



FACULTY/COLLEGE	College of Business and Economics
SCHOOL	School of Tourism & Hospitality
DEPARTMENT	Tourism Management
CAMPUS(ES)	APB
MODULE NAME	Travel Operations for SLP
MODULE CODE	TRV00A1
SEMESTER	1 ST Semester
ASSESSMENT OPPORTUNITY, MONTH AND YEAR	Supplementary Summative Assessment Opportunity August 2020

ASSESSMENT DATE	TBC	SESSION	TBC
ASSESSOR(S)	M. Jacobs		
MODERATOR(S)	Dr N Wakelin-Theron		
DURATION	2 hours	TOTAL MARKS	130

NUMBER OF PAGES OF QUESTION PAPER (Including cover page)	7
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INFORMATION/INSTRUCTIONS:

- This is an **OPEN**-book online 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 and equipment:
 - GSA Magazine Feb 2019 edition**
 - 2020 Extracts & Workbook**
 - Blackboard class notes for 2020**
 - Non-programmable Calculator**
- The general UJ policies, procedures and rules pertaining to written assessments apply to this assessment.

CASE STUDY

Please note that all questions in all sections will be based on the case study below.

You work for Fun to Travel in Pretoria, IATA number 7721404

Client information

Name : Mr James Gordon and his wife Mrs Mandy Gordon
Credit Card : Visa (VI) 4901 2567 56982 747 expiry July 2021 (to be used for all travel)
Purpose : Leisure

Itinerary

09 Apr	Thursday	Depart Pretoria to Cape Town on the Pride of Africa
11 Apr	Saturday	Arrive Cape Town Collect rental car from Europcar Drive to hotel, check-in and overnight at hotel
11 – 14 Apr		Overnight at hotel
14 Apr	Tuesday	Check out of hotel Return rental car Depart on a MSC Cruise to Durban
18 Apr	Saturday	Arrive in Durban Connect on the evening flight to Frankfurt, Germany
19 Apr	Sunday	Arrive Frankfurt, Germany Collect German Rail Flexi pass for 7 days
25 Apr	Saturday	Return flight from Frankfurt to Johannesburg
26 Apr	Sunday	Arrive Johannesburg, OR Tambo airport

QUESTION 1 : Luxury Rail**[11 MARKS]**

Mr & Mrs Gordon would like to travel from Pretoria to CapeTown on the 'Pride of Africa', departing as per the itinerary in the case study.

Use the rail extract in your WORKBOOK to answer the following questions

- 1.1 Calculate the total cost for this journey. Mr and Mrs Gordon would like a Deluxe Suite. (3)
- 1.2 Their 21year old daughter wants to join them for this section of their trip. Calculate the cost for her in a Pullman suite. (3)
- 1.3 Where will they be stopping on Day 2 and 3 of their journey? (2)
- 1.4 Advise your passengers what is included in their rate. *Name three (3) inclusions.* (3)

QUESTION 2 : Car Rental**[24 MARKS]**

Mr Gordon will be hiring a car in Cape Town with EUROPCAR.

He would like to collect the cheapest automatic car at Cape Town airport around 19h00 on the day of their arrival (11 Apr) and return the car to the same depot at 22h00 on the day of their departure (14 Apr) out of Cape Town.

He requests maximum insurance and he anticipates driving approximately 500km in total. He also requests PAI for the full duration of his rental.

Refer to the EUROPCAR extract in your WORKBOOK to answer the following questions.

- 2.1 Which car group would you suggest to Mr Gordon? Give as much detail about the car as possible. (2)
- 2.2 Calculate the total cost of his car rental including all extras. (10)
- 2.3 How much commission would this booking earn your agency? *Do the calculation.* (2)
- 2.4 Now complete Mr Gordon's car voucher below. He will be paying with his personal credit card as indicated in the case study above. (10)


Car Rental				Referral Voucher		R 297697
Renter's Name				Car Group	Date of Issue	Issuer's Stamp
Renting Office	Date	Flight	Time	Issuer's Name		
Return Office				RESERVATION ID NUMBER		
Method of Payment						
Remarks				VOUCHER VALUE NIL		

QUESTION 3 : Accommodation**[23 MARKS]**

In Cape Town they also require a three (3) night stay at Old Oak Guest House, checking in and checking out on dates indicated in the case study

Refer to the accommodation section in your GSA magazine or the extracts in your WORKBOOK to answer the following questions

- 3.1 Calculate the full cost of the hotel stay for Mr & Mrs Gordon in the Yellow room (Deluxe Suite). (6)
- 3.2 Which meals are included in the hotel rate? (1)
- 3.3 What is the cost of dinner per person? (1)
- 3.4 Work out how much commission you will earn (*Old Oak Guest House informs you that they will pay 10% commission*) (3)
- 3.5 Name any two (2) facilities available to Mr and Mrs Gordon at the hotel. (2)
- 3.6 Issue their hotel voucher below. Mary from Old Oak Guest House confirmed their reservation with you today. Also, ensure you request a sea view room for couple Gordon. (10)

Fun to Travel				VOUCHER NO: DT 6590	
PASSENGER NAME			NO OF PERSONS		
HOTEL			ADDRESS		
REQUIREMENTS			TEL NO		
DATE OF ARRIVAL		DATE OF DEPARTURE		RATE	
ACCOUNT	FULL ACCOUNT	RESERVED	BY DATE	CONFIRMED BY DATE	
EXTRAS					
REMARKS					

QUESTION 4 : MSC Cruise**[17 MARKS]**

For the next leg of their itinerary, they would like to be booked on the MSC Orchestra, cruising from Cape Town to Durban as per their itinerary.

Refer to the MSC Cruise Extract in your WORKBOOK to answer the following questions

- 4.1 Which cruise would you suggest for Mr & Mrs Gordon? *Provide the departure date.* (1)
 - 4.2 How many nights will they be cruising? (1)
 - 4.3 Provide the routing or itinerary of their cruise. (1)
 - 4.4 What would the total cost be for both passengers, including all mandatory chares in an outside cabin? (7)
 - 4.5 What information will you need to make this booking with MSC cruises? *Name five.* (5)
 - 4.6 What is not included in their cruise cost? *Name two (2) exclusions.* (2)
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QUESTION 5 : International Rail**[6 MARKS]**

Now in Frankfurt, Germany the Gordon couple have requested information on the cheapest rail pass that will allow flexible train trips around Germany for 7 days.

Refer to the international rail section in your GSA magazine or the extracts in your WORKBOOK to answer the following questions

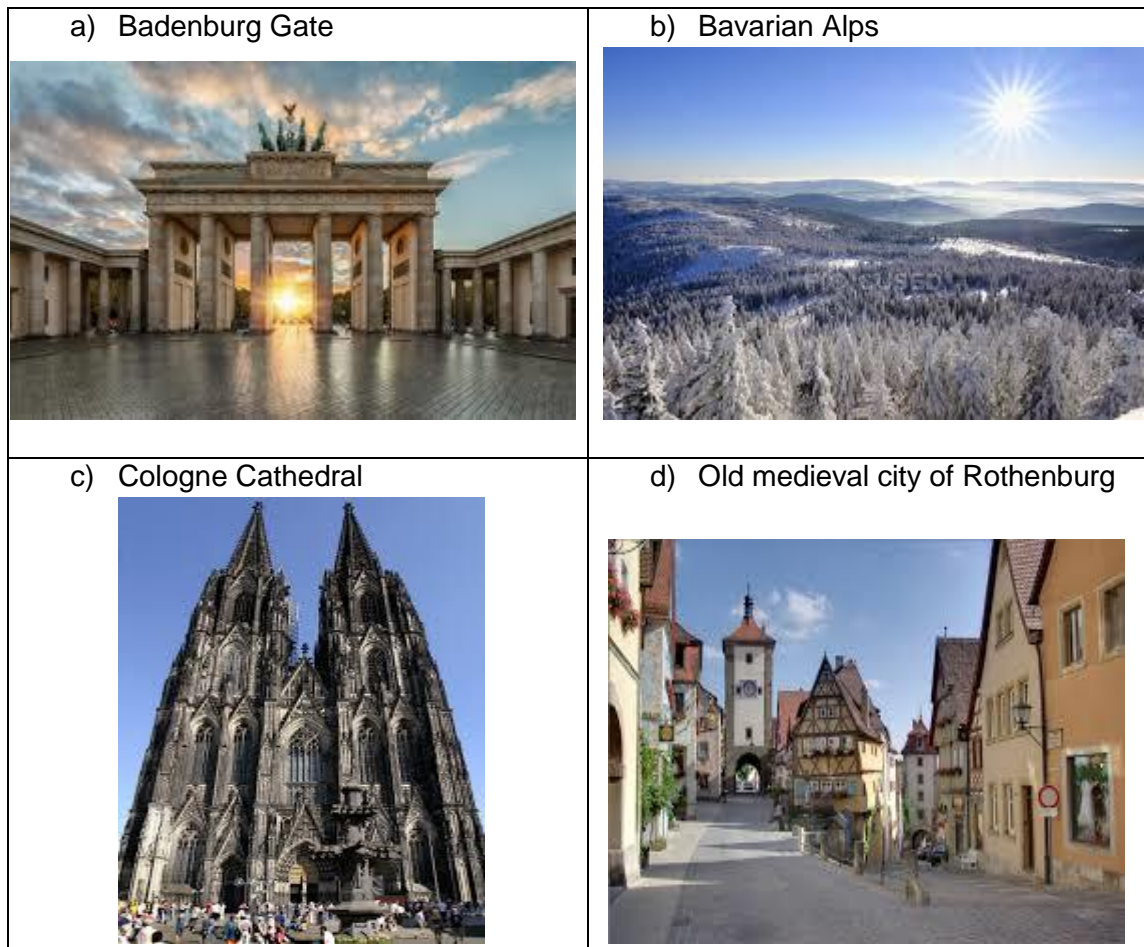
- 5.1 Which class will they be travelling in? (1)
 - 5.2 What is the cost of this pass in EUR? They prefer the cheapest option. (2)
 - 5.3 What would be the cost of this pass in ZAR. *Use the foreign exchange rate sheet in your WORKBOOK to do the calculations.* (3)
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QUESTION 6 : Official documentation**[13 MARKS]**

Mr & Mrs Gordon requests the following information from you their travel professional. Note, they are both South African passport holders.

Using your GSA magazine answer the following questions regarding GERMANY

- 6.1 What is the capital city? (1)
 - 6.2 Name the country's languages. (2)
 - 6.3 What is the best time to visit this country? *Provide the months* (2)
 - 6.4 Name two (2) airlines operating in the country. (2)
 - 6.5 Would your passengers require a Visa? Answer YES or NO. (1)
 - 6.6 How long will the visa take to be processed? (1)
 - 6.7 During their Germany trip they will be visiting the following attractions. Identify the category that each of the following attractions fall into. (4)
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**QUESTION 7 : Foreign Exchange****[10 MARKS]**

Mr Gordon has also requested that you arrange foreign exchange for their trip. He however first requests some information regarding foreign exchange.

Refer to the Forex Rate Sheet in your WORKBOOK to do the calculation and your GSA Magazine to answer the following questions

- 7.1 Which institution decides on the amount of 'travel allowance' permitted to be purchased in any calendar year? (1)
- 7.2 At what amount is the current 'travel allowance' set for adults? (1)
- 7.3 How far in advance can Mr Gordon purchase their foreign exchange? (1)
- 7.4 How long will Mr Gordon have after their trip to refund any unused foreign currencies? (1)
- 7.5 After their return to South Africa, Mr Gordon wants to refund the following unused currencies. What amount would he receive for each in ZAR?
 - 7.5.1 EUR 58 in cash (3)
 - 7.5.2 EUR 120 in traveller's cheques (3)

QUESTION 8 : Travel Insurance**[15 MARKS]**

Mr & Mrs Gordon have advised you that they are interested in taking out travel insurance. They would like to take out the BEST possible travel insurance for the full period of their trip.

Refer to the AIG Travel Insurance Extract in your WORKBOOK pages 59 & 60 to answer the following questions

- 8.1 Which insurance option would you suggest to them? Please motivate your answer. (2)
- 8.2 What would the full cost of this insurance be? (2)
- 8.3 Mrs Gordon has asked you to explain a few things about their insurance to her,
 - 8.3.1 What is personal accident? (2)
 - 8.3.2 How much cover would she have for personal accident? (1)
 - 8.3.3 What excess would be payable if she had to claim? (1)
 - 8.3.4 What is the difference between *cancellation* and *curtailment*? (2)
 - 8.3.5 How much cover will she have in case of cancellation in ZAR? (2)
 - 8.3.6 What is *personal liability*? (2)
 - 8.3.7 Should her gold earrings get stolen for how much will she be covered? (1)

QUESTION 9 : Tour Planning & Costing**[11 MARKS]**

In Germany, you are organising a tour for Mr & Mrs Gordon. You have sources the following prices,

Airfare	-	ZAR 15 285	per person	(1% commission payable)
Departure taxes		ZAR 3050	per person	

Transfers – airport to city centre return (they require 2 transfers)
EUR 80

Accommodation in Germany (per person sharing per night)
EUR 825

Tours in Germany (per person)

- Badenburger Gate skip the line tour @ EUR 25
- Rhine River cruise (dinner included) @ EUR 80
- Cologne Cathedral tour @ EUR 55

Remember to include a 15% agent's mark-up.
All other expenses such as visas, meals were not included in the tour price.

Refer to the Forex Rate Sheet in your WORKBOOK to do the calculations

- 9.1 What is the total cost for land arrangements per person in EUR? (1)
- 9.2 Calculate the net cost of all land arrangements per person in ZAR. (1)
- 9.3 Calculate the total cost per person in ZAR including your 15% mark-up. (6)
- 9.4 Calculate the total amount of commission earned by the agency for this tour per person. (3)

GRAND TOTAL: 130 MARKS