



NSW Education Standards Authority

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Centre Number

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Student Number

**2024** HIGHER SCHOOL CERTIFICATE EXAMINATION

# Tourism, Travel and Events

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## 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 this page and pages 9, 11 and 13

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## Total marks: 80

### Section I – 15 marks (pages 2–5)

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

### Section II – 35 marks (pages 9–14)

- Attempt Questions 16–21
- Allow about 50 minutes for this section

### Section III – 15 marks (page 15)

- Attempt either Question 22 or Question 23
- Allow about 25 minutes for this section

### Section IV – 15 marks (page 16)

- Attempt Question 24
- Allow about 25 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.

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- 1 The main role of a health and safety representative (HSR) in the workplace is to
  - A. write health and security procedures.
  - B. educate workers in sustainable resources.
  - C. represent the health and safety interests of workers.
  - D. select workers for work health and safety (WHS) training.
  
- 2 *Floriade* is an annual event held in which Australian city?
  - A. Adelaide
  - B. Brisbane
  - C. Canberra
  - D. Melbourne
  
- 3 Which of the following qualities would be expected of a customer service employee in the tourism and travel or events industries?
  - A. Efficiency, good communication, professional behaviour
  - B. Empathy, cultural bias, outstanding personal presentation
  - C. Patience, effective teamwork, laid-back attitude in the workplace
  - D. Product knowledge, customer-focused work ethic, closed body language
  
- 4 An employee has witnessed a customer tripping and falling over some power cords at a business event.

Who should the employee first report the incident to?

  - A. The supervisor
  - B. The business owner
  - C. The safety inspector
  - D. The union representative

- 5 A manager implements regular training sessions so that staff members have a consistent approach to meeting the needs of customers.

What is the manager trying to achieve with this action?

- A. Rapport building
- B. Ethical standards
- C. Quality assurance
- D. Financial management

- 6 A customer in a tourist resort has made a complaint to an employee.

How should the employee first respond to this complaint?

- A. Offer a free night's stay
- B. Listen to the customer and clarify the issue
- C. Focus on the other customers who are trying to check in
- D. Ask the customer if they would like to write a formal complaint

- 7 A coach tour operator is considering changing their diesel vehicles to electric vehicles.

Which environmental issue is this strategy attempting to address?

- A. Pollution
- B. Recycling
- C. Conservation
- D. Waste management

- 8 Which environmental body in NSW investigates environmental disasters such as oil or chemical spills?

- A. Ecotourism Australia
- B. Environment Protection Authority
- C. NSW Office of Environment and Heritage
- D. Department of Climate Change, Energy, the Environment and Water

- 9** Busselton is located in which Australian state or territory?
- A. Queensland
  - B. South Australia
  - C. Western Australia
  - D. Northern Territory
- 10** An employee in a retail travel agency has just returned from a familiarisation tour and has shared new information with other employees.
- This is an example of
- A. quality feedback.
  - B. meeting customer needs.
  - C. minimising service delivery.
  - D. updating product knowledge.
- 11** Which Australian city uses Australian Central Standard Time in winter?
- A. Brisbane
  - B. Darwin
  - C. Melbourne
  - D. Perth
- 12** Why do airlines ask customers to offset their flight emissions when booking a flight?
- A. To reduce their fuel costs
  - B. To save the customer money
  - C. To comply with a legal requirement
  - D. To reduce the impact on the environment

**13** A company has had to cancel a large-scale sporting event due to severe weather conditions. The customers are asking for ticket refunds.

Which of the following would assist customers to get a refund?

- A. *Privacy Act 1988*
- B. *Fair Work Act 2009*
- C. Health and safety law
- D. Australian Consumer Law

**14** What are the benefits of accreditation for a tourism, travel or events business?

- A. Reduced costs, industry recognition, marketing opportunities
- B. Networking opportunities, industry recognition, improved reputation
- C. Improved productivity, ability to meet customer needs, non-compliance
- D. Awareness of the environment, customer satisfaction, networking opportunities

**15** If a hazard cannot be eliminated, what is the next most effective option in the hierarchy of risk control?

- A. Isolate the hazard
- B. Use an engineering control
- C. Use personal protective equipment
- D. Substitute the hazard for a safer option

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# Tourism, Travel and Events

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## Section II

**35 marks**

**Attempt Questions 16–21**

**Allow about 50 minutes for this section**

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

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### Question 16 (4 marks)

- (a) There is a hearing-impaired customer on a tour. **2**

Outline ONE strategy that could be put in place to meet their additional needs.

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- (b) Why is an understanding of different cultures important in a tourism, travel or events workplace? **2**

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**Please turn over**

**Question 17 (6 marks)**

- (a) Outline TWO benefits of adopting sustainable work practices for a tourism, travel or events business. **2**

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- (b) An audit carried out in a hotel shows that it needs to reduce its environmental impact and become more sustainable. **4**

Explain some specific strategies that hotel management could put in place to achieve this.

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# Tourism, Travel and Events

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**Section II (continued)**

**Question 18 (5 marks)**

Discuss the possible effects of social media on a tourism, travel or events business. **5**  
Provide relevant examples to support your answer.

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**Please turn over**

**Question 19** (5 marks)

(a) What is the purpose of work health and safety (WHS) induction training? **2**

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(b) Describe the responsibilities of a worker in regard to WHS. **3**

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## Section II (continued)

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### Question 20 (8 marks)

A family with young children is travelling to Brisbane from Victoria for a holiday.

- (a) Identify sources of information they could use for their trip. **2**

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- (b) Recommend TWO attractions the family with young children may wish to visit in Brisbane. **3**

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- (c) Outline TWO day trips the family could do from Brisbane. **3**

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**Question 21** (7 marks)

(a) Explain the purpose of anti-discrimination legislation. **3**

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(b) Explain TWO strategies that a tourism, travel or events business could put in place to reduce discrimination in the workplace. **4**

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## Tourism, Travel and Events

### Section III

**15 marks**

**Attempt either Question 22 or Question 23**

**Allow about 25 minutes for this section**

Answer the question in a writing booklet. Extra writing booklets are available.

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#### **Question 22 — Tourism and Travel (15 marks)**

XYZ Tours have been asked to prepare a quote for a group of 22 university students travelling to a surfing competition at the Gold Coast in February 2025. The group will be organising their own flights. The quote must include 3 nights accommodation in a motel at a cost of \$180 per room per night (twin share). The group will also need a coach for airport transfers and transfers to/from the competition each day. The coach company charges \$500 per day for the vehicle.

- (a) Apart from accommodation and transport, outline a range of other products and services the group might use on this trip. **3**
- (b) Prepare a quote showing the total cost for the group, using industry terminology and format. **4**
- (c) Explain the selling techniques and strategies which could be used to close the sale. **8**

**OR**

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

An organising committee is planning a fund-raising dinner. A number of very important people (VIPs) will attend and volunteers have been recruited for the event. There will be a raffle, a guest speaker and a band on the night. The event will start with registration at 6 pm and conclude at 10 pm. All tickets have been pre-purchased and the venue can be accessed from 12 noon.

- (a) Outline a range of documents which could be used when planning this event. **3**
- (b) Prepare a detailed run sheet for the event. **4**
- (c) Explain the production requirements and service providers that will be needed to ensure the event is successful. **8**

**Please turn over**

## Section IV

**15 marks**

**Attempt Question 24**

**Allow about 25 minutes for this section**

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

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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
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**Question 24** (15 marks)

Tourism and travel or events industry staff need to keep up-to-date with trends in the industry.

Discuss the impact of current trends on the tourism, travel or events workplace.

**End of paper**