

MARKER CODE



Student Personal Identification Number

South Pacific Form Seven Certificate

TOURISM AND HOSPITALITY

2019

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>	
Strand 1: Introduction to the Tourism and Hospitality Industry 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
Strand 2: The Development of Tourism and Hospitality Demonstrate an understanding of the development of the tourism and hospitality industry at the regional, national and local levels and locations of various tourist destinations.	6	2	5	-	25% 65 min
Strand 3: Working in the Tourism and Hospitality Industry 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
Strand 4: Culture and Opportunities in the Tourism and Hospitality Industry Demonstrate an understanding of the importance of culture and job opportunities in the tourism and hospitality industry.	3	3	1	2	20% 50 min
TOTAL	18	10	8	2	70% 180 min

Check that this booklet contains pages 2-16 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

Features of Tourism and Hospitality												
1.1	<p>The tourism and hospitality industry is a broad category of fields within the service industry that includes lodging, event planning, theme parks, transportation, cruise line, and additional fields within the tourism industry.</p> <p>Define tourism products.</p> <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												
1.2	<p>International tourists are interested in knowing more about the local people and their culture when on vacation.</p> <p>Define international tourist.</p> <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												
1.3a	<p>Five Sectors of the Tourism and Hospitality Industry</p> <p>The tourism industry is made up of five sectors. The performance of these sectors is important for a positive tourist experience and good destination image.</p> <p>Name a job one can get in the accommodation sector.</p> <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												
1.3b	<p>State one purpose of the transport sector in the tourism industry.</p> <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												
1.3c	<p>Describe one feature of job opportunities in the transport sector.</p> <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												

1.3d	<p>Explain why it is important for these five sectors to have a good relationship with each other and work together for the success of the tourism and hospitality industry.</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/> <hr/>	<table border="1" data-bbox="1278 987 1458 1279"> <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														
1.4a	<p>Many destinations around the world have exciting tourist attractions. Define the term tourist attraction.</p> <hr/> <hr/> <hr/>	<table border="1" data-bbox="1278 1424 1458 1619"> <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														
1.4b	<p>Give two examples of natural attractions in your country.</p> <hr/> <hr/> <hr/> <hr/> <hr/>	<table border="1" data-bbox="1278 1738 1458 1984"> <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														

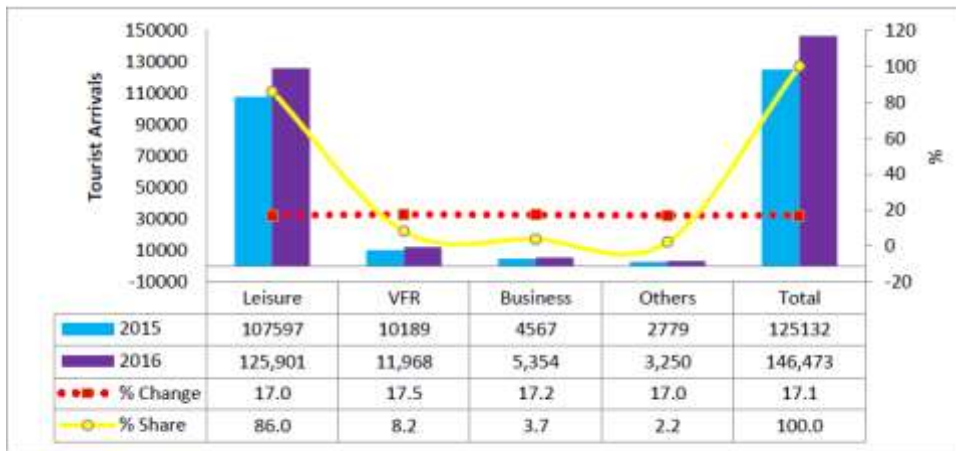
1.5a	<p>One Industry Concept</p> <p>Jonah and his family visited the Pacific last year and spent a few days in Fiji and Samoa. At the airport, they said that they really enjoyed their stay and would definitely return even though the taxi driver was rude to them and charged them a higher fare.</p> <p>Define the 'One Industry Concept'.</p> <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												
1.5b	<p>Describe one feature of the 'One Industry Concept'.</p> <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												

STRAND 2: THE DEVELOPMENT OF TOURISM AND HOSPITALITY*Assessor's use only*

2.1a	<p>Annex 1 on page 16 has a map of countries in the Pacific region. Use the map to answer question 2.1a.</p> <p>Identify your country by putting an X on the map provided.</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														
2.1b	<p>Name an international airport in your country.</p> <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														
2.2	<p>International airlines play an important role in the tourism industry.</p> <p>Explain the importance of international airlines in your own country and also for the Pacific region.</p> <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														
2.3a	<p>Name the country that contributes to the largest number of tourists for the Pacific region.</p> <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														

2.3b Use the graph below to answer question 2.3b.

Tourist arrivals by purpose of visit for the Cook Islands for 2016



Source: Cook Islands Statistics Office

Describe **one** trend observed for tourists visiting for **leisure** in 2016.

Multistructural	
2	
1	
0	
NR	

2.4 Tourists are generally categorised according to the activities they wish to engage in when they travel.

List **two** categories of tourists who travel to and within your own country.

Multistructural	
2	
1	
0	
NR	

2.5a Most countries have in place laws and regulations within which the tourism industry operates.

State **one** law or regulation that affects the tourism industry in your country.

Unistructural	
1	
0	
NR	

2.5b	<p>Explain the impacts of laws and regulations on the tourism and hospitality industry.</p> <hr/> <hr/> <hr/> <hr/> <hr/> <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														
2.6a	<p>The Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES) was drafted as a result of a resolution adopted in 1963 at a meeting of members of the International Union for Conservation of Nature. The convention was opened for signature in 1973, and CITES entered into force on 1 July 1975.</p> <p>State the purpose of CITES.</p> <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														
2.6b	<p>Explain the importance of CITES to the development of the tourism industry.</p> <hr/> <hr/> <hr/> <hr/> <hr/> <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														

2.7a	<p>Many countries in the Pacific region support tourism as a tool for development because of the many benefits it brings to individuals, communities, regions and destinations.</p> <p>Give one benefit of tourism in your country.</p> <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														
2.7b	<p>Explain the benefits of tourism in your country.</p> <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"> <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														
2.8	<p>Explain the negative economic impacts of tourism in your country.</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <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														

STRAND 3: WORKING IN THE TOURISM AND HOSPITALITY INDUSTRY

Assessor's use only

<p>3.1a</p>	<p>A large tourist resort can employ hundreds of personnel in different areas of work.</p> <p>Name an area of work in a hotel.</p> <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>3.1b</p>	<p>Functioning together as a team is very important in any area of work in the tourism and hospitality industry.</p> <p>Describe one importance of teamwork in the tourism and hospitality industry.</p> <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>3.1c</p>	<p>Communication is a vital aspect of team work.</p> <p>Explain the theoretical model of communication.</p> <hr/> <hr/> <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														

Assessor's use only

3.2a	<p>There are several ways that tourists can pay for services during a vacation.</p> <p>Identify one suitable method of payment for services provided in the tourism and hospitality industry.</p> <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												
3.2b	<p>In the last decade, the e-ticket system has become a more efficient method of ticket entry in the transport sector.</p> <p>Define e-ticket.</p> <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												
3.2c	<p>Every organisation needs a budget to ensure they maximise the use of their scarce resources.</p> <p>Describe one budgeting procedure in a tourism venture.</p> <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												

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

Assessor's use only

<p>4.1a</p>	<p>Tourism often provides opportunities for locals to showcase their culture and traditions to visitors.</p> <p>Give one example of your local tradition that is showcased to visitors.</p> <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														
<p>4.1b</p>	<p>Describe one negative effect of tourism on your local traditions and communities.</p> <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														
<p>4.1c</p>	<p>Explain how conflicts between tourism and tradition can be minimised or resolved.</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														

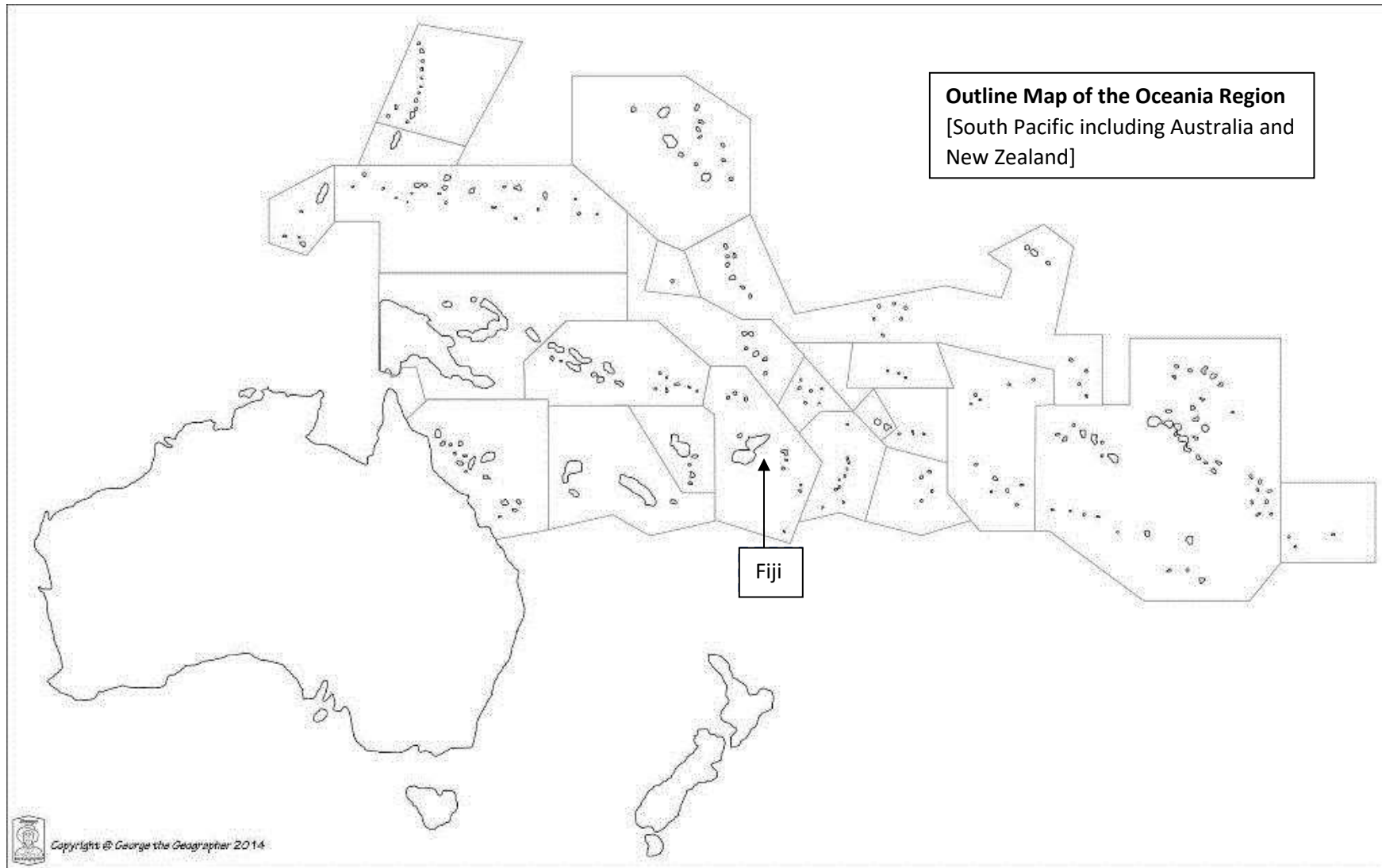
<p>4.2a</p>	<p>The tourism and hospitality industry comprises key sectors that provide employment to locals and also expatriates.</p> <p>State one occupation that is part of the tourism and hospitality industry.</p> <hr/>	<table border="1"> <tr> <th colspan="2">Unistructural</th> </tr> <tr> <td>1</td> <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												
<p>4.2b</p>	<p>List two types of equipment needed to open a small restaurant.</p> <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>4.2c</p>	<p>Discuss, with examples, the impact of the use of technology on the tourism and hospitality industry. In your answer include the benefits and losses to the industry and to the people.</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>											

Assessor's use only

4.3a	<p>Negative social and environmental impacts happen when tourism development takes place without proper planning. New forms of tourism are on the rise to enhance the cultural integrity of local people.</p> <p>Define ecotourism.</p> <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												
4.3b	<p>Describe one feature of ecotourism.</p> <hr/> <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												

THE END

Annex 1



Source: http://www.georgethegeographer.co.uk/Base_maps/Oceania_unnamed_b&w.jpg