2015 HIGHER SCHOOL CERTIFICATE EXAMINATION

Tourism, Travel and Events

Section II

30 marks
Attempt Questions 16–21
Allow about 50 minutes for this section

Answer the questions in the spaces provided. These spaces provide guidance for the expected length of response.

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**

WHS white card training to be Completed before ~~ent_the~~ becoming a part of this industry to prevent injury unexpected axcendents that can be avoided with the correct training.

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

the use of signs Such as wet floor signs to be cleaned straigh away to provent hazard, signs for hazard areas like computer cabels along the Floor to be moved incase they caused someone to Fall over a Hazard sign warnaning.

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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 make the customer more interested grabbing there attention, making it more customer friendly offenning more to the customers discounts, food, choice of class.

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

Feedback is important as It allows the company to be aweer of Its faults Its sections need work on, allows them to be aweer of what there doing well at to enhance it or keep the same to show that the company is listenning on willing to provide there clients with there requests what they enjoy.

Question 18 (3 marks)

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

3

Things such as aids to catch the eye of the viewer, Promotions online customers view, Click to see more of there intrest. Increase in populationsc a Perticuler event due to aids on tv, Facebook websites because it easy assesoble to view and to search what you are wanting to know.

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 - means to comply or to do Something that is asked or is a rule. T ex. - Same placed on the PPE as advised by the rules.

(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

Tourism and travel workplace operators can reduce the amount of materials used, re-use items that can be, and recycle those that cannot. they can also run off Solar power, limit water,power to rooms, and take advantage of natural light e shade.

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Question 20 (6 marks)

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

Region	Name	Attraction
1.	Western Australia	Wave Rock.
2.	Tropical North Queensland	Great Barrier Reef

Question 20 continues on page 14

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Question 20 (continued)

(b)   A client has come into your travel agency to book a two week family holiday.   4
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.

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

The Whitsunday is a perfect spot destination
for a family holiday, as it is a nice friendly
island surrounded by beautiful waters,
The family could go 4WD on the beach for
a little outdoor adventures. then hire jetskis.
and spend the nice day out in the sun relaxing.
Nearly everything is walking distance or just
a few minutes drive.

Question 21 (4 marks)

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

various Staff training meetings to benift
staff with knawledge and understanding
that makes the staff more approchable
easy to talk to more knowledgeb-c,
Provide the staff with the approprate
details and events upcoming updating
staff on new and exsiting thing that
customers may ask cbout.