
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

Work Health and Safety Act
and regulations. This is a law
enforced to maintain health and safety
with customers, employees, and employers in
the workplace.

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

Safety signs used in the industry include:
the ~~of~~ ~~safety~~ safety of food handling e.g.
~~the~~ prep, storage and service. Also wearing
high visibility work wear for safety usage
e.g. fluo 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? 2

Communicate on a higher level with internal and external customers. Employees should be required to go out and hand out flyers to customers and speak face to face to improve the 'customer focused' workplace.

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

Feedback is important to any company because it gives you a customer's perspective and allows you to improve on the workplace. Methods for its collection could be through the ~~the~~ website's review page, asking personally to the customer what they ~~enjoy~~ liked or disliked about the workplace, or emailing 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? 3

Emerging technologies including E-business, online booking systems, social media sites and automated/online check-ins, have impacted the travel and events industry by ~~also~~ creating a quicker and easier way for customers to book/check-in and to be informed about workplaces in the industry. Further, promoting the workplace.

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 when a workplace must abide by the rules/law (EPA) otherwise they will be heavily fined. An example is if a workplace did not report an incident and the employee tried to sue them EPA gets involved and the company is fined & monitored.

- (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 such as:

- duty of care - must be followed to create an environmentally 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, Reuse, Recycle - correct disposal of all waste in a workplace.

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

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.	The Kimberleys	Wave Rock
2.	The Top End	Cape York

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.

Whitsunday Islands is a quick flight from Protheapine therefore it will reduce travel time for the family. There are many islands they can visit, which operate with jetski hire, water skiing 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.

4

Businesses endorsed by tourism accreditation programs benefit from increased credibility, visibility and competitiveness. Accreditation programs are designed to make the business better. They help focus on aspects of your business that provides resilience through learner times, exploit better periods and further develop consistency of quality.