

MARKER CODE


 Pacific  
Community  
Communauté  
du Pacifique


Student Personal Identification Number

# South Pacific Form Seven Certificate

# TOURISM AND HOSPITALITY

# 2018

## QUESTION and ANSWER BOOKLET

**Time allowed:** Three hours

*(An extra 10 minutes is allowed for reading this paper.)*

### INSTRUCTIONS

Write your **Student Personal Identification Number (SPIN)** in the space provided on the top right-hand corner of this page.

Answer **ALL QUESTIONS**. Write your answers in the spaces provided in this booklet.

If you need more space for answers, ask the Supervisor for extra paper. Write your SPIN on all extra sheets used and clearly number the questions. Attach the extra sheets at the appropriate places in this booklet.

Major Learning Outcomes (Achievement Standards)	Skill Level & Number of Questions				Weight/ Time
	Level 1 <i>Uni- structural</i>	Level 2 <i>Multi- structural</i>	Level 3 <i>Relational</i>	Level 4 <i>Extended Abstract</i>	
<b>Strand 1: Introduction to the Tourism and Hospitality Industry</b> Demonstrate an understanding of the basic structure of the tourism and hospitality industry and of the terms commonly used in the industry.	6	3	1	-	15% 40 min
<b>Strand 2: The Development of Tourism and Hospitality</b> Demonstrate an understanding of the development of the tourism and hospitality industry at the regional, national and local level and locations of various tourist destinations.	6	2	5	-	25% 65 min
<b>Strand 3: Working in the Tourism and Hospitality Industry</b> Demonstrate an understanding of the importance of skills and attitudes required by people involved in the tourism and hospitality industry.	3	2	1	-	10% 25 min
<b>Strand 4: Culture and Opportunities in the Tourism and Hospitality Industry</b> Demonstrate an understanding of the importance of culture and job opportunities in the tourism and hospitality industry.	3	3	1	2	20% 50 min
<b>TOTAL</b>	<b>18</b>	<b>10</b>	<b>8</b>	<b>2</b>	<b>70% 180 min</b>

Check that this booklet contains pages 1-16 in the correct order and that none of these pages are blank.

**HAND THIS BOOKLET TO THE SUPERVISOR AT THE END OF THE EXAMINATION.**

**STRAND 1: INTRODUCTION TO THE TOURISM AND HOSPITALITY INDUSTRY**
*Assessor's use only*

1.1	<b>Terms and Definitions</b>											
	<p><b>Use the information given below to answer questions 1.1a-1.1d.</b></p> <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> <p>Kate and Sven are backpackers visiting your country for a two week holiday. Kate is from Sydney in Australia and Sven is from Oslo in Norway.</p> </div>											
1.1a	<p>Define the meaning of a visitor's <b>generating region</b>.</p> <hr/> <hr/> <hr/>	<table border="1"> <tr> <th colspan="2">Unistructural</th> </tr> <tr> <td>1</td> <td></td> </tr> <tr> <td>0</td> <td></td> </tr> <tr> <td>NR</td> <td></td> </tr> </table>	Unistructural		1		0		NR			
Unistructural												
1												
0												
NR												
1.1b	<p>Name Sven's <b>host region</b>.</p> <hr/>	<table border="1"> <tr> <th colspan="2">Unistructural</th> </tr> <tr> <td>1</td> <td></td> </tr> <tr> <td>0</td> <td></td> </tr> <tr> <td>NR</td> <td></td> </tr> </table>	Unistructural		1		0		NR			
Unistructural												
1												
0												
NR												
1.1c	<p>Define the meaning of <b>backpacker</b>.</p> <hr/> <hr/> <hr/>	<table border="1"> <tr> <th colspan="2">Unistructural</th> </tr> <tr> <td>1</td> <td></td> </tr> <tr> <td>0</td> <td></td> </tr> <tr> <td>NR</td> <td></td> </tr> </table>	Unistructural		1		0		NR			
Unistructural												
1												
0												
NR												
1.1d	<p>List <b>three</b> different operators within the tourism and hospitality industry that Kate or Sven might use during their holiday.</p> <hr/> <hr/> <hr/> <hr/> <hr/>	<table border="1"> <tr> <th colspan="2">Multistructural</th> </tr> <tr> <td>2</td> <td></td> </tr> <tr> <td>1</td> <td></td> </tr> <tr> <td>0</td> <td></td> </tr> <tr> <td>NR</td> <td></td> </tr> </table>	Multistructural		2		1		0		NR	
Multistructural												
2												
1												
0												
NR												

<b>Use the information below to answer questions 1.1e – 1.1f.</b>											
1.1e	<p data-bbox="236 264 1206 560">Jimmy, Michelle and their three children live in the United Kingdom. Jimmy is originally from your country but is now a British citizen and they are travelling home for a family reunion. Along with other family members, they will be staying at a local resort and will be engaging in many of the different activities offered at the resort and nearby.</p> <p data-bbox="223 609 970 645">State the type of tourists this family could be classified as.</p> <hr data-bbox="223 698 1238 707"/> <hr data-bbox="223 770 1238 779"/> <hr data-bbox="223 828 1238 837"/>	<table border="1" data-bbox="1267 636 1442 828"> <thead> <tr> <th colspan="2" data-bbox="1267 636 1442 680"><b>Unstructural</b></th> </tr> </thead> <tbody> <tr> <td data-bbox="1267 680 1362 725">1</td> <td data-bbox="1362 680 1442 725"></td> </tr> <tr> <td data-bbox="1267 725 1362 770">0</td> <td data-bbox="1362 725 1442 770"></td> </tr> <tr> <td data-bbox="1267 770 1362 828">NR</td> <td data-bbox="1362 770 1442 828"></td> </tr> </tbody> </table>		<b>Unstructural</b>		1		0		NR	
<b>Unstructural</b>											
1											
0											
NR											
1.1f	<p data-bbox="223 940 1197 1012">Name <b>one</b> marine and <b>one</b> land activity they might engage in while in your country.</p> <hr data-bbox="223 1070 1238 1079"/> <hr data-bbox="223 1137 1238 1146"/> <hr data-bbox="223 1196 1238 1205"/>	<table border="1" data-bbox="1267 1003 1442 1196"> <thead> <tr> <th colspan="2" data-bbox="1267 1003 1442 1048"><b>Unstructural</b></th> </tr> </thead> <tbody> <tr> <td data-bbox="1267 1048 1362 1093">1</td> <td data-bbox="1362 1048 1442 1093"></td> </tr> <tr> <td data-bbox="1267 1093 1362 1137">0</td> <td data-bbox="1362 1093 1442 1137"></td> </tr> <tr> <td data-bbox="1267 1137 1362 1196">NR</td> <td data-bbox="1362 1137 1442 1196"></td> </tr> </tbody> </table>		<b>Unstructural</b>		1		0		NR	
<b>Unstructural</b>											
1											
0											
NR											

<p><b>1.2</b></p>	<p><b>One Industry Concept</b></p>													
	<p><b>Use the information below to answer questions 1.2a – 1.2b.</b></p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>When Jimmy, Michelle and family arrived in your country, they found that two of their suitcases were missing. They then spent a couple of hours with an airline representative filling in forms before catching a transfer to their resort. On arrival at their resort, they found that their rooms would not be ready for a few more hours.</p> </div>													
<p>1.2a</p>	<p>With reference to the above information, describe the features of the One Industry Concept.</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<table border="1" style="width: 100%; text-align: center;"> <tr> <th colspan="2">Multistructural</th> </tr> <tr> <td>2</td> <td></td> </tr> <tr> <td>1</td> <td></td> </tr> <tr> <td>0</td> <td></td> </tr> <tr> <td>NR</td> <td></td> </tr> </table>	Multistructural		2		1		0		NR			
Multistructural														
2														
1														
0														
NR														
<p>1.2b</p>	<p>Depending on how the airline and the resort dealt with the missing luggage, and whether the experience was positive or negative, explain in the context of the One Industry Concept, how this could influence the family's memories of their holiday.</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<table border="1" style="width: 100%; text-align: center;"> <tr> <th colspan="2">Relational</th> </tr> <tr> <td>3</td> <td></td> </tr> <tr> <td>2</td> <td></td> </tr> <tr> <td>1</td> <td></td> </tr> <tr> <td>0</td> <td></td> </tr> <tr> <td>NR</td> <td></td> </tr> </table>	Relational		3		2		1		0		NR	
Relational														
3														
2														
1														
0														
NR														

1.3	Tourism Sectors												
1.3a	<p>List <b>three</b> different job opportunities available in the catering industry in your country.</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<table border="1"> <thead> <tr> <th colspan="2" data-bbox="1254 439 1458 483">Multistructural</th> </tr> </thead> <tbody> <tr> <td data-bbox="1254 483 1353 528">2</td> <td data-bbox="1353 483 1458 528"></td> </tr> <tr> <td data-bbox="1254 528 1353 573">1</td> <td data-bbox="1353 528 1458 573"></td> </tr> <tr> <td data-bbox="1254 573 1353 618">0</td> <td data-bbox="1353 573 1458 618"></td> </tr> <tr> <td data-bbox="1254 618 1353 663">NR</td> <td data-bbox="1353 618 1458 663"></td> </tr> </tbody> </table>		Multistructural		2		1		0		NR	
Multistructural													
2													
1													
0													
NR													
1.3b	<p>Give <b>one</b> example of an accommodation that tourists visiting your country could stay in.</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<table border="1"> <thead> <tr> <th colspan="2" data-bbox="1254 1066 1458 1111">Unistructural</th> </tr> </thead> <tbody> <tr> <td data-bbox="1254 1111 1353 1155">1</td> <td data-bbox="1353 1111 1458 1155"></td> </tr> <tr> <td data-bbox="1254 1155 1353 1200">0</td> <td data-bbox="1353 1155 1458 1200"></td> </tr> <tr> <td data-bbox="1254 1200 1353 1245">NR</td> <td data-bbox="1353 1200 1458 1245"></td> </tr> </tbody> </table>		Unistructural		1		0		NR			
Unistructural													
1													
0													
NR													

## STRAND 2: THE DEVELOPMENT OF TOURISM AND HOSPITALITY

*Assessor's use only*

2.1	<b>Airlines, Travel Motivations and Market Segments</b>																			
2.1a	<p>In the table below, fill in the missing name of an international airport and a three-letter IATA Code.</p> <table border="1" data-bbox="400 479 968 696"> <thead> <tr> <th>International Airport</th> <th>IATA Code</th> </tr> </thead> <tbody> <tr> <td>Nadi</td> <td>NAN</td> </tr> <tr> <td>Suva</td> <td></td> </tr> <tr> <td></td> <td>BNE</td> </tr> </tbody> </table>	International Airport	IATA Code	Nadi	NAN	Suva			BNE	<table border="1" data-bbox="1262 501 1453 696"> <thead> <tr> <th colspan="2">Unistructural</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> </tr> <tr> <td>0</td> <td></td> </tr> <tr> <td>NR</td> <td></td> </tr> </tbody> </table>	Unistructural		1		0		NR			
International Airport	IATA Code																			
Nadi	NAN																			
Suva																				
	BNE																			
Unistructural																				
1																				
0																				
NR																				
2.1b	<p>Name <b>one</b> important tourist attraction in your country.</p> <hr/> <hr/> <hr/> <hr/>	<table border="1" data-bbox="1262 842 1453 1037"> <thead> <tr> <th colspan="2">Unistructural</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> </tr> <tr> <td>0</td> <td></td> </tr> <tr> <td>NR</td> <td></td> </tr> </tbody> </table>	Unistructural		1		0		NR											
Unistructural																				
1																				
0																				
NR																				
2.1c	<p>In the table below, identify the categories of tourists who would visit the attractions listed.</p> <table border="1" data-bbox="244 1240 1235 2029"> <thead> <tr> <th>Category of Tourist</th> <th>Attractions or Activities</th> </tr> </thead> <tbody> <tr> <td></td> <td>Pacific Harbour Cultural Centre Fiji, National Museum and Cultural Centre Tonga, Pentecost Island Land Diving, Village Tour in your country.</td> </tr> <tr> <td></td> <td>Gizo Reefs Solomon Islands, President Coolidge Wreck Vanuatu, Hideaway Island Marine Sanctuary Vanuatu.</td> </tr> <tr> <td></td> <td>Battle of Tarawa War Relics Kiribati, Betikama War Collection Solomons, Graves of NZ and Australian Coast Watchers of World War II.</td> </tr> </tbody> </table>	Category of Tourist	Attractions or Activities		Pacific Harbour Cultural Centre Fiji, National Museum and Cultural Centre Tonga, Pentecost Island Land Diving, Village Tour in your country.		Gizo Reefs Solomon Islands, President Coolidge Wreck Vanuatu, Hideaway Island Marine Sanctuary Vanuatu.		Battle of Tarawa War Relics Kiribati, Betikama War Collection Solomons, Graves of NZ and Australian Coast Watchers of World War II.	<table border="1" data-bbox="1262 1800 1453 2018"> <thead> <tr> <th colspan="2">Multistructural</th> </tr> </thead> <tbody> <tr> <td>2</td> <td></td> </tr> <tr> <td>1</td> <td></td> </tr> <tr> <td>0</td> <td></td> </tr> <tr> <td>NR</td> <td></td> </tr> </tbody> </table>	Multistructural		2		1		0		NR	
Category of Tourist	Attractions or Activities																			
	Pacific Harbour Cultural Centre Fiji, National Museum and Cultural Centre Tonga, Pentecost Island Land Diving, Village Tour in your country.																			
	Gizo Reefs Solomon Islands, President Coolidge Wreck Vanuatu, Hideaway Island Marine Sanctuary Vanuatu.																			
	Battle of Tarawa War Relics Kiribati, Betikama War Collection Solomons, Graves of NZ and Australian Coast Watchers of World War II.																			
Multistructural																				
2																				
1																				
0																				
NR																				

2.1d	<p>Name <b>one</b> country that contributes to the highest number of tourists for the Pacific region.</p> <hr/> <hr/> <hr/> <hr/>	<table border="1"> <thead> <tr> <th colspan="2">Unistructural</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> </tr> <tr> <td>0</td> <td></td> </tr> <tr> <td>NR</td> <td></td> </tr> </tbody> </table>	Unistructural		1		0		NR					
Unistructural														
1														
0														
NR														
2.1e	<p>Describe <b>two</b> main reasons for travel within your country including the main market segments.</p> <hr/> <hr/> <hr/> <hr/> <hr/>	<table border="1"> <thead> <tr> <th colspan="2">Multistructural</th> </tr> </thead> <tbody> <tr> <td>2</td> <td></td> </tr> <tr> <td>1</td> <td></td> </tr> <tr> <td>0</td> <td></td> </tr> <tr> <td>NR</td> <td></td> </tr> </tbody> </table>	Multistructural		2		1		0		NR			
Multistructural														
2														
1														
0														
NR														
2.1f	<p>Explain the important role played by international airlines in the tourism industry. Give examples to support your answer.</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<table border="1"> <thead> <tr> <th colspan="2">Relational</th> </tr> </thead> <tbody> <tr> <td>3</td> <td></td> </tr> <tr> <td>2</td> <td></td> </tr> <tr> <td>1</td> <td></td> </tr> <tr> <td>0</td> <td></td> </tr> <tr> <td>NR</td> <td></td> </tr> </tbody> </table>	Relational		3		2		1		0		NR	
Relational														
3														
2														
1														
0														
NR														

2.2	<b>Costs and Benefits of Tourism</b>													
2.2a	Give <b>one</b> example of the main economic costs of tourism in your country. <hr/> <hr/> <hr/>	<table border="1"> <thead> <tr> <th colspan="2" data-bbox="1262 282 1453 331">Unistructural</th> </tr> </thead> <tbody> <tr> <td data-bbox="1262 331 1358 380">1</td> <td data-bbox="1358 331 1453 380"></td> </tr> <tr> <td data-bbox="1262 380 1358 430">0</td> <td data-bbox="1358 380 1453 430"></td> </tr> <tr> <td data-bbox="1262 430 1358 479">NR</td> <td data-bbox="1358 430 1453 479"></td> </tr> </tbody> </table>	Unistructural		1		0		NR					
Unistructural														
1														
0														
NR														
2.2b	Explain the positive impacts of tourism in your country. Give examples to support your answer. <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<table border="1"> <thead> <tr> <th colspan="2" data-bbox="1262 949 1453 999">Relational</th> </tr> </thead> <tbody> <tr> <td data-bbox="1262 999 1358 1048">3</td> <td data-bbox="1358 999 1453 1048"></td> </tr> <tr> <td data-bbox="1262 1048 1358 1097">2</td> <td data-bbox="1358 1048 1453 1097"></td> </tr> <tr> <td data-bbox="1262 1097 1358 1146">1</td> <td data-bbox="1358 1097 1453 1146"></td> </tr> <tr> <td data-bbox="1262 1146 1358 1196">0</td> <td data-bbox="1358 1146 1453 1196"></td> </tr> <tr> <td data-bbox="1262 1196 1358 1245">NR</td> <td data-bbox="1358 1196 1453 1245"></td> </tr> </tbody> </table>	Relational		3		2		1		0		NR	
Relational														
3														
2														
1														
0														
NR														
2.2c	International tourism in the Pacific region can have high levels of leakages back to industrialised countries. Explain <b>two</b> ways this could be prevented. <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<table border="1"> <thead> <tr> <th colspan="2" data-bbox="1262 1765 1453 1814">Relational</th> </tr> </thead> <tbody> <tr> <td data-bbox="1262 1814 1358 1863">3</td> <td data-bbox="1358 1814 1453 1863"></td> </tr> <tr> <td data-bbox="1262 1863 1358 1912">2</td> <td data-bbox="1358 1863 1453 1912"></td> </tr> <tr> <td data-bbox="1262 1912 1358 1962">1</td> <td data-bbox="1358 1912 1453 1962"></td> </tr> <tr> <td data-bbox="1262 1962 1358 2011">0</td> <td data-bbox="1358 1962 1453 2011"></td> </tr> <tr> <td data-bbox="1262 2011 1358 2060">NR</td> <td data-bbox="1358 2011 1453 2060"></td> </tr> </tbody> </table>	Relational		3		2		1		0		NR	
Relational														
3														
2														
1														
0														
NR														



<b>2.3</b>	<b>Laws and Regulations</b>													
	<p><b>Use the information given below to answer questions 2.3a – 2.3b.</b></p> <p>CITES (the Convention on International Trade in Endangered Species of Wild Fauna and Flora) is an international agreement between governments. Its aim is to ensure that international trade in specimens of wild animals and plants do not threaten their survival.</p>													
2.3a	<p>Explain with reasons why you think it is important for your country to sign the CITES Convention. Provide examples to support your answer.</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<table border="1"> <thead> <tr> <th colspan="2">Relational</th> </tr> </thead> <tbody> <tr> <td>3</td> <td></td> </tr> <tr> <td>2</td> <td></td> </tr> <tr> <td>1</td> <td></td> </tr> <tr> <td>0</td> <td></td> </tr> <tr> <td>NR</td> <td></td> </tr> </tbody> </table>	Relational		3		2		1		0		NR	
Relational														
3														
2														
1														
0														
NR														
2.3b	<p>Much of the food that is consumed by tourists is imported into your country. In this context, state the purpose of agriculture and quarantine requirements for tourism.</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<table border="1"> <thead> <tr> <th colspan="2">Unistructural</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> </tr> <tr> <td>0</td> <td></td> </tr> <tr> <td>NR</td> <td></td> </tr> </tbody> </table>	Unistructural		1		0		NR					
Unistructural														
1														
0														
NR														
2.3c	<p>State the purpose of keeping proper travel documentation when visiting a country.</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<table border="1"> <thead> <tr> <th colspan="2">Unistructural</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> </tr> <tr> <td>0</td> <td></td> </tr> <tr> <td>NR</td> <td></td> </tr> </tbody> </table>	Unistructural		1		0		NR					
Unistructural														
1														
0														
NR														

*Assessor's use only*

2.3d

Explain why it is important to enforce land ownership rights and regulations in your country for the tourism industry. Give examples to support your answer.

---



---



---



---



---



---



---



---



---



---



---



---



---



---



---

**Relational**

3

2

1

0

NR

**STRAND 3: WORKING IN THE TOURISM AND HOSPITALITY INDUSTRY**

*Assessor's use only*

<p><b>3.1</b></p>	<p><b>Employment Opportunities in the Tourism and Hospitality Industry</b></p>											
<p>3.1a</p>	<p>Use the information below to answer questions 3.1a – 3.1b.</p> <div data-bbox="236 405 1206 1064" style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;"><b>CRUISE LINE CAREER OPPORTUNITIES</b></p> <p style="text-align: center;">CTI BANGKOK IS LOOKING FOR QUALIFIED CANDIDATES FOR MAJOR CRUISE LINES TEL. +66 2 652 0205 / 6</p> <ul style="list-style-type: none"> <li>• Housekeeping</li> <li>• Culinary</li> <li>• Experienced Baristas</li> <li>• Experienced Bartenders</li> <li>• Experienced Waiters / Waitresses</li> <li>• Sommeliers</li> <li>• Snack Attendants</li> <li>• Teppanyaki and Japanese Chefs</li> <li>• Guest Service Personnel</li> <li>• Hotel Administrators</li> <li>• Assistant Personnel Managers</li> </ul> <p style="font-size: small;">Minimum 21 years of age, experienced in the hospitality industry, physically fit and smart appearance, pleasant personality, hospitable, positive attitude, fluent in conversational English and a team player.</p> <p style="text-align: center;"> <small>CTI BANGKOK</small>                  2nd Floor Intira Building, 76/29 Soi Langsuan Lumpini,                  Pathumwan, Bangkok 10330 Thailand                  Tel: +66 2 652 0205 / 6 Fax: +66 2 652 0013                  E-mail: thailand@cti-usa.com             </p> <p style="text-align: center;"> <a href="http://WWW.CTI-USA.COM">WWW.CTI-USA.COM</a>   <a href="http://WWW.FACEBOOK.COM/CTIJOBS">WWW.FACEBOOK.COM/CTIJOBS</a> </p> </div> <p>Choose a position from the list above and state a skill required by a worker for that job.</p> <p>Position: _____</p> <p>Skill: _____</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="2" style="background-color: #cccccc;">Unistructural</th> </tr> <tr> <td style="text-align: center;">1</td> <td style="width: 40px;"></td> </tr> <tr> <td style="text-align: center;">0</td> <td></td> </tr> <tr> <td style="text-align: center;">NR</td> <td></td> </tr> </table>	Unistructural		1		0		NR			
Unistructural												
1												
0												
NR												
<p>3.1b</p>	<p>Outline a scenario where <b>two</b> of the above positions would require workers to work with each other as part of a team.</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="2" style="background-color: #cccccc;">Multistructural</th> </tr> <tr> <td style="text-align: center;">2</td> <td style="width: 40px;"></td> </tr> <tr> <td style="text-align: center;">1</td> <td></td> </tr> <tr> <td style="text-align: center;">0</td> <td></td> </tr> <tr> <td style="text-align: center;">NR</td> <td></td> </tr> </table>	Multistructural		2		1		0		NR	
Multistructural												
2												
1												
0												
NR												

<p><b>3.2</b></p>	<p><b>Basic Accounting Principles</b></p>													
<p>3.2a</p>	<p>In the Tourism industry, many businesses use a local purchase order (LPO). Define <b>LPO</b>.</p> <hr/> <hr/> <hr/>	<table border="1"> <tr> <th colspan="2">Unistructural</th> </tr> <tr> <td>1</td> <td></td> </tr> <tr> <td>0</td> <td></td> </tr> <tr> <td>NR</td> <td></td> </tr> </table>	Unistructural		1		0		NR					
Unistructural														
1														
0														
NR														
<p>3.2b</p>	<p>Many people travelling today by plane, train or ferry purchase e-Tickets. What is an <b>e-Ticket</b>?</p> <hr/> <hr/> <hr/>	<table border="1"> <tr> <th colspan="2">Unistructural</th> </tr> <tr> <td>1</td> <td></td> </tr> <tr> <td>0</td> <td></td> </tr> <tr> <td>NR</td> <td></td> </tr> </table>	Unistructural		1		0		NR					
Unistructural														
1														
0														
NR														
<p>3.2c</p>	<p>Communication is an important skill in this 21<sup>st</sup> century.</p> <p>List the <b>five</b> main features of the communication process in the tourism and hospitality industry.</p> <hr/> <hr/> <hr/> <hr/> <hr/>	<table border="1"> <tr> <th colspan="2">Multistructural</th> </tr> <tr> <td>2</td> <td></td> </tr> <tr> <td>1</td> <td></td> </tr> <tr> <td>0</td> <td></td> </tr> <tr> <td>NR</td> <td></td> </tr> </table>	Multistructural		2		1		0		NR			
Multistructural														
2														
1														
0														
NR														
<p>3.2d</p>	<p>All the sectors in the tourism industry include financial transactions.</p> <p>Explain the importance of preparing budgets and keeping cash records for a business in the tourism industry.</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<table border="1"> <tr> <th colspan="2">Relational</th> </tr> <tr> <td>3</td> <td></td> </tr> <tr> <td>2</td> <td></td> </tr> <tr> <td>1</td> <td></td> </tr> <tr> <td>0</td> <td></td> </tr> <tr> <td>NR</td> <td></td> </tr> </table>	Relational		3		2		1		0		NR	
Relational														
3														
2														
1														
0														
NR														

**STRAND 4: CULTURE AND OPPORTUNITIES IN THE TOURISM AND HOSPITALITY INDUSTRY**

*Assessor's use only*

<p><b>4.1</b></p>	<p><b>Culture and Local Traditions</b></p>											
<p>4.1a</p>	<p>Give <b>one</b> example of a local tradition in your country that has been adopted to enhance tourists' cultural experiences.</p> <p>_____</p> <p>_____</p> <p>_____</p>	<table border="1"> <tr> <th colspan="2">Unistructural</th> </tr> <tr> <td>1</td> <td></td> </tr> <tr> <td>0</td> <td></td> </tr> <tr> <td>NR</td> <td></td> </tr> </table>	Unistructural		1		0		NR			
Unistructural												
1												
0												
NR												
<p>4.1b</p>	<p>Describe the negative effects of tourism on the local tradition mentioned in question 4.1a.</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<table border="1"> <tr> <th colspan="2">Multistructural</th> </tr> <tr> <td>2</td> <td></td> </tr> <tr> <td>1</td> <td></td> </tr> <tr> <td>0</td> <td></td> </tr> <tr> <td>NR</td> <td></td> </tr> </table>	Multistructural		2		1		0		NR	
Multistructural												
2												
1												
0												
NR												
<p>4.1c</p>	<p>Matava Resort is an ecotourism resort located on Kadavu Island, Fiji.</p> <p>Describe <b>one</b> feature of ecotourism.</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<table border="1"> <tr> <th colspan="2">Multistructural</th> </tr> <tr> <td>2</td> <td></td> </tr> <tr> <td>1</td> <td></td> </tr> <tr> <td>0</td> <td></td> </tr> <tr> <td>NR</td> <td></td> </tr> </table>	Multistructural		2		1		0		NR	
Multistructural												
2												
1												
0												
NR												
<p>4.1d</p>	<p>Identify <b>one</b> cultural characteristic of a tourist group that frequently visits your country for holidays; e.g. Australians, New Zealanders, Americans, Chinese and Germans.</p> <p>Tourist Group: _____</p> <p>Cultural Characteristic:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<table border="1"> <tr> <th colspan="2">Unistructural</th> </tr> <tr> <td>1</td> <td></td> </tr> <tr> <td>0</td> <td></td> </tr> <tr> <td>NR</td> <td></td> </tr> </table>	Unistructural		1		0		NR			
Unistructural												
1												
0												
NR												

*Assessor's use only*

4.1e	Define <b>entrepreneur</b> . <hr/> <hr/> <hr/>	<b>Unistructural</b>	
		1	
		0	
		NR	

*Assessor's use only*

<b>4.2</b>	<b>Job Opportunities in the Tourism and Hospitality Industry</b>		
4.2a	List <b>four</b> small business opportunities in the tourism and hospitality industry in your country that use local resources. <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<b>Multistructural</b>	
		2	
		1	
		0	
		NR	
		4.2b	Briefly explain the types of training that would be required to meet the needs of tourism operators in your country. <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
3			
2			
1			
0			
NR			



