

Tourism, Travel and Events

General Instructions

- Reading time – 5 minutes
- Working time – 2 hours
- Write using black pen
- Board-approved calculators may be used
- Write your Centre Number and Student Number at the top of pages 9, 11 and 13

Total marks – 80

Section I Pages 2–5

15 marks

- Attempt Questions 1–15
- Allow about 20 minutes for this section

Section II Pages 9–13

30 marks

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

Section III Page 15

15 marks

- Attempt Question 22
- Allow about 25 minutes for this section

Section IV Pages 16–18

20 marks

- Attempt either Question 23 or Question 24
- Allow about 25 minutes for this section

Section I

15 marks

Attempt Questions 1–15

Allow about 20 minutes for this section

Use the multiple-choice answer sheet for Questions 1–15.

1 Which of the following would be the best approach to establish customer needs?

- (A) Showing sympathy
- (B) Developing rapport
- (C) Asking reflective questions
- (D) Applying product knowledge

2 What type of misunderstanding is most likely being illustrated?



- (A) Gender role
- (B) Cross-cultural
- (C) Workplace policy
- (D) Conflict resolution

3 Which of the following does NOT list tasks that are routinely performed in a tourism and travel office?

- (A) Reporting GST, signing contracts
- (B) Attending meetings, typing memos
- (C) Preparing quotes, sorting brochures
- (D) Answering the telephone, mailing letters

- 4 Which train will take a tourist through the town of Broken Hill?
- (A) The Ghan
 - (B) The Sunlander
 - (C) The Overlander
 - (D) The Indian Pacific
- 5 Which of the following is an environmental hazard that could occur during a cruise?
- (A) A contagious disease outbreak
 - (B) Biodegradable waste dumped at sea
 - (C) Unsafe disposal of cleaning chemicals
 - (D) Use of chlorine-free bleaches for cleaning
- 6 A new client telephones your office and you find it difficult to understand what she is saying.
- What is the best course of action?
- (A) Place her on hold.
 - (B) Ask her to email her request.
 - (C) Transfer her call to another operator.
 - (D) Ask her to repeat her request more slowly.
- 7 A client wants to book a tour of Uluru from an old brochure.
- What would be the most reliable source of information to provide the current pricing and details?
- (A) The internet
 - (B) A trade magazine
 - (C) The tour operator
 - (D) Terms and conditions

- 8** What is the main role of a Work Health and Safety (WHS) committee?
- (A) To promote a safe working environment
 - (B) To report accidents to a safety inspector
 - (C) To improve the employer's health and safety
 - (D) To develop strategies after an accident in the workplace
- 9** Which of the following could be used by a tourism and travel business to monitor quality assurance in their workplace?
- (A) Feedback and perceptions
 - (B) Questionnaires and surveys
 - (C) Interviews and press releases
 - (D) Product referrals and familiarisations
- 10** A local community group is holding a festival in a park and has built a temporary structure without obtaining the necessary council approval.
- What might be a likely consequence of this?
- (A) Loss of licence
 - (B) Removal of the structure
 - (C) WorkCover infringement notice
 - (D) Being reported to the Minister for the Environment
- 11** Which of the following would NOT be an effective organisational strategy to deal with misunderstandings and conflict in the tourism and travel or events workplace?
- (A) Gender stereotyping
 - (B) Team problem-solving
 - (C) Negotiation and mediation
 - (D) Workplace policies and procedures

- 12** Which of the following is a popular tourist destination in Victoria?
- (A) Phillip Island
 - (B) Lake St Clair
 - (C) The Barossa Valley
 - (D) The Glasshouse Mountains
- 13** In a tourism and travel or events workplace, what is the first step in applying risk management?
- (A) Risk control
 - (B) Risk assessment
 - (C) Monitor and review
 - (D) Hazard identification
- 14** According to federal and state legislation there are several types of discrimination against employees.
- It is illegal for employers to discriminate against an employee based on
- (A) skill level.
 - (B) marital status.
 - (C) geographical location.
 - (D) educational qualifications.
- 15** When it is 2 pm on 30 June in Perth, what time is it in Sydney?
- (A) 11 am
 - (B) 12 noon
 - (C) 4 pm
 - (D) 5 pm

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Centre Number

Section II

30 marks

Attempt Questions 16–21

Allow about 50 minutes for this section

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Student Number

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

Show all relevant working in questions involving calculations.

Question 16 (5 marks)

- (a) Distinguish between internal and external customers. Provide an example of each. **2**

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- (b) Assess the importance of teamwork in delivering optimal customer service. **3**

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Question 17 (4 marks)

- (a) Outline the difference between the terms *legal* and *ethical*. **1**

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- (b) Demonstrate your understanding of legal and ethical issues affecting the tourism and travel or events industry. **3**

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Question 18 (2 marks)

- With reference to a specific example, outline opportunities for improved resource efficiency in a tourism, travel or events workplace. **2**

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Centre Number

Section II (continued)

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Student Number

Question 19 (6 marks)

An operator of a reef cruise has received an unfavourable report following an audit of safety procedures.

- (a) Outline the importance of identifying and reporting safety concerns in this workplace. **2**

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- (b) What are the cost implications for this business of failing to conduct a risk minimisation assessment? **4**

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Question 20 (5 marks)

- (a) Jessie works at a local travel agency.

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Identify a range of sources Jessie could use to obtain accurate information about Australian tourism regions, destinations and products.

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- (b) Your client is travelling to Tropical North Queensland.

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What health and safety advice would you give for travel to this tourism region?

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Centre Number

Section II (continued)

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Student Number

Question 21 (8 marks)

- (a) Describe the tourist appeal of the South West region of Western Australia, making reference to geographical features and popular tourist destinations. 3

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- (b) Recommend an extensive range of attractions and tourism products suitable for a retired couple travelling to this region from interstate. Make reference to climatic seasons and transport options. 5

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Tourism, Travel and Events

Section III

15 marks

Attempt Question 22

Allow about 25 minutes for this section

Answer the question in a writing booklet. Extra writing booklets are available.

Your answer will be assessed on how well you:

- demonstrate knowledge and understanding relevant to the question
 - communicate ideas and information using relevant workplace examples and industry terminology
 - present a logical and cohesive response
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Question 22 (15 marks)

Governments and environmental organisations, such as Ecotourism Australia, develop regulations and guidelines to ensure tourism and travel businesses have a minimal impact on the environment.

A new ecotourism lodge is being planned for a site on the Great Ocean Road in Victoria.

Explain factors to consider in the design and operation of the new ecotourism lodge to ensure the sustainability of the destination. In your answer, refer to current environmental issues affecting the industry.

Please turn over

Section IV

20 marks

Attempt either Question 23 or Question 24

Allow about 25 minutes for this section

Answer this question in TWO SEPARATE writing booklets. Use one writing booklet to answer parts (a) and (b) of the question. Use the other writing booklet to answer part (c) of the question. Extra writing booklets are available.

Question 23 — Tourism and Travel (20 marks)

Source A

Alpine Slopes Lodge						
	Daily Midweek			Daily Weekend		
	Twin	ExCh	ExAd	Twin	ExCh	ExAd
Winterfest	June 10–23					
Alpine Spa	310	n/a	n/a	345	n/a	n/a
Chalet Spa	390	Free	65	435	Free	65
Balcony Spa	420	Free	65	465	Free	65
Midweek saver	July 24–28, Aug 28–Sept 1, Sept 4–8					
Alpine Spa	395	n/a	n/a	n/a	n/a	n/a
Chalet Spa	495	Free	80	n/a	n/a	n/a
Balcony Spa	535	Free	80	n/a	n/a	n/a
Peak	June 24–Sept 3					
Alpine Spa	445	n/a	n/a	495	n/a	n/a
Chalet Spa	560	65	95	625	65	95
Balcony Spa	595	65	95	665	65	95

Rates are per room per night twin share including full breakfast

- Single Occupancy – Room rate less 10%
- Alpine Spa Rooms – Max 2 people
- Chalet or Balcony Spa Rooms – Max 3–4 people
- MW: Sunday–Thursday WE: Friday and Saturday
- Rates incl complimentary use of sauna, spa, plunge pool, internet facilities
- Check in: Guaranteed by 16:00 Check out: 10:00
- Skiing and snowboarding lessons available at extra cost

Child rates:

- 3–5 years: \$40.00 per night when sharing with two adults and using existing bedding
- 6–14 years: child rate if sharing with two adults in same room and using existing bedding

Question 23 continues on page 17

Question 23 (continued)

A teacher from a local girls' secondary school in Sydney is organising the annual ski trip to Perisher for 2017 and has contacted your travel agency for assistance.

The group consists of twenty students aged 15 and 16 years, who will travel to the NSW snow region for two nights midweek during July. There will be two teachers accompanying them. (They require a separate room from the students.) The students will pay for themselves and the school will pay for the teachers.

Answer parts (a) and (b) of the question in a SEPARATE writing booklet.

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|-----|---|----------|
| (a) | Identify and explain the industry terminology and abbreviations which have been used in Source A. | 4 |
| (b) | Create a day-by-day itinerary that offers activities for the group of students. Include recommendations of products and services that would suit the group. | 6 |

Answer part (c) of the question in a SEPARATE writing booklet.

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| (c) | Using Source A on page 16, prepare a quotation that shows suitable accommodation options at the best possible price for this group. The quotation should clearly state any inclusions along with booking and cancellation conditions. Show all working. | 10 |
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OR

Please turn over

Question 24 — Events (20 marks)

You are involved in the management of an outdoor music festival.

Answer parts (a) and (b) of the question in a SEPARATE writing booklet.

- (a) Describe the typical features of this event type. **4**
- (b) Identify the documentation and information required to monitor registrations for this event. Discuss emerging issues, trends or problems that may arise in monitoring attendance at the event. **6**

Answer part (c) of the question in a SEPARATE writing booklet.

- (c) Detail the various event staging requirements and resources which must be arranged, and suggest safe work practices and contingency plans for managing the music festival. **10**

End of paper