

MARKER CODE



Student Personal Identification Number

South Pacific Form Seven Certificate

TOURISM AND HOSPITALITY

2021

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. | 5 | 3 | - | 1 | 15% 45 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. | 4 | 3 | 2 | 1 | 20% 60 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% 30 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. | 5 | 2 | 2 | - | 15% 45 min |
| TOTAL | 17 | 10 | 5 | 2 | 60% 180 min |

Check that this booklet contains pages 2–13 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>In the context of tourism, define excursionist.</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 | |
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| 1.2 | <p>Which of the following is the best example of a tourist generating country?</p> <p>A. Tuvalu</p> <p>B. Kiribati</p> <p>C. Samoa</p> <p>D. Australia</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 | |
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| 1.3 | <p>A domestic tourist can be best described as a person _____.</p> <p>A. visiting friends and relatives</p> <p>B. from overseas travelling locally</p> <p>C. moving from one place to another</p> <p>D. going on a vacation within own country</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 | |
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| 1.4 | <p>Tourism receipt can be defined as the _____.</p> <p>A. money earned by a destination country from spending made by visitors from abroad</p> <p>B. number of times money spent by a tourist circulates through a country's economy</p> <p>C. money earned by hotels and airlines as a result of payments made by tourists</p> <p>D. total consumption expenditure made by a visitor during his/her trip</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 | |
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| 1.5 | <p>Tourism is about people travelling to another place for a short period of time to spend their vacation.</p> <p>What is inbound tourism?</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 | |
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| 1.6 | <p>Services in tourism and hospitality have characteristics that are said to be intangible, perishable, variable and inseparable.</p> <p>Describe the variability nature of service in tourism and hospitality.</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 | |
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| 1.7 | <p>Despite tourism being a multisectoral industry, the one industry concept is important for the survival of this sector in any destination.</p> <p>Describe the one industry concept.</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 | |
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| 1.8a | <p>The tourism and hospitality industry is made up of five key sectors.</p> <p>Name two of these sectors.</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 | |
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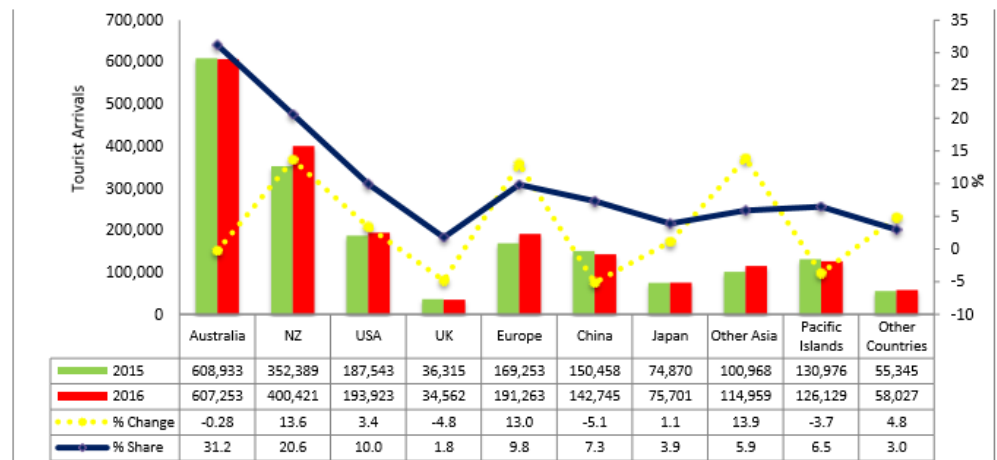
STRAND 2: THE DEVELOPMENT OF TOURISM AND HOSPITALITY*Assessor's use only*

| 2.1 | <p>Which of the following shows the name of the main international airport in the Cook Islands and its three letter IATA code?</p> <p>A. Aitutaki (AIT) B. Avarua (AVA) C. Mauke (MUK) D. Rarotonga (RAR)</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 | | | |
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| 2.2 | <p>The capital of Tahiti is _____.</p> <p>A. Funafuti B. Pape'ete C. Fua'amotu D. Nuku'alofa</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 | | | |
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| 2.3 | <p>Tourism has economic costs and benefits for destinations in the Pacific.</p> <p>State an economic cost resulting from tourism activities in your country.</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 | | | |
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| 2.4a | <p>Laws and regulations are put in place to maintain order, resolve disputes, and protect the resources and rights of everyone.</p> <p>State one reason visitors need to have proper travel documentation.</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 | | | |
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| 2.4b | <p>List two basic laws in your country that affect tourists.</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> | <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 | |
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2.6

Study the graph below on tourist arrivals to answer question 2.6.

Tourist Arrivals in Pacific ACP and SPTO Member Countries by Source Market, 2016



Source: NTOs, NSOs and SPTO

Describe **one** travel pattern in tourist arrivals in the Pacific.

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2.7

International airlines play a major role for tourism in the Pacific.

Explain the importance of international airlines in providing access to the Pacific region.

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STRAND 3: WORKING IN THE TOURISM AND HOSPITALITY INDUSTRY

Assessor's use only

| <p>3.1a</p> | <p>In the workplace, good interpersonal skills are important because they allow one to work well with others.</p> <p>Define the term skill.</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 | | | | | |
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| <p>3.1b</p> | <p>State a skill one would require for working in a restaurant.</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 | | | | | |
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| <p>3.1c</p> | <p>Describe a skill needed by someone who works in the reception area of a hotel.</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 | | | |
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| <p>3.1d</p> | <p>Explain the importance of having the right skill set for the right job in the tourism and hospitality 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 | |
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| <p>3.2</p> | <p>Attitude can be best defined as a _____.</p> <p>A. natural ability to do something B. manipulative tool that can lift or ruin a business C. descriptive thought that a person holds about something D. settled way of thinking or feeling about someone or something</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 | | | |
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| <p>3.3</p> | <p>Teamwork is essential for the delivery of quality service in the tourism and hospitality sector.</p> <p>Describe one importance of working as a team in the tourism and hospitality sector.</p> <hr/> <hr/> <hr/> <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 | |
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STRAND 4: CULTURE AND OPPORTUNITIES IN THE TOURISM AND HOSPITALITY INDUSTRY

Assessor's use only

| <p>4.1</p> | <p>Chinese visitors love to gamble and prefer to do shopping while on holiday.</p> <p>Identify one characteristic that is typical of Australian tourists who visit your country.</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 | |
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| <p>4.2</p> | <p>Name one type of employment you will find in the tourism and hospitality industry.</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 | |
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| <p>4.3</p> | <p>State one characteristic an entrepreneur should have in order to successfully run a waterfall tour business.</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 | |
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| <p>4.4</p> | <p>Before you start a business, it is important to have a business plan.</p> <p>What is a business plan?</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 | |
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| <p>4.5a</p> | <p>Destinations market different types of tourism. Some promote cultural and wildlife tourism, while others promote cruises, weddings and eco-tourism.</p> <p>What is eco-tourism?</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 | |
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| <p>4.5b</p> | <p>Describe one feature of eco-tourism.</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 | | | |
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| <p>4.5c</p> | <p>Explain one benefit eco-tourism can bring to host communities 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"> <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 | |
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| <p>4.6a</p> | <p>Technology affects the tourism service sector in many ways. Describe one use of technology in the accommodation sector.</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 | | | |
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