

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

2009

**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 9–15

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 for Questions 1–15.

- 1 The acronym (abbreviation) CATO stands for which tourism industry body?
 - (A) Council of Australian Tour Operators
 - (B) Corporate Australia Travel Organisations
 - (C) Council of Australian Tourist Organisations
 - (D) Commission of Australian Tourism Operators

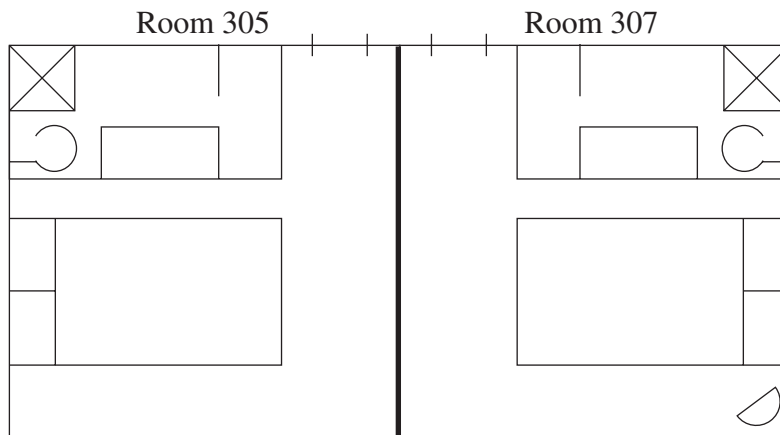
- 2 You are placing a brochure order over the phone.
Which is the correct procedure to follow?
 - (A) Give your company's name, your name and place the order
 - (B) Give your name, an order number and then your office address
 - (C) Give your name, your company's name and the purpose of the call
 - (D) Give your company's name, the purpose of the call and then place an order

- 3 What should a cashier do after receiving and signing for a cash float?
 - (A) Reconcile the till
 - (B) Count the contents
 - (C) Check the previous shift's takings
 - (D) Ensure that enough change is available

- 4 Which of the following correspondence is appropriate for its audience?
 - (A) Wholesaler's itinerary to agent outlining quarantine advice
 - (B) Agent's welcome home letter to client requesting balance owing
 - (C) Wholesaler's quotation to agent containing industry terminology
 - (D) Agent's confirmation letter to client including travel abbreviations

- 5 Which set of destinations is associated with Australia's convict history?
- (A) Fraser Island, Port Douglas, Hobart
 - (B) Green Island, Port Macquarie, Ballarat
 - (C) Norfolk Island, Port Arthur, The Rocks
 - (D) Rottnest Island, Port Adelaide, Sovereign Hill

- 6 The diagram shows two hotel rooms.



Which term applies to this room configuration?

- (A) Adjoining
 - (B) Interconnecting
 - (C) Intraconnecting
 - (D) Joining
- 7 A client has cut their arm on the brochure rack in your office.
- In this circumstance, what type of insurance would cover the agency?
- (A) Business travel insurance
 - (B) Public liability insurance
 - (C) Third-party property insurance
 - (D) Workers Compensation insurance

- 8** A couple has booked and paid for a two-berth cabin aboard a South Pacific Cruise with your travel agency at a cost of \$2289 per person.

What is the total net amount your travel agency would pay to the cruise company if the commission rate is 12%?

- (A) \$2014.32
- (B) \$2563.68
- (C) \$4028.64
- (D) \$5127.36

- 9** You are a member of a team that is organising an event.

What should you do in order to complete your individual tasks?

- (A) Prioritise tasks and establish deadlines.
- (B) Conduct a brainstorming session and delegate tasks.
- (C) Prepare a routine for each team member and set goals.
- (D) Establish what others will be doing and negotiate tasks.

- 10** Which of the following are included in current anti-discrimination legislation in NSW?

- (A) Marital status, education, race
- (B) Political preference, dress, age
- (C) Social status, pregnancy, gender
- (D) Sexual orientation, religion, disability

- 11** Which of the following are all forms of information provided by an LTA?

- (A) Dining venues, theatres and visa application forms
- (B) Travel routes, sporting facilities and hotel availability
- (C) Entertainment venues, local festivals and customs advice
- (D) Shopping details, medical facilities and quarantine requirements

- 12** Which statement about tariffs and taxes is correct?
- (A) Tariffs are inclusions and taxes are add-ons.
 - (B) Tariffs are prices and taxes are government charges.
 - (C) Tariffs are conditions and taxes are commission charges.
 - (D) Tariffs are gratuities and taxes are costs paid to the wholesaler.
- 13** Which flight route indicates travel from north to south?
- (A) LHR, PAR, ATH, VIE
 - (B) MIA, WAS, JFK, BOS
 - (C) TYO, HKG, SIN, BKK
 - (D) YVR, SFO, LAX, BUE
- 14** Which type of issues are *overbooking* and *confidentiality*?
- (A) Ethical
 - (B) Financial
 - (C) Legal
 - (D) Physical
- 15** Which of the following best describes the climate experienced in Townsville?
- (A) Equatorial
 - (B) Subtropical
 - (C) Temperate
 - (D) Tropical

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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.

Question 16 (4 marks)



Analyse the body language displayed in the image shown.

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Question 17 (7 marks)

Complete the following table.

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State/ territory	Capital city in the state/territory	River located in the capital city	Natural attraction in the state/territory	Man-made attraction in the state/territory
	<i>Brisbane</i>			
			<i>Twelve Apostles</i>	
<i>South Australia</i>		<i>Torrens</i>		
				<i>Albany Whaling Museum</i>

Question 18 (5 marks)

A new festival is to be held in your local area.

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Recommend a variety of ways that information about the festival could be distributed to your colleagues in the travel industry and to the general public.

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Question 19 (6 marks)

Flight no.	Class	From	To	Departure	Arrival	Status
QF801	Y	SYD	ASP	1410	1845	WL

- (a) Decode the information provided in the table. **3**

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- (b) If the client was upgraded, what would the class code be? **1**

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- (c) The passenger would like to change the destination to Darwin. **1**

What is the amended city code?

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- (d) The airline has advised that the status of this flight is now KK. **1**

What does this status mean?

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Question 21 (6 marks)

- (a) List **THREE** internationally recognised symbols that would be found at an airport. **1**

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- (b) How does the use of symbols assist with cross-cultural communication? **2**

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- (c) Suggest other organisational strategies an airport could implement to assist cross-cultural communication. **3**

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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
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Question 22 (15 marks)

Analyse the services provided by the ATC (Tourism Australia) including the benefits to an industry employee.

Question 23 (15 marks)

The position of a tour guide requires a high standard of personal presentation to enhance customer satisfaction and to meet health, safety and security requirements.

Evaluate this statement with reference to the different workplaces in which a tour guide operates.

Question 24 (15 marks)

A school has approached your agency to arrange an excursion to Tasmania for a senior high school group. The school wants the group to have a nature-based experience.

Justify the products and services that you would recommend to meet the client's needs.

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