



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

2008

**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 page 9 and 13

Total marks – 80

Section I Pages 2–5

15 marks

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

Section II Pages 9–14

35 marks

- Attempt Questions 16–22
- Allow about 45 minutes for this section

Section III Page 15

30 marks

- Attempt TWO questions from Questions 23–25
- 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 for Questions 1–15.

- 1 How is teamwork best displayed in the tourism industry?
 - (A) By commencing shifts on time
 - (B) By each employee using similar skills
 - (C) By working independently on set jobs
 - (D) By collaborating to achieve designated tasks

- 2 What is the tourist status of a resident of Canberra travelling to Queensland for a holiday?
 - (A) Inbound
 - (B) Interstate
 - (C) Intrastate
 - (D) Outbound

- 3 Why is 'person to person' the preferred method of sending travel documents to a client?
 - (A) It is the most secure.
 - (B) It is the most efficient.
 - (C) It is the most courteous.
 - (D) It is the most economical.

- 4 When providing information to a client over the telephone, which of the following would best promote your customer service?
 - (A) Meeting presentation standards
 - (B) Asking questions to match needs
 - (C) Acknowledging competitors' products
 - (D) Displaying knowledge of industry codes

- 5** How can cross-cultural misunderstandings be reduced in the workplace?
- (A) By applying a particular dress code
 - (B) By stereotyping according to culture
 - (C) By educating staff on cultural diversity
 - (D) By limiting correspondence to one language
- 6** What documentation would a tour wholesaler send to a retail travel agent immediately after a tour booking has been made?
- (A) A memo
 - (B) A receipt
 - (C) An invoice
 - (D) An e-ticket
- 7** What information could be obtained from the Bureau of Tourism Research?
- (A) Tourist arrival figures
 - (B) Local tourist attractions
 - (C) Upcoming national events
 - (D) Current tourism regulations
- 8** Why would retail travel agents use the 'Visit NSW' website?
- (A) To access online training courses
 - (B) To discover travel industry careers
 - (C) To update current destination details
 - (D) To gain informal networking opportunities

- 9** What is the purpose of a cash float?
- (A) To give all staff cash handling skills
 - (B) To have cash on hand to commence the day's trading
 - (C) To allow managers to draw cash from the till when required
 - (D) To reconcile with non-cash transactions at the end of the day
- 10** Which of the following is an employee responsibility under the Occupational Health and Safety Act 2000 (NSW)?
- (A) To attend OHS committee meetings
 - (B) To ensure the health and safety of contractors
 - (C) To provide and maintain work systems and environments
 - (D) To appropriately use equipment provided for health, safety and welfare
- 11** Which island can be visited as a day trip from Adelaide?
- (A) Bribie
 - (B) Kangaroo
 - (C) Rottnest
 - (D) Stewart
- 12** A client needs to change foreign currency.
- What should be the first step taken by the cashier?
- (A) Write an invoice
 - (B) Calculate the commission
 - (C) Check current exchange rate
 - (D) Confirm client's identification
- 13** What is the main purpose of a safety audit?
- (A) To identify risks in the workplace
 - (B) To highlight staff emergency procedures
 - (C) To provide access to financial documents
 - (D) To make all staff aware that safety is their responsibility

- 14** A city hotel now provides an 11am check-out together with an optional late evening meal time for groups.

What would be the most likely reason for these changes?

- (A) Change of management
 - (B) To reduce staff numbers
 - (C) More economical for the hotel
 - (D) To meet a particular market need
- 15** Which of the following products and services could a domestic tourist require?
- (A) Theme park tickets and visas
 - (B) Holiday packages and passports
 - (C) Coach tours and travel insurance
 - (D) Hotel accommodation and duty free shopping

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Tourism

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Centre Number

Section II

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Student Number

35 marks

Attempt Questions 16–22

Allow about 45 minutes for this section

Answer the questions in the spaces provided.

Marks

Question 16 (4 marks)

A travel consultant is dealing with an international tourist who is complaining about a recent holiday. The telephone rings and no one else is available to answer it.

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Explain the most appropriate way for the consultant to deal with this situation, including any follow-up procedures.

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Question 17 (7 marks)

Use the following information to answer parts (a)–(c).

Mr and Mrs Austin have booked a holiday to Cairns. The following details are from the client file.

FLIGHTS	CLASS	DEPARTURE DAY	DEPARTURE DATE	FROM	TO	STATUS	DEP TIME	ARR TIME	COSTING
DJ42	Y	TUE	21APR09	SYD	CNS	KK	0610	1020	\$249pp
DJ24	Y	TUE	28APR09	CNS	SYD	KK	1410	1830	\$229pp
TOURS	TOUR CODE	DEP DATE	RETURN DATE	COMPANY	DATE BOOKED	COSTING			
DAINTREE DAY TOUR	DE196	23APR09	23APR09	CAIRNS EXPLORER	21OCT08	\$125pp			
HOTEL	CITY	ROOM TYPE	IN DATE	OUT	STATUS	BOOKED	DATE	COSTING	
TROPICAL	CNS	DBL	21APR09	28APR09	KK	LUCY	21OCT08	\$129pr/pn	

Marks

- (a) What would be the total amount payable by Mr and Mrs Austin? **2**
(Show calculations.)

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- (b) The commission to the travel agent is 5%.
 Calculate the commission earned on the booking. **1**

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Question 17 continues on page 11

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Centre Number

Section II (continued)

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Student Number

Marks

Question 20 (4 marks)

Why is it important to use specific industry terminology and abbreviations in the tourism workplace? Use examples to support your answer.

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Question 21 (5 marks)

(a) List FIVE different sources that could be used to provide a client with destination information on the Northern Territory.

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Question 21 continues on page 14

Question 21 (continued)

- (b) Describe the location of Kakadu National Park within the Northern Territory. **1**

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- (c) What are TWO other important geographic features in the Northern Territory? **1**

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Question 22 (6 marks)

- (a) Define the term *multiplier effect*. In your answer, include an example. **2**

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- (b) Describe TWO economic costs of tourism. **4**

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Tourism

Section III

30 marks

Attempt TWO questions from Questions 23–25

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
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Question 23 (15 marks)

Explain the impact of world events and currency fluctuations on the Australian tourism industry over the last five years.

Question 24 (15 marks)

You have been asked by the visitor information centre to produce an e-fact sheet on your local area.

Account for your choice of information to be included and identify sources of current and relevant material.

Question 25 (15 marks)

Explain a variety of methods a tour operator could use to obtain feedback from its customers.

Evaluate the importance of this collected information and how it could be used in the tourism industry.

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