#### 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.

Work cover, allows the check of

work cover, allows the check of health and safety requirements and compliance within a workplace

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

emergency drill sign, should be placed hear exit door of room, should contain emergency assembly point, emergency phone numbers and map of area.

Wet floor sign on and around pools, boats, dire tours etc. to ensure feople take care in slippery areas, to avoid risk of injury within tourism, travel and events industry

### 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.

What will this require of employees of Flyaway Travel? must be more approachas replace, to ensure custon Comfortable, welcomed and hoppy when dealing wither the company (Fyaway travel)

(b) Explain why feedback is important to Flyaway Travel and suggest methods for 3 its collection. feedback is crucial for Flyaman travel' ensures the company can reflect and improve on mistakes and continue working the positives, it allows the get on understanding from the external customers point of vein. Methods they are Online grestionares feedback box in their Office for customers to write positive or regative experiences. A 5 star rating system online, and if the customer rates it less than 5, they can type possible improvments which could help.

## Question 18 (3 marks)

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

Emerging technologies such as the internet, and social media had a significant impact on the fourism industry. This is evident as suspensional had be enabled had the ability to share photos, share experiences and write reviews wirtually online for pagent other potential customers to see. This can be shared through websites such as tacebook, instagram and trip Advisor.

Please turn over

#### Question 19 (8 marks)

- (a) Define compliance and provide ONE example of this within the tourism, travel

  2 and events industry.

  Compliance is copposing to exterin tourns and conditions,
  an agreement. An example is insurance, you have
  to comply with their terms and conditions, another is
  the conduction fee, customers howe to comply with the
  terms and conditions if they choose to consel.
- 6 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. Both employers and employees must make sure they comply with animon montally south proceedings and practices, complying with TO EPA logistation. This our bo sustained through columniting staff on how to achieve onivermentally sustainable practices, kone allowing Than to solvento Their customans spredling aucerens Another strategia is marking sura HOD ale both rubbish and rocepling bins available. Howing worter restricted tops in the bouthwoon and using glauses or mugs instead et pointic bottles or cups A11 TROSO con ensure The workploo works in an ancionmentally sustainable nounce.

complying with environmentally scape procedures and practices. educating the staff on how to practice environmentally sustainable practices allowing them to educate the customes.

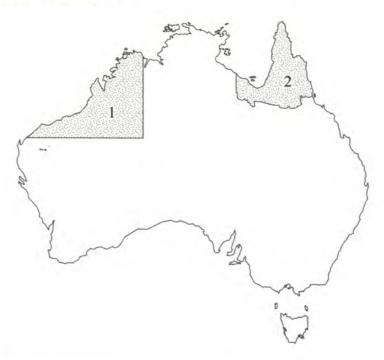
ensure that in the workplace are both rubbish and necycling bins. Comply with the EPA

<sup>.</sup> Have no water restricted taps in The bouthroom, turn off after a centerin

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.	Western Burraia.	Kimberleys.
2.	Tropic Queensons	Daintree Rainforest

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.

You suggest one of the Whitsunday Islands. Justify your choice. Hamilton (1) and Hamilton Island. Because the Island, has 2 great places of accommadation that folias on family helidays. It is family trundly as there are activities such as bewing and kild like which are an great location to be close to the parent hat to also give it parent place and give.

As the Island is not everly large it is easy to accommod who for the parent such as snairoung at every location at Humilton Islands so there is no need to have you can access the ware which a right on the accommodance when access the ware which a right on the accommodance when increase is or a washable. A great Question 21 (4 marks) family thereasy is and

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

ECO. TOURISM IS A Scheme in which a business coun
accredit. Ecolousism is an organizmon that ensure companys
and business are doing everything passible for their companys
that ensure environmental sullanability such as implementing
place, water and waste awarts, using places recupering, using
the right eco-menday package and precurate if a husiness
is checked and cleared by Foottwism All who make state everything
that is eco-menculy those can be deer in heing clear than
they is cove a stamp and, logo and certificate of
approved when goes on display on the business, wensite,
fockage or in state showing customer that they are
environmentary menculy which in present day is something that people considered when shooting business.
Accreaced aron of Ecotousism must be upfield and is
very important for many business, a companyer