

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

2004

HIGHER SCHOOL CERTIFICATE
EXAMINATION

Tourism

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 pages 9 and 13

Total marks – 80

Section I Pages 2–5

15 marks

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

Section II Pages 9–16

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 can be purchased with petty cash?
 - (A) Postage stamps
 - (B) Laptop computer
 - (C) Travellers cheques
 - (D) Industry familiarisations

- 2** What is the definition of an inbound tourist?
 - (A) A corporate client
 - (B) A domestic passenger
 - (C) A visitor from interstate
 - (D) A traveller from overseas

- 3** Which list contains city codes for three major Australian destinations?
 - (A) BNE, HBA, WLG
 - (B) MEL, NAN, CBR
 - (C) SYD, HKG, CNS
 - (D) DRW, TSV, OOL

- 4** What is the best procedure to resolve conflict in a tourism workplace?
 - (A) Listen, question and file
 - (B) Report, leave and delegate
 - (C) Listen, respond and follow up
 - (D) Respond, eliminate and delegate

- 5** What features make the Gold Coast a popular tourist destination region?
 - (A) Beaches and lava tubes
 - (B) Theme parks and climate
 - (C) Schoolies' week and reef cruises
 - (D) Daintree National Park and nightlife

- 6** When preparing a written response to a client's inquiry, which correspondence style should be used?
- (A) Courteous and correct jargon
 - (B) Cost and commission information
 - (C) Clear and concise communication
 - (D) Cost and confirmation details
- 7** Which of the following range of services can ALL be provided by a visitor information centre?
- (A) Local tours, brochures and events calendar
 - (B) Local accommodation, visas and display material
 - (C) Local attractions, currency exchange and souvenirs
 - (D) Local maps, historical data and passport applications
- 8** What is the best procedure to implement when taking over a cash float from a previous operator?
- (A) Take the float and place it in your register.
 - (B) Take the float and sign for accuracy at the end of your shift.
 - (C) Verify the amount and immediately sign for accuracy.
 - (D) Verify the amount and immediately balance your register.
- 9** In a tourism office, what type of insurance would cover the business if a customer tripped and fell on the premises?
- (A) Public liability insurance
 - (B) Business travel insurance
 - (C) Third-party property insurance
 - (D) Workers compensation insurance
- 10** A motel charges \$70 per adult per night. A 50% discount is offered for the first child and additional children cost \$10 per night.
- What is the total cost for two adults and two children occupying a family room for two nights?
- (A) \$185
 - (B) \$220
 - (C) \$340
 - (D) \$370

- 11** What are TWO free services for locating business telephone numbers?
- (A) Yellow pages and personal email address book
 - (B) White pages hard copy and Yellow pages hard copy
 - (C) White pages online and Telephone directory assistance
 - (D) Corporate webpages and Telephone directory assistance
- 12** What is a single supplement?
- (A) The high season surcharge
 - (B) The extra cost for a single room
 - (C) The total cost for a sole-use room
 - (D) The supplement for private facilities
- 13** What are THREE barriers to effective communication in a socially diverse environment?
- (A) Age, prejudice and work ethic
 - (B) Patience, status and clear speech
 - (C) Dress, tolerance and lack of empathy
 - (D) Gender issues, stereotyping and showing bias
- 14** Which of the following techniques could be used to conduct market research onsite at a local tourist attraction?
- (A) Questionnaires and surveys
 - (B) Internet and published articles
 - (C) Unsolicited mail and interviews
 - (D) Focus groups and product referrals
- 15** What are THREE sources of information that a tourism employee could access to maintain their current industry knowledge?
- (A) Press releases, tourist bureaux, FIT
 - (B) Industry journals, trade unions, CRS
 - (C) Training opportunities, familiarisations, ATC
 - (D) New product launches, enterprise procedures, EEO

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Centre Number

Section II

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Student Number

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

Answer the questions in the spaces provided.

Marks

Question 16 (5 marks)

Outline the responsibilities under the Occupational Health and Safety Act 2000 (NSW) for an employee working for a cruise company.

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Question 17 Use the information to answer parts (a)–(b).

CHECK OUT OUR CONNECTIONS (01 April 2004 – 31 March 2005)

Sydney – Adelaide – Alice Springs – Darwin

Indian Pacific Depart Sydney	Sat 2:30 pm	Wed 2:30 pm
Arrive Broken Hill	Sun 6:45 am	Thur 6:45 am
Depart Broken Hill	8:20 am	8:20 am
Arrive Adelaide	3:15 pm	3:15 pm†
The Ghan Depart Adelaide	Sun 5:15 pm	Fri 5:15 pm
Arrive Alice Springs	Mon 11:55 am [#]	Sat 11:55 am [#]
Depart Alice Springs	4:00 pm	
Arrive Katherine	Tue 8:00 am	
Depart Katherine	11:45 am	
Arrive Darwin	4:00 pm	

Darwin – Alice Springs – Adelaide – Sydney

The Ghan Depart Darwin	Wed 10:00 am	
Arrive Katherine	1:45 pm	
Depart Katherine	5:45 pm	
Arrive Alice Springs	Thur 9:00 am	Sat 2:00 pm
Depart Alice Springs	1:00 pm	Sun 2:00 pm
Arrive Adelaide	Fri 8:30 am	Tue 9:00 am ^Δ
Indian Pacific Depart Adelaide	Fri 10:00 am	Tue 10:00 am
Arrive Broken Hill	4:20 pm	4:20 pm
Depart Broken Hill	6:15 pm	6:15 pm
Arrive Sydney	Sat 11:00 am	Wed 11:00 am

[#] Arrives 1 hour earlier during daylight saving time. All times are local times and subject to change.

† Overnight in Adelaide at own expense.

^Δ 2 nights in Adelaide at own expense.

FARES (01 April 2004 – 31 March 2005)

\$ Per Person One Way		Gold Kangaroo Service	Red Kangaroo Service	
			Sleeper Cabin	Daynighter Seat*
Adelaide to Darwin/Katherine or v.v ‡	Adult	1740	1390	440
	Child/ Pensioner/ CSHC	1183	834	198
	Student	1183	834	220
Adelaide to Alice Springs or v.v	Adult	850	680	215
	Child/ Pensioner/ CSHC	578	408	97
	Student	578	408	105
Sydney to Darwin/Katherine or v.v ‡	Adult	2190	1750	628
	Child/ Pensioner/ CSHC	1546	1105	292
	Student	1546	1105	306
Alice Springs to Darwin/Katherine or v.v	Adult	1100	880	240
	Child/ Pensioner/ CSHC	748	528	108
	Student	748	528	120

Note: Return fares are generally double the one-way fare. All travel between Sydney and Adelaide is on the Indian Pacific. All travel between Adelaide and Alice Springs/Darwin is on The Ghan.

v.v = vice versa.

* Backpackers are eligible for the 'Student' fare for travel in Red Kangaroo Daynighter Seat.

‡ Gold Kangaroo Service fares between Adelaide and Darwin/Katherine include an Alice Springs luncheon tour. Tour not applicable to Gold Kangaroo Service guests travelling Adelaide to Alice Springs and v.v, Darwin/Katherine to Alice Springs or v.v, or guests that break their journey in Alice Springs.

Motorail Vehicle Costs \$ – accompanied vehicles only (01 April 2004 – 31 March 2005)

Adelaide – Darwin or v.v	799	Sydney – Darwin or v.v	899	Alice Springs – Darwin or v.v	449
Adelaide – Alice Springs or v.v	389	Sydney – Alice Springs or v.v	639		

Concession Holiday Package Fares

Pensioners, Children and Students must meet the following respective criteria to be eligible for Concession Holiday Package fares:

Australian Pensioners: Must hold a valid Australian PCC Card. Pensioner rail travel vouchers do not apply to holiday packages.

Commonwealth Seniors Health Card Holder: Must hold a valid card.

Children: Children must be aged 4–15 years inclusive. A Concession fare is payable where a child under the age of 4 occupies a seat or berth.

Students: Full-time students 16 years and over must hold a current ID card from a recognised institution.

Question 17 continues on page 11

Question 17 (8 marks)

Clients wish to travel by rail on The Ghan from Alice Springs to Adelaide.

- (a) The clients wish to depart Alice Springs on a Saturday. When would they arrive in Adelaide? **1**

Day: Time:

- (b) Calculate the total price for one adult and one 17-year-old part-time TAFE student travelling from Alice Springs to Adelaide, taking their car and booking a Red Kangaroo Service sleeper cabin. Show all working. **3**

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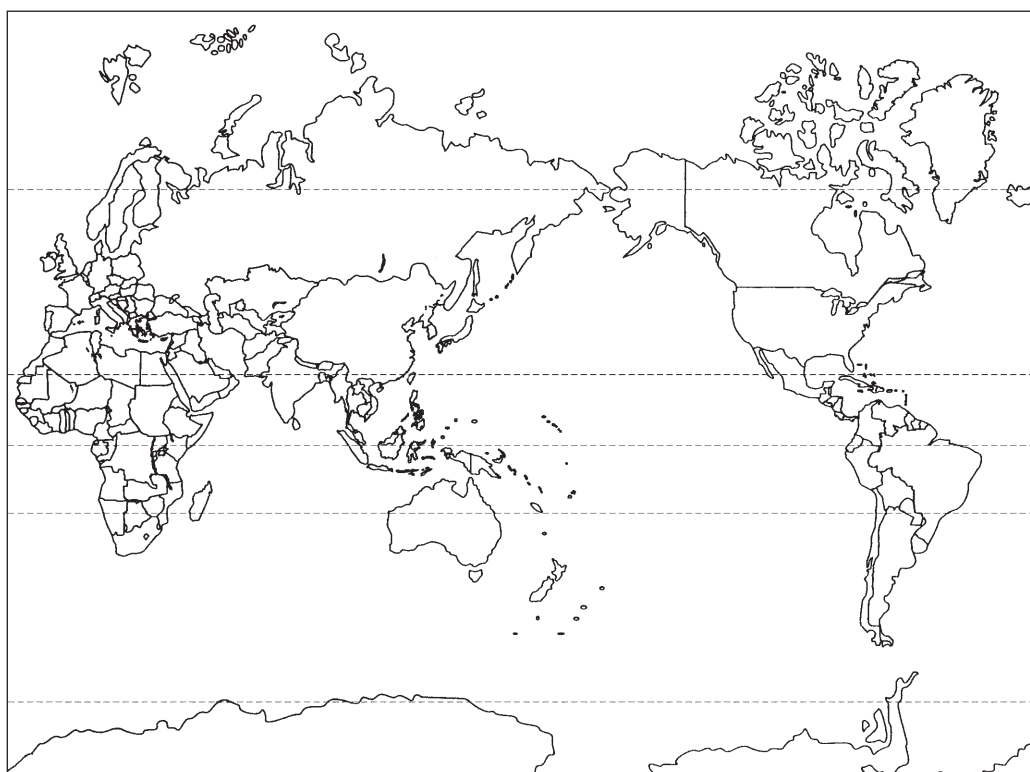
- (c) On disembarking from The Ghan, the clients plan to spend two nights in South Australia. Outline THREE popular attractions and/or sights they could visit. **4**

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End of Question 17

Question 18 (6 marks)

- (a) On the map of the world, locate and label the following: 3
- | | |
|--------------------------------|------------------|
| (A) People’s Republic of China | (D) Bass Strait |
| (B) Brazil | (E) Indian Ocean |
| (C) Canada | (F) Equator |



Atlas Puzzles & Exercises, Gregory J Reid, Longman Aust P/L-Pearson Education Australia. Reproduced with permission.

- (b) Use your destination knowledge of Great Britain (United Kingdom) to complete the following table. 3

TWO countries that form part of Great Britain	1
	2
Capital city of Great Britain
Official currency of Great Britain
TWO major attractions in the capital city	1
	2

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Centre Number

Section II (continued)

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Student Number

Marks

Question 19 (6 marks)

Three non-English speaking backpackers have arrived in an Australian destination and need information on local facilities, attractions and events.

- (a) Identify FIVE sources of information that could be accessed by these backpackers. **2**

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- (b) What strategies would be most effective in communicating with these tourists? Justify your response. **4**

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Question 20 (6 marks)

Kelly has booked her clients on a holiday with Travel Tours (wholesaler).
Use the information provided to answer part (a).

Travel Tours Pty Ltd			
ABN 009 786 543 210			
Address: PO Box 4321 Pyrmont NSW 2009 Australia			
Phone: 13 211 466	Fax: (02) 9842 8780	email: traveltours@swg.com.au	
INVOICE and CONFIRMATION			
Departure Date: 14 December 04	No: 229800		
From: SYDNEY	Issue Date: 01 September 2004		
	Ref: RT10TT00357/NGUYEN		
Passenger Name(s): NGUYEN/D MRS/P MR			
Travel Agency: CBA TRAVEL	Consultant: KELLY		
Branch: 111 HUNTER ST, NEWCASTLE. NSW, 2300			
Phone: 4968 3139	Fax: 4968 3100	Email: cbatravel@bigpond.com	
<i>Land Tour Name/Code</i> × <i>No of Pax:</i>	<i>Gross Cost</i>	<i>Comm (10%)</i>	<i>Net Cost</i>
Tassie Temptation/TT4			
Pax 1	\$ 2595.00	\$ 259.50	\$ 2335.50
Pax 2	\$ 2595.00	\$ 259.50	\$ 2335.50
Total Land arrangements	\$ 5190.00	\$ 519.00	\$ 4671.00
<i>Airfare type</i> × <i>No of Pax:</i>			
AIRSAVER 30			
Pax 1	\$ 409.00	\$ 40.90	\$ 368.10
Pax 2	\$ 409.00	\$ 40.90	\$ 368.10
Plus tax			
Pax 1	\$ 23.60	n/a	\$ 23.60
Pax 2	\$ 23.60	n/a	\$ 23.60
Total Airfares	\$ 865.20	\$ 81.80	\$ 783.40
TOTAL NET AMOUNT DUE			\$ 5454.40
Less deposit paid (11 August)			\$ 300.00
Balance due date: 14 November 2004	BALANCE DUE		\$ 5154.40
PLEASE NOTE:			
<i>The balance due is based on current prices and is subject to any increases that may occur prior to departure. Late payment may incur cancellation and/or additional fees. Amendments or changes after deposit has been paid will incur a \$50 per booking fee (non-commissionable). Please return a copy of this invoice with final payment.</i>			

Question 20 continues on page 15

Question 20 (continued)

- (a) What is the total amount of commission earned from the initial holiday booking? 1

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- (b) Mr and Mrs Nguyen contact Kelly at CBA Travel to add an extra passenger to the booking (Miss Huynh). 5

The extra gross costs for Miss Huynh are:

Land arrangements	\$3155.00
Airfare	\$360.00 (includes \$33.50 tax)
plus the amendment fee	

Complete the invoice below to include the cost for adding Miss Huynh to the booking.

<i>Land Tour Name/Code × No of Pax:</i>	<i>Gross Cost</i>	<i>Comm (10%)</i>	<i>Net Cost</i>	
Tassie Temptation/TT4				
Pax 1	\$ 2595.00	\$ 259.50	\$ 2335.50	
Pax 2	\$ 2595.00	\$ 259.50	\$ 2335.50	
Pax 3	\$	\$	\$	
Total Land arrangements	\$	\$	\$	
 <i>Airfare type × No of Pax:</i>				
AIRSAVER 30				
Pax 1	\$ 409.00	\$ 40.90	\$ 368.10	
Pax 2	\$ 409.00	\$ 40.90	\$ 368.10	
Pax 3	\$	\$	\$	
Plus tax	Pax 1	\$ 23.60	n/a	\$ 23.60
	Pax 2	\$ 23.60	n/a	\$ 23.60
	Pax 3	\$	n/a	\$
	Total Airfares	\$	\$	\$
Total	\$	\$	\$	
TOTAL NET AMOUNT DUE			\$	
Less deposit paid (11 August)			\$ 300.00	
.....			\$	
Balance due date: 14 November 2004	BALANCE DUE		\$	

End of Question 20

Please turn over

Question 21 (4 marks)

Demonstrate how a responsible work ethic can contribute to a higher standard of customer service in the tourism industry.

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Tourism

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)

A major overseas tour operator wants to develop a resort on the Great Barrier Reef, including a helipad, an underwater replica of a shipwreck and a fun/theme park.

Analyse the economic, social and environmental issues and impacts that need to be considered before this development can proceed.

Question 23 (15 marks)

You have been appointed by the local council as the Tourism Officer for a new Visitor Information Centre. Identify the products, services and promotional tools you would select to maintain a successful Visitor Information Centre. Justify your selections.

Question 24 (15 marks)

You have been asked to prepare a pre-departure briefing for a group travelling from the USA to Western Australia in June.

Outline the destination information and advice you would include in the briefing, and account for how this contributes to quality service for this inbound group.

End of paper

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