

Question 16 (4 marks) *- safe work Australia* *- safe work NSW work cover nsw*

- (a) Name ONE key body involved in work health and safety in the tourism industry and outline its primary role. 2

Hazardous chemicals stored here
Wet floor
Slippy when wet

Work cover NSW - administers and enforces rules and regulations surrounding safe work, handling, protection and encourages the health of employees, employees and visitors to the workplace.

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

"Hazardous chemicals stored here" - or clear
alerts individuals of the danger and careful handling associated with the product. It also encourages and enforces the use of PPE & PPE when dealing with chemicals.

"Wet floor" can be seen often in the hospitality industry. Within a generally chaotic environment the use of a bright yellow sign stands out and alerts individuals of danger (spills). The use of

safety signs thus reduce further risk.

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

A "customer focus" will require employees to focus on building relationships and always putting the customer needs and wants as their first priority.

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

Feedback is an important means of identifying areas requiring attention and re-evaluating whilst also acknowledging areas of success. Flyaway Travel can benefit from feedback as a means of implementing change in weak customer service areas. Feedback can be collected by asking a few questions at the end of the consultation

"How my service been of benefit to you?"
Feedback can also be collected through surveys and suggestion boxes.

Question 18 (3 marks)

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

3

Emerging technologies such as social media have impacted the industry as it allows customers to give instant feedback, it also allows the industry to advertise any events or travel deals, easily. Another emerging technology in the travel industry is online check-in and self-serve check-ins which have allowed ~~effective~~ check-ins to be much faster and hassle free.

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 businesses adhere to a set of rules and regulations. One example is that each workplace ~~business~~ must comply to the work, health and safety (WHS) laws.

- (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

To ensure workplaces operate in an environmentally sustainable manner, employees must use waste minimisation and avoidance or minimisation strategies. Waste minimisation refers to taking accurate measurements and calculations of resources used and using recyclable resources. Avoidance or minimisation strategies refer to using reusable ^{and} refillable resources, using biodegradable and non-toxic resources and minimising emissions. To do this ^{workplaces} ~~business~~ can use solar panels, sensorised lights, ^{increase amount of} ~~increase~~ recycling bins and audit ^{their} ~~there~~ use of resources each month.

Question 20 (6 marks)

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



Region	Name	Attraction
1.	Kimberlies.....	Broome swimming with the dolphins or beach camel rides.....
2.	Cape York Peninsula.....	Crocodile boat tour.....

Question 20 continues on page 14

Tour guides on Hamilton Island also offer jetski rides, canoeing + snorkelling which provides a variety of options for water sports + allows family bonding.

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.

Hamilton island would be an appropriate destination for a young family. Hamilton island caters for a variety of travellers and has many hotels that are family focused. These hotels include creakes (family clubs) as well as providing a kids menu. Majority of the hotels offer one or more pools. Family focused hotels have a kids pool allowing the children to swim safely and participate in water sports. E.g. Volleyball hosted by the hotel. Most hotels are situated on or near the beach and are in close vicinity to the local shops which limits travel time. Hamilton island experiences equatorial to tropical weather and is therefore ideal for an outdoor focus + participation in water sports.

Question 21 (4 marks)

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

4

One tourism, travel and events industry accreditation scheme is the Eco-Tourism scheme. To be under the Eco-Tourism accreditation benefits businesses as it gives them a good reputation, which is vital in this industry as it is customer ~~market~~ focused. It shows customers that the workplace is environmentally sustainable. Also, under the Eco-tourism accreditation workplaces are offered special discounts from specific wholesalers.