



**B O A R D O F S T U D I E S**  
NEW SOUTH WALES

**2005**

**HIGHER SCHOOL CERTIFICATE  
EXAMINATION**

# Tourism

## General Instructions

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

**Total marks – 80**

**Section I** Pages 2–6

**15 marks**

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

**Section II** Pages 9–18

**35 marks**

- Attempt Questions 16–21
- Allow about 45 minutes for this section

**Section III** Page 21

**30 marks**

- Attempt TWO questions from Questions 22–24
- Allow about 1 hour for this section

## Section I

15 marks

Attempt Questions 1–15

Allow about 15 minutes for this section

Use the multiple-choice answer sheet.

Select the alternative A, B, C or D that best answers the question. Fill in the response oval completely.

**Sample:**  $2 + 4 =$  (A) 2 (B) 6 (C) 8 (D) 9  
A  B  C  D

If you think you have made a mistake, put a cross through the incorrect answer and fill in the new answer.

A  B  C  D

If you change your mind and have crossed out what you consider to be the correct answer, then indicate the correct answer by writing the word *correct* and drawing an arrow as follows.

A  B  C  D   
*correct* →

---

- 1** The senior travel consultant has phoned in and will not be at work today, owing to illness. She has asked you to call her client and cancel their appointment.

Which of the following sets of information is essential to contact the client?

- (A) Client's name, phone number
- (B) Client's name, date of departure
- (C) Appointment time, booking number
- (D) New time of appointment, reason for change

- 2** You are on work placement and a difficult customer enters your tourism office.

What procedures should you follow?

- (A) Ask them what they want, evacuate office
- (B) Ask them to leave, keep serving customers
- (C) Remain calm, inform manager
- (D) Remove them, serve customers

- 3** Which of the following is the correct sequence for a consultation with a client?

- (A) Deposit, final balance, confirmation, itinerary
- (B) Enquiry, quote, booking, confirmation
- (C) Enquiry, confirmation, receipt, booking
- (D) Receipt, final payment, confirmation, thank-you note

- 4** What is meant by the term *agent's commission*?

- (A) The amount the customer pays the retail agent
- (B) The amount the retail agent pays the wholesaler
- (C) The amount the retail agent earns from a product
- (D) The amount the retail agent adds to the holiday price

- 5** Which of the following sequences is the correct procedure when handling incoming mail?
- (A) Read all mail, date stamp and then distribute
  - (B) Open 'confidential' mail and then sort into trays
  - (C) Check all mail for enclosures and then throw away 'junk' mail
  - (D) Date stamp, open general mail, check for enclosures and then distribute
- 6** Many benefits arise from a consultant sharing local tourism information and ideas with a new consultant unfamiliar with the local area.
- Which would be most beneficial to the new consultant as a result of sharing this information and ideas?
- (A) Building of rapport
  - (B) Improved communication
  - (C) Improvement in staff morale
  - (D) Reduction of the gap of knowledge
- 7** You have received a complaint from a customer based on grounds of racial discrimination.
- What sequence of actions should be followed?
- (A) Show empathy, collect relevant information, advise manager
  - (B) Deny the concerns of the client, collect details, offer a refund
  - (C) Report to manager, collect client's relevant details, notify AFTA
  - (D) Display active listening, phone racial discrimination officer, file report
- 8** Which of the following specific product details would be found in an accommodation brochure?
- (A) Applicable taxes, net costs, cancellation charges
  - (B) Product codes, deposit conditions, room availability
  - (C) Seasonal price variation, room types, price inclusion
  - (D) Product availability, booking conditions, add-on offers

**9** Which of the following statements best describes a conference call?

- (A) There will only be one person listening to the call.
- (B) Your discussion will occur while a conference is being held.
- (C) You will need to have international ISDD to conduct the call.
- (D) Questions will be asked over the telephone by a number of people.

**10** You are a tour guide escorting Chinese tourists on a coach tour around Sydney.

Which of the following is the most effective way to ensure that your group returns to the coach on time after visiting an attraction?

- (A) Make sure each passenger has a watch
- (B) Give verbal instructions on the time they must return
- (C) Give verbal instructions on return time, supported by visual aids
- (D) Give each passenger a piece of paper with the return time written on it

**11** Which of the following countries are both located in the Pacific Ocean?

- (A) Chile, Sri Lanka
- (B) Fiji, Indonesia
- (C) Japan, Maldives
- (D) Solomon Islands, Tahiti

**12** Which of the following approaches to teamwork would be the most successful?

- (A) Discuss the task together and find the best workable solution
- (B) Argue that your opinion should be the one adopted by the team
- (C) Conduct a 'brainstorm' session to decide on a number of strategies
- (D) Nominate one person as the leader, and then follow and respect all of his or her instructions

13

<b>Fiesta Travel Agency</b> Licence No: 328BT Address: 650 River Road, Sydney	562
Name: _____	Date: _____
Details: _____	
Amount (in words): _____	
Total: \$ _____	
<u>CASH</u> /CHQ/CC	Signature: <u>A. Smith</u>

Which of the following particulars **MUST** be completed on this receipt when receiving payment from a client?

- (A) Agency's name, cost of holiday, date, amount owing
- (B) Client's name, amount received, details of booking, date
- (C) Consultant's name, amount owing, booking number, client's name
- (D) Wholesaler's name, amount received, departure date, form of payment

14 The *multiplier effect* is a term commonly used in the tourism industry.

Which of the following best describes this term?

- (A) The effect of multiple bookings on the tourism industry
- (B) The distribution pathways of money to sectors and community
- (C) The flow-on effect of the commission earned by a travel agent
- (D) The number of people by which you multiply a per-person cost

15 What is the three (3) letter city code for air travel to Ayers Rock?

- (A) AYQ
- (B) AYR
- (C) AYS
- (D) AYZ

BLANK PAGE

BLANK PAGE





**Question 17 (7 marks)**

Use the stimulus materials on this page to answer parts (a)–(c).

**Ambrose House, Hobart**

Set in large grounds opposite an historical Park, this grand 1980s mansion is a short 10 km drive to the CBD. Boasting magnificent views, the mansion has been elegantly renovated and is ideal for romantic getaways.

A gourmet breakfast incorporating the finest Tasmanian produce, espresso coffee and fresh-baked bread is included with your stay. The owners present regular food and wine tastings in the formal dining room, with an open fire in the cooler weather.

	Price per person per night			
	single	twin	triple	
<ul style="list-style-type: none"> <li>Some ground-floor accommodation</li> <li>Non-smoking</li> <li>Spa rooms available</li> <li>Off-street parking available</li> <li>Guest laundry</li> <li>Mini-bar</li> </ul>	<b>1.5.06 to 31.10.06</b>			
	Standard Room	\$75	\$63	\$70
	Deluxe Room & Deluxe Spa Room	\$85	n/a	\$80
	Spa Room	\$95	\$77	n/a
	<b>1.11.06 to 30.04.07</b>			
	Standard Room	\$80	\$67	\$77
	Deluxe Room & Deluxe Spa Room	\$90	n/a	\$86
	Spa Room	\$100	\$80	n/a
Reduced rates (20%) for stays of 3 nights or more. Minimum 4 night stay 29.12.06 to 1.1.07				

**Concorde Inn, Hobart**

Concorde Inn Hobart belongs to the Concorde group of hotels and has a convenient central location with warm welcoming service.

Concorde Inn Hobart features Wings Bar & Grill, open daily for meals, or just unwinding with a fine Tasmanian wine or beer.

A range of accommodation categories is available. Starting with standard rooms, through to deluxe spa rooms, there is a room to suit every clientele.

	Price per person per night – includes continental breakfast			
	single	twin	triple	
<ul style="list-style-type: none"> <li>Non-smoking rooms available</li> <li>Wings Bar &amp; Grill</li> <li>CBD location</li> <li>Mini-bar in all rooms</li> <li>24-hour room service</li> <li>Guest internet office</li> <li>Free undercover parking</li> <li>Hairdryer, iron and ironing board in rooms</li> </ul>	<b>1.5.06 to 31.09.06</b>			
	Standard Room	\$65	\$59	\$60
	Executive Room	\$87	n/a	\$80
	Deluxe Spa Room	\$113	n/a	\$110
	<b>1.10.06 to 30.04.07</b>			
	Standard Room	\$70	\$62	\$65
	Executive Room	\$95	n/a	\$90
	Deluxe Spa Room	\$124	n/a	\$120
Reduced price (20%) for stays of 3 nights or more in Executive Room & Deluxe Spa Room				

**Question 17 continues on page 11**

Question 17 (continued)

- (a) Your client, Ms J Smith, is travelling to Hobart on business. 4

Recommend the accommodation property that would best suit her needs by identifying the features, and discuss the benefits of staying at this property.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

- (b) Calculate the total cost of your recommended accommodation for two nights during August in a standard room. 1

.....

.....

- (c) Prior to arrival, Ms J Smith decides to extend her stay by two nights and now wants to stay in a deluxe spa room for the whole of her stay. 2

Calculate the new cost for your client. (Show all working.)

.....

.....

.....

**End of Question 17**



--	--	--	--	--

Centre Number

Section II (continued)

--	--	--	--	--	--	--	--	--

Student Number

---

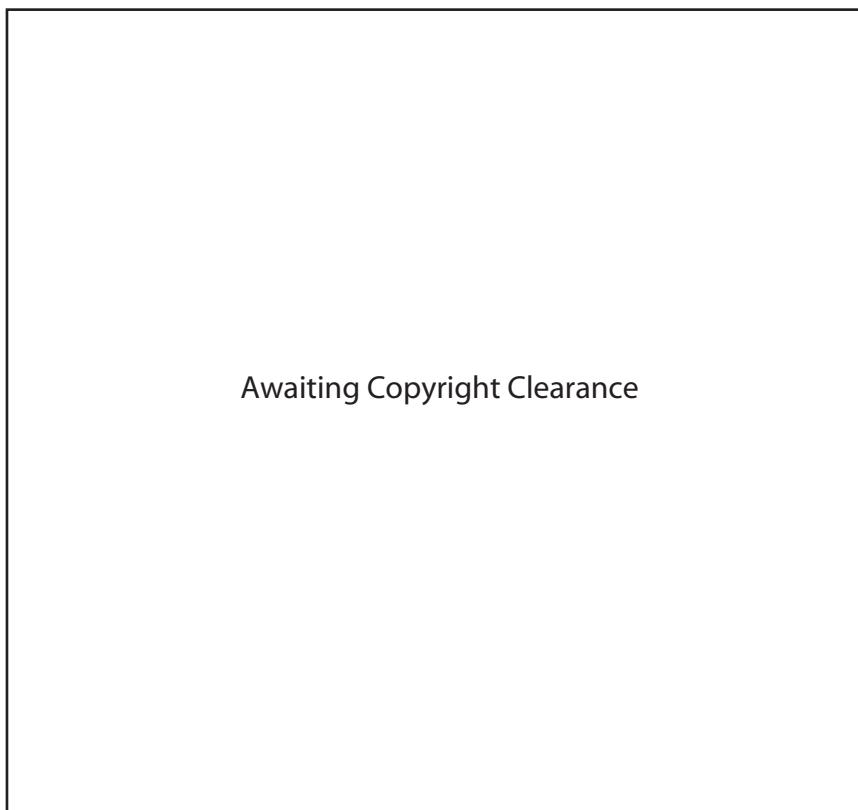
Question 19 (9 marks)

Please turn over

**Question 19** (9 marks)

(a) Identify the areas marked *A*, *B*, *C*, *D*, *E* and *F* on the map below.

**3**



*A* (country) .....

*B* (country) .....

*C* (country) .....

*D* (state) .....

*E* (continent) .....

*F* (ocean) .....

**Question 19 continues on page 15**

Question 19 (continued)

- (b) Using your destination knowledge from the previous map, select TWO of the Tourist Destination Regions (TDR) below and complete the table provided. 6

TDR: Rocky Mountains, Caribbean, Grand Canyon, Amazon.

(1)	<i>TDR</i>	<i>Name and briefly describe TWO major attractions/characteristics of the TDR</i>
	<i>Name</i>	•
	<i>Climatic features</i>	•
(2)	<i>TDR</i>	<i>Name and briefly describe TWO major attractions/characteristics of the TDR</i>
	<i>Name</i>	•
	<i>Climatic features</i>	•

End of Question 19

**Question 20** (4 marks)

Use the travel insurance policy below to answer parts (a)–(c).

<b>INTERNATIONAL SCHEDULE OF BENEFITS</b> Benefits listed are summary only. Please read and retain the policy wording.	<b>PREMIER POLICY</b> Cover for the USA and Canada. Covers you for all other destinations.		<b>A POLICY</b> Minimum cover for Continental Europe, South America, Middle East, Japan and Africa. Not available if more than 72 hours of trip is spent in North America.		<b>B POLICY</b> Minimum cover for UK, Asia and Tahiti. Not available if more than 72 hours of trip is spent in Premier or A Policy destinations.		<b>C POLICY</b> Minimum cover for the Pacific region and Indonesia. Not available for any cruises or if more than 72 hours of trip is spent in Premier, A or B Policy destinations.	
	Single	Family/Duo	Single	Family/Duo	Single	Family/Duo	Single	Family/Duo
Medical & additional expenses	Unlimited	Unlimited	Unlimited	Unlimited	\$500 000	\$1 000 000	\$125 000	\$250 000
Cancellation or holiday deferment costs	Unlimited	Unlimited	Unlimited	Unlimited	\$500 000	\$1 000 000	\$125 000	\$250 000
Luggage & personal effects	\$12 000	\$24 000	\$10 000	\$20 000	\$5 000	\$10 000	\$3 000	\$6 000
PC, video, camera limit	\$3 500	\$4 000	\$3 000	\$3 000	\$2 000	\$2 000	\$1 000	\$1 000
Watches & jewellery	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500
Other item limit	\$700	\$700	\$600	\$600	\$500	\$500	\$400	\$400
Travel documents	\$2 000	\$2 000	\$2 000	\$2 000	\$2 000	\$2 000	\$2 000	\$2 000
Accidental death	\$25 000	\$50 000	\$25 000	\$50 000	\$18 000	\$35 000	\$10 000	\$20 000
Legal expenses	\$10 000	\$20 000	\$10 000	\$20 000	\$6 000	\$12 000	\$2 500	\$5 000
Personal liability	\$2 500 000	\$2 500 000	\$2 500 000	\$2 500 000	\$1 000 000	\$2 000 000	\$250 000	\$500 000

**AMOUNT PAYABLE**

For international travellers under 70 years of age. All amounts GST exempt by Government approval.

	<b>PREMIER POLICY</b>		<b>A POLICY</b>		<b>B POLICY</b>		<b>C POLICY</b>	
	Single	Family/Duo	Single	Family/Duo	Single	Family/Duo	Single	Family/Duo
No Excess up to 6 weeks								
5 days	\$99	\$196	\$89	\$176	\$81	\$160	\$64	\$127
9 days	\$122	\$242	\$108	\$214	\$98	\$194	\$70	\$139
12 days	\$139	\$275	\$124	\$248	\$110	\$218	\$85	\$168
16 days	\$176	\$348	\$147	\$291	\$127	\$251	\$96	\$190
23 days	\$209	\$414	\$179	\$354	\$162	\$321	\$120	\$238
4 weeks	\$244	\$483	\$211	\$418	\$179	\$354	\$132	\$261
5 weeks	\$285	\$564	\$259	\$513	\$226	\$447	\$164	\$325
6 weeks	\$329	\$651	\$302	\$598	\$256	\$507	\$184	\$364
7 weeks	\$361	\$715	\$326	\$645	\$288	\$570	\$199	\$394
8 weeks	\$415	\$822	\$357	\$707	\$315	\$624	\$220	\$436

Reproduced with the permission of QBE Travel Insurance

**Question 20 continues on page 17**



Question 20 (continued)

- (a) Mr and Mrs Perez and their children Lucy (age 10) and Antonio (age 8) are travelling to Spain to visit family. They depart Sydney on 2 April 2006 and return on 29 April 2006. **1**

Determine the cheapest cost of travel insurance for their journey.

.....  
.....

- (b) Mr Perez contacts you prior to departure to advise that he is extending their holiday, returning home via USA, spending six nights in Disneyland. **2**

Calculate the additional cost of travel insurance that Mr Perez will need to pay. (Show all working.)

.....  
.....  
.....  
.....  
.....  
.....

- (c) Upon his return, Mr Perez reports to the insurance company that he has lost his video camera valued at \$5650. **1**

How much would he be entitled to claim for this loss?

.....  
.....

**End of Question 20**

**Question 21** (5 marks)

- (a) Map a career pathway from trainee to manager in a Retail Travel Agency. **2**

.....  
.....  
.....  
.....

- (b) Briefly outline possible training requirements and work responsibilities for the position of manager in a Retail Travel Agency. **3**

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

BLANK PAGE

BLANK PAGE

## Tourism

### Section III

**30 marks**

**Attempt TWO questions from Questions 22–24**

**Allow about 1 hour for this section**

Answer each question in a SEPARATE writing booklet. Extra writing booklets are available.

---

In your answers you will be assessed on how well you:

- demonstrate relevant knowledge and understanding
  - communicate ideas and information, using precise industry terminology and appropriate workplace examples
  - organise information in a well-reasoned and cohesive response
  - solve proposed issues or problems
- 

#### **Question 22** (15 marks)

As a new owner of a small motel in your local area, your goal is to develop and promote your new business.

Outline THREE sectors within the tourism industry that you could access to promote your motel, and analyse how these sectors interrelate, using specific examples.

#### **Question 23** (15 marks)

You have recently returned from a nine-day familiarisation tour of New South Wales with a national coach operator.

Prepare a report, describing attractions and sightseeing opportunities, and recommending their suitability to various client types. In your report, include why this tour was beneficial to both you and your employer.

#### **Question 24** (15 marks)

It is important to recognise and maintain quality service within the tourism industry.

Analyse the responsibilities of a tour operator and staff to ensure continued high standards, maintain professional behaviour and enhance quality service.

**End of paper**

BLANK PAGE