



<b>FACULTY/COLLEGE</b>	College of Business and Economics
<b>SCHOOL</b>	School of Tourism & Hospitality
<b>DEPARTMENT</b>	Tourism Management
<b>CAMPUS(ES)</b>	APB
<b>MODULE NAME</b>	Travel Operations 1A: World Destinations
<b>MODULE CODE</b>	TRL11A2 / TRO11A2
<b>SEMESTER</b>	2 <sup>ND</sup> Semester
<b>ASSESSMENT OPPORTUNITY, MONTH AND YEAR</b>	Supplementary Summative Assessment Opportunity January 2020

<b>ASSESSMENT DATE</b>	06 January 2020	<b>SESSION</b>	08h00 – 10h00
<b>ASSESSOR(S)</b>	Monique Jacobs		
<b>MODERATOR(S)</b>	Maisa Adinolfi		
<b>DURATION</b>	2 hours	<b>TOTAL MARKS</b>	120

<b>NUMBER OF PAGES OF QUESTION PAPER (Including cover page)</b>	9
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### INFORMATION/INSTRUCTIONS:

- This is an OPEN-book assessment.
- **Answer ALL** the questions
- Read the questions carefully and answer only what is required.
- Number your answers clearly and correctly as per the question paper.
- Write neatly and legibly on both sides of the paper in the answer book, starting on the first page.
- Students may make use of the following publications:
  - 2019 Ulink/Blackboard Notes
  - 2019 Workbook
  - Selling destinations: Geography for the travel professional 5th ed. 2010. *Mancini, M.*
- The general UJ policies, procedures and rules pertaining to written assessments apply to this assessment.

**QUESTION 1 : NEW ZEALAND****[10 MARKS]**

Study the map of New Zealand below (ADDENDUM A) together with your prescribe sources and identify the following geographical landmarks per number as reflected on the map.

- 1.1 Identify the island shown by the number 1. (1)
  - 1.2 Identify the island shown by the number 2. (1)
  - 1.3 Identify the sea shown by the number 3. (1)
  - 1.4 Identify the island shown by the number 4. (1)
  - 1.5 Identify the capital city shown by the number 5. (1)
  - 1.6 Identify the city shown by the number 6. (1)
  - 1.7 Identify the largest city shown by the number 7. (1)
  - 1.8 Identify the ocean shown by the number 8. (1)
  - 1.9 Identify the National Park shown by the number 9. (1)
  - 1.10 Identify the strait shown by the number 10. (1)
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**QUESTION 2 : CHINA****[28 MARKS]**

Two friends Jackie Brown and Emily Hopkins are planning a trip to China. They have decided on a Contiki package tour displayed in ADDENDUM B. However, they need more information from you. Study the itinerary and answer the questions that follow.

- 2.1 In which city will their tour start? (1)
  - 2.2 On day 2, they will be visiting the Great Wall of China. Provide them with more detail about this attraction. (3)
  - 2.3 They will enjoy a 'peking duck' dinner on day 2 of their itinerary.  
Name two (2) additional dishes also served in most large restaurants in China. (2)
  - 2.4 On day 5 of their itinerary they will be visiting Xian. Name three (3) attractions they will visit whilst in Xian as mentioned in their itinerary. (3)
  - 2.5 On day 8 they will be in the city of Guilin. Provide a detailed explanation of the major attractions found in this city. (2)
  - 2.6 Why would you advise them to also visit the Shanghai Museum on day 11? (2)
  - 2.7 Should they be interested in seeing the famous six-foot-tall white jade Buddha, which famous temple should they visit? (1)
  - 2.8 Emily would also like to know more about the Chinese economy. Provide her with some relevant information. (2)
  - 2.9 Lastly, they request some information on the location of China. You explain that China borders 14 countries, name ANY eight (8) of these bordering countries. (8)
  - 2.10 Which currency is used in China? (1)
  - 2.11 Name three (3) factors that motivate people to visit China. (3)
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**QUESTION 3: GERMANY****[15 MARKS]**

Choose a word/description from Column B that matches a description/word in Column A.

**Write the letter next to the question number in your answer book (e.g 3.1 – A)**

COLUMN A		COLUMN B	
3.1	Annual event where you can taste traditional beer	A.	Eisbein
3.2	Famous landmark in Berlin	B.	Baden Baden
3.3	German currency	C.	MUC
3.4	Traditional dish	D.	Brandenburg Gate
3.5	Munich's artist colony, popular for shopping and a recreational area	E.	Gasthof
3.6	Germany's premier spa destinations	F.	Lufthansa
3.7	National airline	G.	Oder
3.8	River that forms the border between Germany and Poland	H.	Oktoberfest
3.9	Traditional accommodation	I.	Lake Constance
3.10	A 2000 year old university town	J.	Baltic
3.11	Here you will find the Zwinger Palace	K.	Euro
3.12	Also known as Bodensee	L.	Dresden
3.13	Beethoven's home	M.	Schwabing
3.14	Munich's airport code	N.	Mainz
3.15	This sea separates Germany from Sweden	O.	Bonn

**QUESTION 4 : HONG KONG****[11 MARKS]**

Complete the following itinerary by filling in the word(s) from the given list below.

**Write only the word(s) next to the question number in the answer book.**

**Word selection:**

<ul style="list-style-type: none"> <li>• Hong Kong</li> <li>• Banpo</li> <li>• Three Gorges</li> <li>• Star Ferry</li> <li>• Yung Kee</li> <li>• Stanley</li> <li>• Kowloon</li> <li>• Lantau</li> <li>• Cantonese</li> <li>• French</li> </ul>	<ul style="list-style-type: none"> <li>• English</li> <li>• Disneyland Hong Kong</li> <li>• Buddha</li> <li>• Statue</li> <li>• Po Lin</li> <li>• Macau</li> <li>• Victoria Peak</li> <li>• Ten thousand buddhas</li> <li>• Shatin</li> <li>• Aberdeen</li> </ul>
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**48 HOURS IN HONG KONG**

A short break in Hong Kong starts at an appropriately high speed as the Airport Express whisks you from the airport into the city in just 24 minutes. The skyscraper-clad Kowloon district is situated on the mainland, while across the waters of Victoria Harbour lies (4.1)..... Island. Public transport in the city is excellent, so pick whichever side your travel consultant gets the best hotel deal, drop you bags, and then go.

Don't miss a visit to (4.2)..... with its popular open-air market, (4.3)..... for the best view of the city or (4.4)..... floating markets and restaurants.

Getting from Kowloon to Central is easy, day or night; the (4.5)..... has been running since 1888. It's creaky and slow but still believed to be the most memorable way to cross the harbour. Over in Central you'll also find many restaurants where dim sum is the heart and soul of (4.6)..... cuisine.

The next day, swap the lights of Kowloon and Central for the jungle-clad hills of (4.7)..... Island. Rid the Ngong Ping 360 cable way to (4.8)..... Monastery where you'll find the world's largest outdoor-seated (4.9)..... Also on this island you will find the family-friendly (4.10).....

No visit to Hong Kong is complete with a stop to (4.11)....., a former Portuguese colony that returned to Chinese rule in 1999. Today a quieter alternative to the hustle and bustle of Hong Kong.

*(In recognition of Sure Travel Journey make memories for life Magazine. Vol/23 Spring 2016)*

**QUESTION 5: REPUBLIC OF IRELAND****[9 MARKS]**

- 5.1 Name the capital of Ireland. (1)
- 5.2 Name three (3) historical landmarks within this capital city of Ireland. (3)
- 5.3 Name the famous castle found in the hinterland of Cork. (1)
- 5.4 Briefly explain a myth that exists regarding the above attraction. (3)
- 5.5 The town of Galway is close to which famous attraction? (1)

**QUESTION 6 : AUSTRALIA****[18 MARKS]**

Your clients are planning a trip to Australia. They have searched the internet for suitable itineraries and decided on the 'Two weeks in Australia' itinerary below. Study this itinerary and answer the questions that follow,

### *Two weeks in Australia*

**Australia is a huge country.** There's no way to see it all on even a 2 week vacation. Choosing a couple of these places will give you a taste of Australia. Don't try to cram too much into your itinerary though. Here though is an idea of 2 weeks in Australia to get you started.

**Sydney** (3 days) – Explore the sights, neighborhoods, and beaches of the largest city.

**Melbourne** (5 days) – 5 days in Melbourne seems like a lot, but it is a great base for exploring the region including the Great Ocean Road. Beyond that, Melbourne is just a hip and fun town to be in.

**Uluru** (2 days) – Getting to and from Uluru involves flights, so it means a lot of transport to see one sight, but what a sight it is. Uluru is definitely one of Australia's big sights and worth the transport.

**Cairns and the Great Barrier Reef** (3 days) – Head north to the city of Cairns to explore the rainforest and take a day trip out to the reef.

This is still a pretty fast trip. If you feel like you can cut out anything or add another week to your trip, seriously think about it. Also remember that Australia is huge and there is significant transport time (flights can eat half or even a whole day. Even consider adding more days to what I suggested. If you haven't traveled much, this is a great way to get your feet wet. The possibilities are endless, and I certainly couldn't include everything here, but this **Australia itinerary** will get you started.

Source: <https://travel-made-simple.com/simple-australia-itinerary> Accessed: 11April2018

- 6.1 The itinerary mentions that Australia is a huge country, what is the best mode of transport for your clients to get from one region to another? (1)
- 6.2 What is the name of Australia's national carrier? (1)
- 6.3 Describe Australia's climate as well as advising your clients on the best time to visit Australia. (3)
- 6.4 Name one (1) famous beach in Sydney that your clients should visit. (1)
- 6.5 During their three day stay in Sydney name two (2) attractions they must see. Justify your answer by providing a description and value of each attraction. (4)
- 6.6 The itinerary mentions that Uluru is definitely one of Australia's big sights; name the famous attraction your clients should visit here. (1)
- 6.7 Why is this attraction, mentioned in Q6.6, considered to be worth a visit? (2)
- 6.8 Explain to your clients the significance of the 'Great Barrier Reef'. (3)
- 6.9 Name ANY two (2) activities that they can participate in whilst visiting the 'Great Barrier Reef'. (2)

### **QUESTION 7 : UNITED KINGDOM**

**[14 MARKS]**

Using ADDENDUM C (see attached), together with your sources answer the following questions

- 7.1 Where would you have found the Olympic Park in London? (1)
- 7.2 Which tour took place on a traditional Red London Routemaster bus? (2)
- 7.3 Identify two (2) unique forms of transportation mentioned in the text. (2)

- 7.4 The Millennium Dome was mentioned in the article;
- 7.4.1 Briefly explain why this attraction has been drawing crowds for just over a decade. (2)
- 7.4.2 Which Olympic events were held here? (2)
- 7.5 Greenwich was also mentioned in the article;
- 7.5.1 Name ANY three (3) attractions located in Greenwich. (3)
- 7.5.2 Which Olympic event took place in Greenwich? (1)
- 7.5.3 According to the article, where was the martial arts hosted during this Olympic Games? (1)

**QUESTION 8 : FRANCE****[15 MARKS]**

- 8.1 Give the full name of the international airport where a South African lands when taking a direct flight from Johannesburg to France. (1)
- 8.2 Does France form part of the Schengen agreement? (1)
- 8.3 Name the highest point in France. (1)
- 8.4 Identify the famous attractions and/or destinations given the following descriptions;
- 8.4.1 This museum contains 'Venus de Milo' and the 'Mona Lisa'. (1)
- 8.4.2 Stroll along the 'Promenade des Anglais'. (1)
- 8.4.3 The most spectacular palace in the world and home of Louise XIV. (1)
- 8.4.4 Cross channel service from Dover to this French town. (1)

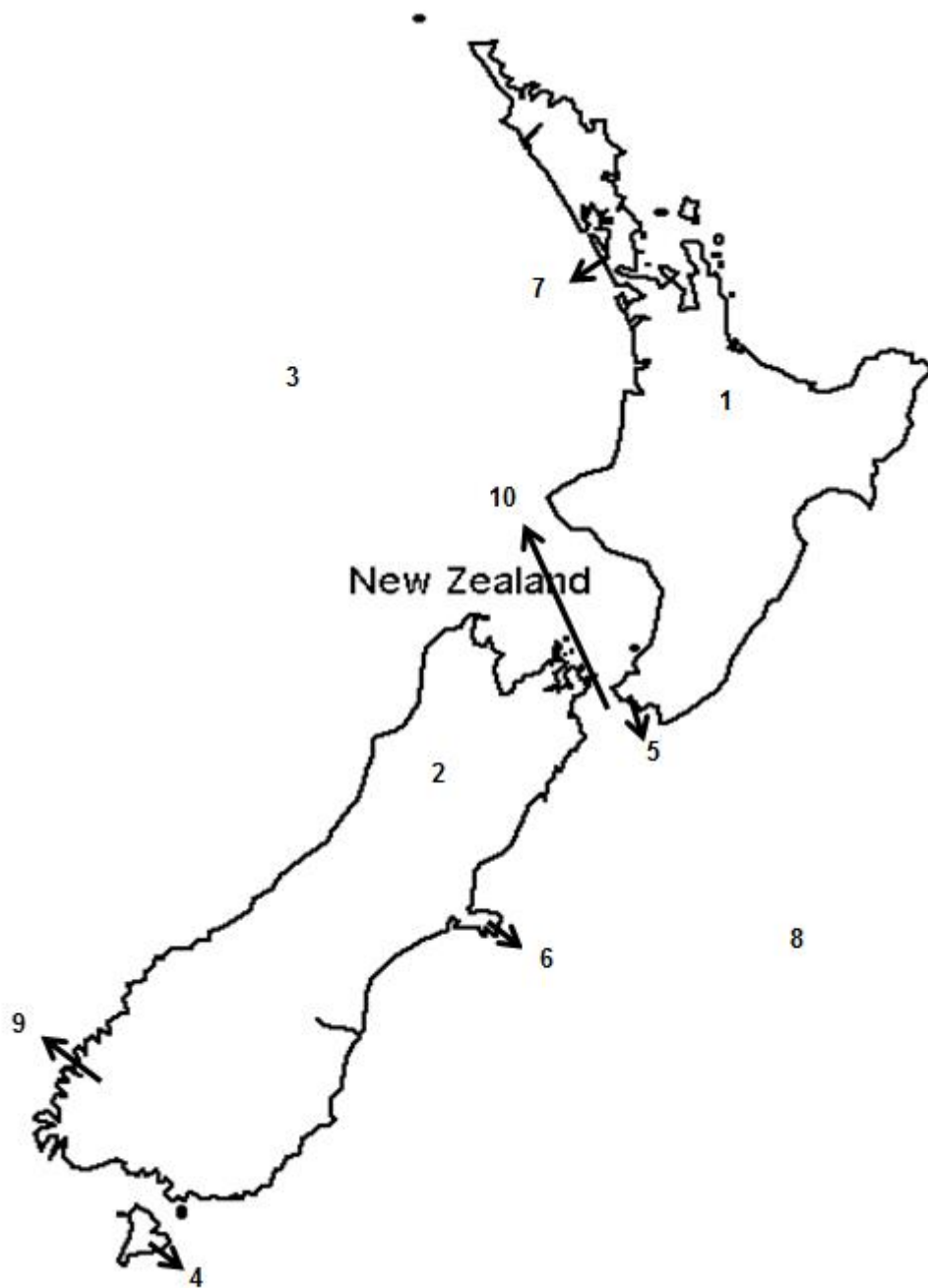
*Study the image below and answer the following questions*



- 8.5 Who is the couple in the image? (1)
- 8.6 What was the South African connection to this event? (1)
- 8.7 Does a South African need a visa to visit Monaco? (1)
- 8.8 Where in South Africa will a tourist find the honorary consulate of Monaco? (2)
- 8.9 What is the official language of Monaco? (1)
- 8.10 Name ANY two (2) attractions found in Monaco. (2)

**TOTAL : [120 MARKS]**

**ADDENDUM A : MAP OF NEW ZEALAND**





## ADDENDUM B

**Easiest way to experience China, good guides and fantastic Trip Manager Ashlea Waight**

**START 6:00PM BEIJING**

**DAY 1 ARRIVE BEIJING**  
Arriving in Beijing you'll be welcomed into China's epicentre of politics, education & culture. You can settle into the hotel before our first team catch up by night, at which time we'll get to know each other over the bright lights & bustling streets of the capital. Hotel

**DAYS 2 - 3 BEIJING**  
Prepare to have your mind boggled by the lands of Beijing, as we visit an art precinct built into decommissioned military factories, the ancient tombs of 13 Ming Dynasty Emperors & not least of all, the Great Wall of China.  
Hotel (B,L,D,B)  
• **Peking Duck dinner**  
• **Visit Tiananmen Square**  
• **Tour the Forbidden City**  
• **Visit the 798 Art Precinct**

**DAY 4 OVERNIGHT TRAIN**  
Feeling plump on Peking duck & in awe of Beijing, we'll move on to our next destination. Taking it local on the overnight train, we'll

**DAYS 2-3 BEIJING**  
• Visit the 2008 Olympic Village  
• Visit the Sacred Way  
• Visit a cloisonné factory  
• Visit the Great Wall (Mutianyu section)

**DAY 5 XI'AN**  
Xi'an will continue in the theme of history, as we visit the UNESCO listed site of

**DAY 6-7 CHENGDU**  
A high speed train will take us out of Xi'an, & land us in a city dotted with teahouses & livened by an expanding student culture. Our highlight here in Chengdu will be visiting a panda sanctuary, an endlessly cute half day experience that will stay with us forever. Hotel (B)(B)  
• Visit a Panda Sanctuary  
• Sichuan Cooking Class

**DAYS 8-9 YANGSHUO**  
Out of Chengdu we'll take flight to Guilin, before a scenic drive sees us in Yangshuo. Here we'll get acquainted with China's traditional way of life, sipping Tsingtao & shopping the late night markets. With the quaint

**DAY 10-11 SHANGHAI**  
Flying into Shanghai we'll experience the ultimate scene change, as the neon lights & urban energy become our reality. We'll take to the dizzying heights of the Shanghai Tower, hit up the Chengheng Miao for some shopping bargains, & learn about the ancient silk trade at a silk factory. Hotel (B)(B)  
• Visit the City God Temple Complex  
• Entrance to Shanghai Tower  
• Visit Shanghai's Bund area  
• Visit a Shanghai Silk Factory  
• Acrobat Show  
• Huangpu Cruise

**DAY 12 SHANGHAI**  
Our trip will wrap up amidst the bustle of Shanghai, shortly after a final team breakfast. We'll say heartfelt goodbyes before going our separate ways, now armed with a deep affection for this country. (B)

**END 9:00AM SHANGHAI**



the Terracotta Army & stroll the Shaanxi folk & ancient Chinese art of TangBo museum. We'll also take a cycle on the old city walls, Hotel (B,L)

- Tour the 'Terracotta Warriors' complex
  - Visit the TangBo Art Museum
  - Bike Ride on the Xi'an City Walls
- F Spectacular Tang Dynasty show & dinner**

setting of this village & surrounding limestone karsts, we may never want to leave. Hotel (B,D)(B)  
**F Tai Chi Class**

- **DAYS 10-11 SHANGHAI**
- Flying into Shanghai we'll experience the ultimate scene change, as the neon lights & urban energy become our reality. We'll take to the dizzying heights of the Shanghai Tower, hit up the Chengheng Miao for some shopping bargains, & learn about the ancient silk trade at a silk factory. Hotel (B)(B)

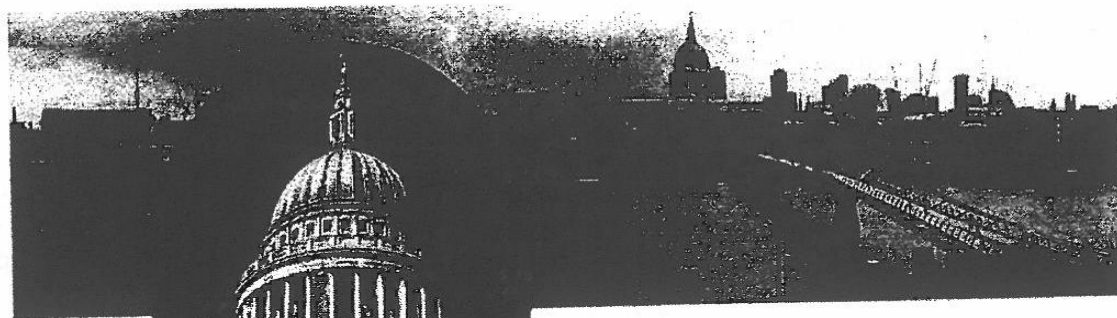
- Visit the City God Temple Complex
  - Entrance to Shanghai Tower
  - Visit Shanghai's Bund area
  - Visit a Shanghai Silk Factory
- F Acrobat Show**  
**F Huangpu Cruise**

- **DAY 12 SHANGHAI**
- Our trip will wrap up amidst the bustle of Shanghai, shortly after a final team breakfast. We'll say heartfelt goodbyes before going our separate ways, now armed with a deep affection for this country. (B)

**END 9:00AM SHANGHAI**



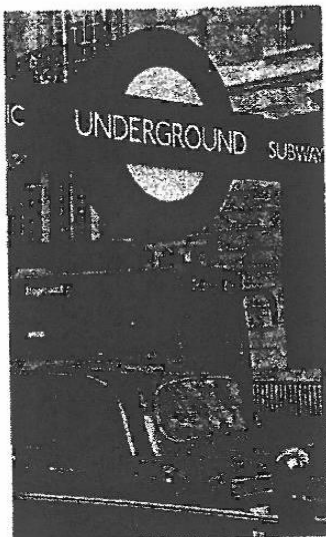
## ADDENDUM C



# LONDON

## Olympic experiences...

THERE are many ways for your clients to experience the excitement of the Olympics and Britain's sporting heritage, even without going to the Games.



There are plenty ways to get around London.

### Olympic Park tours

Work is well under way at the Olympic Park in east London. Travellers can see the dramatic transformation in progress with a tour of the site.

The '2012 Olympic Sites Tour' starts in Stratford in east London, where travellers can see the construction work in progress on the Olympic Park. They will also hear the history of London's Royal Docks, as they travel to the boxing, judo, weightlifting, wrestling, table tennis and taekwondo venue. Other London landmarks on the tour include the Millennium Dome, Thames Barrier Park and University of East London.

### Go East London

This 'View the Sporting Vision' tour takes place on

a traditional, red London Routemaster bus. The tour starts at the Olympic Park site, where the regeneration plans will be explained. Travelling to the Royal Docks, clients can see the ExCel Centre where martial arts, weightlifting and boxing events are planned. After a lunch break in Stratford the tour moves south of the river courtesy of the Woolwich Ferry. After seeing the Royal Artillery Barracks on Woolwich Common, it moves on to Greenwich where the Millennium Dome will play host to basketball and gymnastics. The tour finishes in Greenwich where the park, once a royal hunting ground, is now the proposed scene of equestrian events.

Contact Visit Britain for more information on these tours.