



NSW Education Standards Authority

2020 HIGHER SCHOOL CERTIFICATE EXAMINATION

Tourism, Travel and Events

General Instructions

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

Total marks: 80

Section I – 15 marks (pages 2–5)

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

Section II – 30 marks (pages 9–14)

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

Section III – 15 marks (page 15)

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

Section IV – 20 marks (pages 16–17)

- Attempt either Question 23 or Question 24
- Allow about 30 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** How can a tourism office be more sustainable in its use of technology?

 - A. Leaving the computers on overnight
 - B. Buying a fridge that has a one-star rating
 - C. Throwing used printer cartridges in the bin
 - D. Using printer cartridges that can be recycled

- 2** Which of the following is an example of an open question?

 - A. Have you travelled to Queensland?
 - B. What are you hoping to experience on this holiday?
 - C. Did you say you wanted to include travel insurance?
 - D. Does \$200 per night for accommodation fit within your budget?

- 3** When introducing yourself to a customer from a cultural background different to your own, it is important to

 - A. touch their arm.
 - B. shake their hand.
 - C. smile and be polite.
 - D. speak louder than normal.

- 4** Which one of the following cities falls within the Australian central standard time zone?

 - A. Adelaide
 - B. Melbourne
 - C. Perth
 - D. Sydney

- 5 Which of the following is an ergonomic hazard in a retail travel agency?
- A. Natural sunlight
 - B. Fumes from a gas heater
 - C. Clutter in the office walkways
 - D. Incorrect height of the workstation
- 6 Which of the following is an example of an environmentally sustainable practice?
- A. Using recyclable cups on flights
 - B. Using plastic meal trays on flights
 - C. Using fossil fuels for long-distance flights
 - D. Cleaning planes frequently with non-toxic chemicals
- 7 What is a benefit of effective teamwork in a tourism and events workplace?
- A. Poor staff morale
 - B. Higher productivity
 - C. Increased individuality
 - D. Increased staff absenteeism
- 8 Which of the following would exceed customer expectations in a five-star hotel?
- A. Replacing bed linen and towels
 - B. Providing complimentary room service
 - C. Delivering luggage to the customer's room
 - D. Delivering the customer's favourite magazine to their room

- 9 Which row of the table shows the sector of the tourism, travel and events industry that is used when a tourist visits a museum, stays at an eco-resort and goes on a whale-watching tour?

| | <i>Visit a museum</i> | <i>Stay at an eco-resort</i> | <i>Go on a whale-watching tour</i> |
|----|-----------------------|------------------------------|------------------------------------|
| A. | Attractions | Accommodation | Transport |
| B. | Theme parks | Attractions | Tour guiding |
| C. | Attractions | Accommodation | Tour operations |
| D. | Information services | Hospitality | Tour wholesaling |

- 10 What is a WHS code of practice?

- A. A regulation that supports state and federal laws
- B. A set of industry guidelines regarding safe performance of tasks
- C. A training session for employees on providing effective travel advice
- D. A law that is passed by state or federal parliament and becomes an act

- 11 A cruise ship company was reported for dumping hazardous waste off the New South Wales coast.

Which of the following is the key environmental body responsible for dealing with this breach?

- A. Local council
- B. SafeWork NSW
- C. Clean Energy Regulator
- D. NSW Environment Protection Authority

- 12 In which Australian state or territory would you find the tourist destination Cable Beach, Broome?

- A. WA
- B. VIC
- C. NSW
- D. QLD

- 13** A customer has made a formal complaint about their recent hotel stay. The hotel had provided a misleading description of the property in their marketing brochure.

Which law would apply to this complaint?

- A. *Fair Work System*
- B. *Criminal Code Act 1995*
- C. *The Australian Consumer Law*
- D. *Equal Employment Opportunity Act 2010*

- 14** A local council considered the risks involved in a New Year's Eve harbourside event and decided to erect temporary fencing to ensure no-one would fall into the harbour.

What type of risk minimisation control is this?

- A. Isolation
- B. Substitution
- C. Modification
- D. Administrative control

- 15** Which of the following shows the cities and towns on the Ghan's route in the correct order north to south?

- A. Alice Springs, Darwin, Katherine, Adelaide
- B. Adelaide, Alice Springs, Katherine, Darwin
- C. Darwin, Katherine, Alice Springs, Adelaide
- D. Darwin, Alice Springs, Katherine, Adelaide

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Centre Number

Tourism, Travel and Events

Section II

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Student Number

30 marks

Attempt Questions 16–21

Allow about 45 minutes for this section

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

Question 16 (3 marks)

Identify the meaning of the following THREE internationally recognised symbols 3
used by the tourism industry at an airport.



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Centre Number

Tourism, Travel and Events

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Student Number

Section II (continued)

Question 18 (2 marks)

A customer would like to travel to tropical north Queensland in January.

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What specific health and safety advice should be given?

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Please turn over

Question 19 (5 marks)

- (a) A tourism company is considering running guided bushwalking tours in the Snowy Mountains. The company is considering how to minimise the risks on these tours. **3**

Complete the following risk assessment table identifying **THREE** risks and a control measure for each risk.

| <i>Risk</i> | <i>Risk control</i> |
|-------------|---------------------|
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| | |

- (b) Why is it important to complete a risk assessment for the tours prior to their commencement? **2**

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Centre Number

Tourism, Travel and Events

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Student Number

Section II (continued)

Question 20 (8 marks)

A group of international tourists wishes to visit Perth. They would like some information on this destination.

- (a) Identify the main features of the climate in Perth. 2

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- (b) Identify a range of tourist attractions in and around Perth. 3

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- (c) Recommend a range of transport options that the tourists could use to travel from Sydney to Perth. 3

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Question 21 (6 marks)

- (a) A company in Australia plans to develop a new resort.

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Describe sustainability measures it should consider to minimise the environmental impact when building the resort.

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- (b) Explain a long-term advantage for a resort in providing sustainable tourism.

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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
-

Question 22 (15 marks)

The impact of the devastating bushfires on Australia's tourism industry is expected to cost the industry hundreds of millions of dollars while the images of smoke and fire carried worldwide are expected to be a deterrent to international visitors.

AUSTRALIAN LEISURE MANAGEMENT

January 9 2020

With the kind permission of Australian Leisure Management

Discuss the impacts that natural disasters such as bushfires, droughts and floods can have on the Australian tourism industry. In your answer, refer to social, environmental and economic impacts.

Please turn over

Section IV

20 marks

Attempt either Question 23 or Question 24

Allow about 30 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)

John and Julie Richardson with their daughter Elizabeth (11 years old), would like to book a short holiday to the Gold Coast.

The following information is part of the client record.

| Two adults and one child | | | |
|--|------------------------------------|-------------------|--------------------------------|
| DEP FRI 27 NOV QF864 SYD OOL 1115 1140 | | | |
| RTN SUN 06 DEC QF863 OOL SYD 1220 1450 | | | |
| Accommodation | | | |
| Return transfers | | | |
| One tour | | | |
| Product | Adult | Child | Details |
| QF Flights | \$220.00 OW PP | \$180.00 OW PC | Promotional and child fares |
| Accommodation 9 NTS | Gold Coast Hotel \$180.00 PR PN | | DBL + rollaway |
| Return transfers | \$120.00 PP | \$60.00 PC | |
| Tours – Swim with dolphins | \$105.00 PP | \$55.00 PC | 2-hour tour |

Question 23 continues on page 17

Question 23 (continued)

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

- (a) Identify industry terminology and abbreviations which have been used in the client record provided. **6**
- (b) Using the information provided, prepare a quotation in a table format. The quotation should show the calculations for the cost of each component of the itinerary. **4**

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

- (c) Write a letter to Mr and Mrs Richardson, using standard industry letter format, including all the important details a client should be made aware of. **10**

The Richardson's address is 20 Jump St, Smithtown, 3067. The travel agent is Shannon Jones, director of Shannon Travel.

OR

Question 24 — Events (20 marks)

You are organising a 10 km community fun run.

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

- (a) During the online registration process for the fun run, what information would be required from the participant? **4**
- (b) As the event manager, you are briefing staff and volunteers the night before the fun run. **6**

Outline the major points to discuss in the event briefing. Provide relevant examples to support your answer.

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

- (c) Describe the event staging requirements and resources needed to host a successful fun run. **10**

End of paper

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