranged?

If special diets are required for medical reasons, please ensure your travel agent advises Sky Cruises at the time of booking.

Question 16 continues on page 11

Question 16 (continued)

- (a) Your clients wish to travel together in a four-berth outside cabin. Advise them of the cheapest fare per person and identify the grade and deck this fare applies to. **2**

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- (b) Calculate the total amount of commission your office would earn on this transaction, based on the standard commission rate. (Show all working.) **2**

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- (c) What advice would you give your clients about immigration and insurance requirements for this cruise? **2**

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- (d) How would your clients pay for 'extra' food and beverages while on board? **1**

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End of Question 16

Question 18 (3 marks)

Outline selling techniques that you could apply to promote products and services when discussing travel arrangements with clients over the telephone.

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Please turn over

Question 19 (5 marks)

- (a) The following sentence was typed using a word-processing package.

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Departing at too o'clock form the town square will allow
you to arive in allot of time for the show.
Their will be no late admissions to the show.

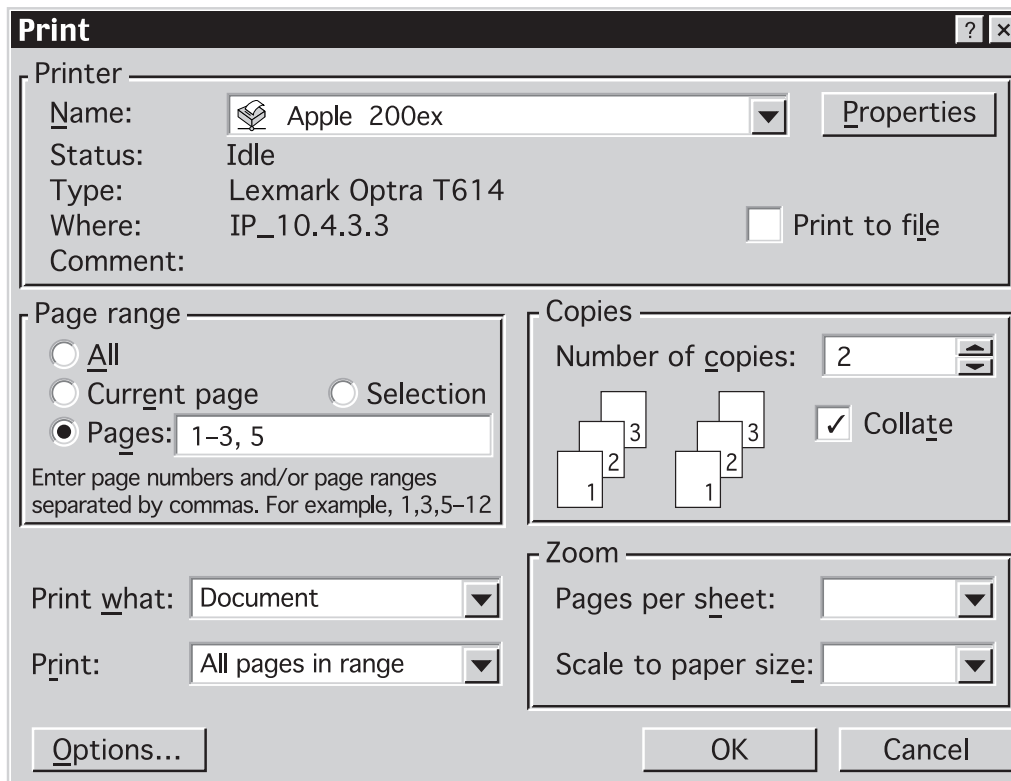
Identify TWO errors that would NOT be detected by the spell-check function and explain why they would not be detected.

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Question 19 continues on page 15

Question 19 (continued)

- (b) The diagram shows a print dialogue box for a word-processing document. Refer to the diagram to answer parts (i) and (ii).



- (i) Predict the output from the printer. 2

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- (ii) Explain how you could use the print dialogue box to print the document using a different printer. 1

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End of Question 19

Question 20 (7 marks)

(a) Identify the places/areas marked A, B, C, D, E and F on the map below.

3



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|---------|---------|
| A | B |
| C | D |
| E | F |

Question 20 continues on page 17

Question 20 (continued)

- (b) Rotorua is a major tourist destination region in New Zealand. Write a short paragraph suitable for a brochure, describing tourism features and attractions that make Rotorua unique. **4**

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End of Question 20

Please turn over

Question 21 (2 marks)

Outline procedures to be taken to ensure the safety and security of travel documents in a tourism related workplace. **2**

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Question 22 (5 marks)

(a) Identify challenges which could arise from language barriers in the travel and tourism industry. **2**

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(b) Recommend some strategies to overcome these challenges. **3**

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Tourism — Sales/Office
Operations

Section III

30 marks

Attempt TWO questions from Questions 23–25

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
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Question 23 (15 marks)

A client who caters for the needs of inbound travellers has requested a short report of tourist information for TWO Australian states or territories. Compile this report, referring to TWO from the following:

Northern Territory, Tasmania, Western Australia.

The information should include:

- major tourist destinations;
- transportation access;
- accommodation;
- attractions;
- list of resources for further tourist information.

Question 24 (15 marks)

Assess the importance of teamwork and telephone skills in establishing positive rapport with customers and colleagues in a tourism business.

Question 25 (15 marks)

Analyse the consequences, for both employers and employees, if OHS is not adhered to at major tourist venues.

End of paper

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