## Question 16 (4 marks)

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

Work Health and Safety Act and registrations. This is a law enforced to maintain health and safety with costoners, employees and employees in the work place.

(b) Describe the appropriate use of <u>TWO safety signs</u> used in the tourism, travel and events industry.

Safety signs used in the industry include:

the fe safety of food hardling e.g.

the prep, stronge and service. Also wearing

high visibility work wear for safety usage

e.g. flue orange vest.

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?

Communicate on a higher level with

internal and external customers. Employees should

be required to go at and hand at flyers

to customers and speak face to face to more

the customer faceful workpace.

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

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

to edback is important to any company because it gives you a customers perspective and allows you to improve on the workplace. Methods to it's collection could be through the the melastes review page, asking personally to the customer must they easy liked on distriked about the morkplace; or enailing a survey to the customer to gain more information on the work place and how to improve.

## Question 18 (3 marks)

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

Emerging technologies including E-bisiness, on the booking systems social nedia sites and automated online check-ins, have impacted the travel and events industry by attacked the travel and events and easier may for cutoners to book (checken and to be informed about outplaces in

the indistry. Firther, promoting the movieplace.

Please turn over

\* EPA

Protection withbrity

Question 19 (8 marks)

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

Compliance is when a workplace must

abid by the rules / aw (EPA) otherwise Environmental they will be heavily fired. An example

is if a workplace did not report and incident and the employee tried to sue them

EPA gets involved and the company is fined bmonitered. Describe a range of strategies and procedures that should be followed to ensure 6 your tourism and travel or events workplace operates in an environmentally sustainable manner. Include examples in your response.

Strategies and procedures such as · duty of care-must be followed to create a environtally sustainable workplace.

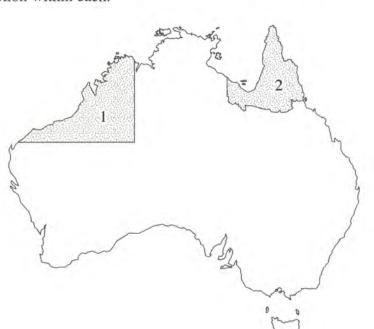
- · PPE- Personal protective equipment must always be worn to prevent incidents.
- · Energy efficiency-make sure lights are turned off, use solar panels and LED lights.
- · Avoid, Reduce, Rease Recycle correct disposal of all waste in a work place.

These will allow all workplaces to operate in an environmental sustainable mamer.

2

## Question 20 (6 marks)

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



Region	Name	Attraction
1.	the kimberleys	Wave Rock
2.	the Top End.	Cape York.

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. 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.

Whitsunday Islands is a quick Flight

From Prosthapine therefore it will

reduce travel time for the Family. There

are many Islands they can visit, which

operate with jetski hire, water sking

and cruise boats. It's outdoors and

away from cities, technology and

is perfect for younger kids to play.

## Question 21 (4 marks)

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

Businesses ordonsed by toursing accuedate to programs benefit from increased credibility, visibility and competitiveness. Accuedate to make the pregrams are designed to make the business better. They telp focus on aspects of your lusiness that provides resilience through leaver that, exploit better periods and fine develop conidercy of grality.