
Question 16 (4 marks)

- (a) Name ONE key body involved in work health and safety in the tourism industry and outline its primary role. 2

~~Non attack~~, Insurance
- Pays for damages in the workplace
human or equipment under the
industry umbrella

- (b) Describe the appropriate use of TWO safety signs used in the tourism, travel and events industry. 2

~~Non attack~~ A speed limit
sign ~~put on the road~~
• seat belt signs on public
transports.

Question 17 (5 marks)

Flyaway Travel has been losing customers to another local travel agent. They have decided to make their business a more 'customer focused' workplace.

- (a) What will this require of employees of Flyaway Travel? 2

To satisfy the needs and wants for their customer when they want to travel overseas.

- (b) Explain why feedback is important to Flyaway Travel and suggest methods for its collection. 3

Feedback is important so Flyaway Travel knows what mistakes they have made and they can then work from their feedback and improve the experience of the customer.

Question 18 (3 marks)

What impact have emerging technologies such as social media had on the tourism, travel and events industry?

3

There have recently been a huge impact on the Tourism industry on social media. Social media promotes the industry and spreads the word to people about tourist destinations, attractions, events etc.

Please turn over

Question 19 (8 marks)

- (a) Define *compliance* and provide ONE example of this within the tourism, travel and events industry. 2

Compliance is the working of the Tourism Industry within another industry e.g. Hospitality industry.

- (b) Describe a range of strategies and procedures that should be followed to ensure your tourism and travel or events workplace operates in an environmentally sustainable manner. Include examples in your response. 6

Strategies and procedures that can be followed to ensure the workplace operates in an environmentally sustainable manner are reducing the use of papers in the office, use of no paper cups, only using electricity when needed and not wasting it and also travelling to and from work eg. catching public transport is better for the environment rather than driving in your car to reduce what is going into the air (pollution) and also saving money.

Question 20 (6 marks)

- (a) Correctly identify the shaded tourism regions shown on the map, and name ONE attraction within each. **2**



<i>Region</i>	<i>Name</i>	<i>Attraction</i>
1.
2.	cains.....	Gold coast.....

Question 20 continues on page 14

Question 20 (continued)

- (b) A client has come into your travel agency to book a two week family holiday. The client has two children under twelve years of age, is looking for an outdoor focus, enjoys water sports, and wants to limit time spent travelling. 4

You suggest one of the Whitsunday Islands. Justify your choice.

I suggest one of the Whitsunday Islands as it has everything your looking for your on your own beach water sports are endless, very kid friendly and it doesnt take long to get there.

Question 21 (4 marks)

Name ONE tourism, travel and events industry accreditation scheme and outline the business benefits of participation. 4

Tour Guide - This is good for business when travellers come to a destination and they are shown around and they pay money for it.