

MARKER CODE



Student Personal Identification Number

South Pacific Form Seven Certificate

TOURISM AND HOSPITALITY

2016

QUESTION and ANSWER BOOKLET

Time allowed: Two and a half hours

INSTRUCTIONS

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

This examination paper contains THREE sections. Answer ALL three sections.

Write your answers in the spaces provided in the 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 Band			Weight /Time
	1 Basic	2 Proficient	3 Advanced	
TohA: Demonstrate understanding by identifying and describing the basic structure of the tourism and hospitality industry	7 items	3 items	2 items	15% 45 min
TohB: Demonstrate understanding by describing, analysing and evaluating the development of the tourism and hospitality industry	8 items	1 item	1 item	10% 30 min
TohD: Demonstrate understanding of the importance of culture in the tourism and hospitality industry; ability to share knowledge with others and to create opportunities in the tourism and hospitality industry	4 items	4 items	1 item	25% 75 min
TOTAL	19 items	8 items	4 items	50% 150 min

Check that this booklet contains pages 2-16 in the correct order and that none of these pages is blank.

YOU MUST HAND THIS BOOKLET TO THE SUPERVISOR AT THE END OF THE EXAMINATION

SECTION A: INTRODUCTION TO TOURISM AND HOSPITALITY

Question 1: INTRODUCTION TO TOURISM AND HOSPITALITY

Assessor's use only

A1a	<p>Terms and definitions</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Paul and Mary live in Australia and are travelling to your island for a week's holiday.</p> </div> <p>i. Define tourist.</p> <p>_____</p> <p>_____</p> <p>ii. Name Paul and Mary's generating region and their host region.</p> <p>Generating region: _____</p> <p>Host region: _____</p> <p>iii. Describe how you could tell if Paul and Mary are FITs (Free Independent Travellers) or on a group tour.</p> <p>They are FITs OR on a group tour (circle one) because</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>iv. While they are on holiday they will use tourism products. Define tourism products and give an example of ONE tourism product they might use on their holiday.</p> <p>Definition: _____</p> <p>_____</p> <p>_____</p> <p>Tourism Product : _____</p> <p>v. They are interested in learning about the natural environment. Name this type of tourism and give an example from your area.</p> <p>Name of type of tourism: _____</p> <p>Example: _____</p> <p>_____</p>	<table border="1" style="width: 100%; border-collapse: collapse; margin-bottom: 10px;"> <tr><th colspan="2" style="background-color: #cccccc;">Skill Level 1</th></tr> <tr><td style="width: 80%;">Basic</td><td style="width: 20%;"></td></tr> <tr><td>Weak</td><td></td></tr> <tr><td>NR</td><td></td></tr> </table> <table border="1" style="width: 100%; border-collapse: collapse; margin-bottom: 10px;"> <tr><th colspan="2" style="background-color: #cccccc;">Skill Level 1</th></tr> <tr><td style="width: 80%;">Basic</td><td style="width: 20%;"></td></tr> <tr><td>Weak</td><td></td></tr> <tr><td>NR</td><td></td></tr> </table> <table border="1" style="width: 100%; border-collapse: collapse; margin-bottom: 10px;"> <tr><th colspan="2" style="background-color: #cccccc;">Skill Level 1</th></tr> <tr><td style="width: 80%;">Basic</td><td style="width: 20%;"></td></tr> <tr><td>Weak</td><td></td></tr> <tr><td>NR</td><td></td></tr> </table> <table border="1" style="width: 100%; border-collapse: collapse; margin-bottom: 10px;"> <tr><th colspan="2" style="background-color: #cccccc;">Skill Level 1</th></tr> <tr><td style="width: 80%;">Basic</td><td style="width: 20%;"></td></tr> <tr><td>Weak</td><td></td></tr> <tr><td>NR</td><td></td></tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><th colspan="2" style="background-color: #cccccc;">Skill Level 1</th></tr> <tr><td style="width: 80%;">Basic</td><td style="width: 20%;"></td></tr> <tr><td>Weak</td><td></td></tr> <tr><td>NR</td><td></td></tr> </table>	Skill Level 1		Basic		Weak		NR		Skill Level 1		Basic		Weak		NR		Skill Level 1		Basic		Weak		NR		Skill Level 1		Basic		Weak		NR		Skill Level 1		Basic		Weak		NR	
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SECTION B: DEVELOPMENT OF TOURISM AND HOSPITALITY

Question 1: LAWS AND REGULATIONS

Assessor's use only

B1a	<p>Passport and Visa</p> <p>i. Describe what a passport and how it is different from a visa.</p> <hr/> <hr/> <hr/> <hr/> <hr/> <p>ii. State why it is important to keep your passport safe.</p> <hr/> <hr/> <hr/> <p>iii. When a tourist arrives at their destination an Immigration Officer will look carefully at the tourist's passport. State ONE important thing the officer will check in the passport and why.</p> <hr/> <hr/> <hr/>	<table border="1"> <thead> <tr> <th colspan="2">Skill Level 1</th> </tr> </thead> <tbody> <tr> <td>Basic</td> <td></td> </tr> <tr> <td>Weak</td> <td></td> </tr> <tr> <td>NR</td> <td></td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="2">Skill Level 1</th> </tr> </thead> <tbody> <tr> <td>Basic</td> <td></td> </tr> <tr> <td>Weak</td> <td></td> </tr> <tr> <td>NR</td> <td></td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="2">Skill Level 1</th> </tr> </thead> <tbody> <tr> <td>Basic</td> <td></td> </tr> <tr> <td>Weak</td> <td></td> </tr> <tr> <td>NR</td> <td></td> </tr> </tbody> </table>	Skill Level 1		Basic		Weak		NR		Skill Level 1		Basic		Weak		NR		Skill Level 1		Basic		Weak		NR	
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B1b	<p>Employment contract</p> <p>i. Define an Employment Contract and give TWO conditions that should be covered in the contract.</p> <hr/> <hr/> <hr/> <p>Condition: _____</p> <p>ii. Explain how an Employment Contract protects the employee (worker). Include an example.</p> <hr/> <hr/> <hr/> <hr/> <p>Example: _____</p> <hr/> <hr/>	<table border="1"> <thead> <tr> <th colspan="2">Skill Level 1</th> </tr> </thead> <tbody> <tr> <td>Basic</td> <td></td> </tr> <tr> <td>Weak</td> <td></td> </tr> <tr> <td>NR</td> <td></td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="2">Skill Level 2</th> </tr> </thead> <tbody> <tr> <td>Proficient</td> <td></td> </tr> <tr> <td>Basic</td> <td></td> </tr> <tr> <td>Weak</td> <td></td> </tr> <tr> <td>NR</td> <td></td> </tr> </tbody> </table>	Skill Level 1		Basic		Weak		NR		Skill Level 2		Proficient		Basic		Weak		NR							
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Question 2: COSTS AND BENEFITS OF TOURISM

Assessor's use only

B2a

Read the information below and answer the questions that follow.

For many Pacific Island nations, tourism is the mainstay in their economies..... Tourism serves as an important platform for the enhancement of national economies and for the thousands of Pacific people who rely on the industry for their livelihoods.

Source: South Pacific Tourism Exchange Press Release [SPTO] 11 May 2016

Tourism in the Pacific Islands can have a big impact on the economy of the local communities.

i. Describe an **economic benefit** of tourism to the Pacific. Include examples.

Skill Level 1	
Basic	
Weak	
NR	

ii. Describe an **economic cost** of tourism to the Pacific. Include examples.

Skill Level 1	
Basic	
Weak	
NR	

Tourism can also have non-economic costs and benefits.

iii. Describe a **non-economic benefit** to the Pacific communities. Include an example.

Skill Level 1	
Basic	
Weak	
NR	

iv. Describe a **non-economic cost** to the Pacific communities. Include an example.

Skill Level 1	
Basic	
Weak	
NR	

Is Tourism Everyone's business? Why/why not.

How public and private sectors can work together to develop tourism in the future.

Skill Level 3	
Advanced	
Proficient	
Basic	
Weak	
NR	

SECTION C: TOURISM, CULTURE AND OPPORTUNITIES

Question 1: CULTURE AND LOCAL TRADITIONS

Assessor's use only

C1a Read the information below and answer the questions that follow.

Vanuatu Back in the Limelight



Momentum is growing to get tourists back to Vanuatu, the runway is completed and this Sunday sees the beginning of phase two of the VUV 180 million “*Discover What Matters*” Recovery Campaign in Australia and New Zealand.

Spearheaded by the television commercial the campaign will draw on the importance of taking time out and slowing down, based on what the people of Vanuatu believe in and practice every day.

“We want to share these **important life values** and encourage others to take a holiday that not only introduces them to **new cultures**, food and experiences, but that also encourages them to explore Vanuatu in a way that will help them to reconnect and discover what truly matters,” said Ms Kalpoi.

Source: Vanuatu Tourism Office Weekly News Updates 27 May 2016

i. Identify a cultural or traditional value that you believe is very important in your local community and would be of interest to tourists.

ii. Explain how your island's culture and important life values could enhance (make better) tourist experiences and expectations. Include an example.

Skill Level 1	
Basic	
Weak	
NR	

Skill Level 2	
Proficient	
Basic	
Weak	
NR	

iii. Explain how increased tourism can have positive and negative effects on the traditional way of life in your country. Include examples.

Positive: _____

Negative: _____

Skill Level 2	
Proficient	
Basic	
Weak	
NR	

Question 2: CULTURAL CHARACTERISTICS OF TOURISTS

Assessor's use only

C2a Read the information below and answer the questions that follow.

Tourism boosts interest from Asia for Cook Islands



In a bid to boost its Asian market, Cook Islands Tourism Corporation took part in the China Outbound Travel and Tourism market this week in Beijing an excellent opportunity to promote a new and unique destination for the Chinese market.

Apart from the Asian market, the corporation is determined to maintain the gaining momentum in their North American market focusing on why the Cook Islands is so different from other South Pacific destinations, including the direct flight to Rarotonga and the ease of getting around and interacting with the locals.

Source: SPTO News 22 April 2016

You are a tour guide for a group of **Chinese OR North American** tourists (Circle one) who are holidaying in your country. The tourism operators ask what your group needs while they are here.

Recommend **THREE** ways that tourism operators should best deal with the characteristics and requirements of your chosen group. Include examples.

i. _____

ii. _____

iii. _____

Skill Level 2	
Proficient	
Basic	
Weak	
NR	

Question 3: ENTREPRENEURIAL AND SMALL BUSINESS OPPORTUNITIES

Small tourism and hospitality businesses in the Pacific make important contributions to local economies.

Assessor's use only

C3a Read the information below and answer the questions that follow.

Business community excited to welcome first cruise ship



The business community of Luganville Town including the Mama's handicraft, local taxis and buses, hotels, bars and restaurants are all excited to welcome a cruise ship back to the town tomorrow.

Many businesses and local operators have experienced a reduced income over the months without cruise ships, so everyone is looking forward and is confident with the long-term benefits.

Source: Vanuatu Tourism Weekly Updates Industry News 20 May 2016

i. You own a bus and taxi business. Describe ONE way that an increase in the cruise market will affect your business.

ii. You decide to increase your business. Describe ONE place or activity in your area that you would recommend as tours to cruise ship passengers. Include a reason for your choice.

iii. Identify and describe ONE important characteristic that you will need to become a successful business person.

Skill Level 1	
Basic	
Weak	
NR	

Skill Level 1	
Basic	
Weak	
NR	

Skill Level 1	
Basic	
Weak	
NR	

C3b

Business Entrepreneurs in the Pacific

During your course you will have met a person who is running a successful tourism or hospitality business in your area.

Name the person or business and explain why their business is a success. Also describe a major problem they have faced and how they tried to solve this.

Name: _____

Reasons for their success: _____

Problem and solution: _____

Skill Level 2	
Proficient	
Basic	
Weak	
NR	

C3c

Your Aunty asks you about the most important things you learned in your study of Tourism and Hospitality this year.

Explain how your tourism and hospitality course has helped you understand the importance of tourism to your community AND to your country. Include an example.

To your community: _____

To your country: _____

Example: _____

Skill Level 3	
Advanced	
Proficient	
Basic	
Weak	
NR	