

MARKER CODE



Student Personal Identification Number

# South Pacific Form Seven Certificate

# TOURISM AND HOSPITALITY

## 2017

### 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:</b> Introduction to the tourism and hospitality industry	6	3	1	-	15% 40 min
<b>Strand 2:</b> The development of tourism and hospitality	6	2	5	-	25% 65 min
<b>Strand 3:</b> Working in the tourism and hospitality industry	2	2	-	1	10% 25 min
<b>Strand 4:</b> Culture and opportunities in the tourism and hospitality industry	4	3	2	1	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 2-16 in the correct order and that none of these pages is 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*

<b>Features of Tourism and Hospitality</b>											
1.1a	Define <b>tourist</b> . <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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1.1b	State a feature of tourism and hospitality. <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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1.1c	Define <b>hospitality</b> . <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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1.1d	State <b>one</b> example of a tourism operator. <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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1.1e	Define <b>package pricing</b> . <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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	<b>One Industry Concepts</b>											
1.2	<p data-bbox="240 248 1153 282">Describe the features and the importance of the <i>one industry concept</i>.</p> <hr data-bbox="240 338 1273 342"/> <hr data-bbox="240 405 1273 409"/> <hr data-bbox="240 472 1273 477"/> <hr data-bbox="240 539 1273 544"/> <hr data-bbox="240 607 1273 611"/> <hr data-bbox="240 674 1273 678"/> <hr data-bbox="240 741 1273 745"/> <hr data-bbox="240 808 1273 813"/> <hr data-bbox="240 875 1273 880"/> <hr data-bbox="240 943 1273 947"/>	<table border="1" data-bbox="1302 645 1503 931"> <thead> <tr> <th colspan="2" data-bbox="1302 645 1503 696"><b>Multistructural</b></th> </tr> </thead> <tbody> <tr> <td data-bbox="1302 696 1398 757">2</td> <td data-bbox="1398 696 1503 757"></td> </tr> <tr> <td data-bbox="1302 757 1398 817">1</td> <td data-bbox="1398 757 1503 817"></td> </tr> <tr> <td data-bbox="1302 817 1398 878">0</td> <td data-bbox="1398 817 1503 878"></td> </tr> <tr> <td data-bbox="1302 878 1398 931">NR</td> <td data-bbox="1398 878 1503 931"></td> </tr> </tbody> </table>	<b>Multistructural</b>		2		1		0		NR	
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	<b>Job Opportunities in the Tourism and Hospitality Industry</b>											
1.4a	<p>Careers in travel and tourism cover a wide variety of areas, example hotels, resorts, airlines, cruise liners, theme parks, dive operations, homestays, government, visitors' beaux, tour operations, travel agencies, casinos and so on.</p> <p>State <b>one</b> job opportunity in any of the areas listed above which may interest you to build a career path on.</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #cccccc;"> <th colspan="2" style="text-align: center; padding: 2px;">Unistructural</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; padding: 2px;">1</td> <td style="width: 20px;"></td> </tr> <tr> <td style="text-align: center; padding: 2px;">0</td> <td></td> </tr> <tr> <td style="text-align: center; padding: 2px;">NR</td> <td></td> </tr> </tbody> </table>	Unistructural		1		0		NR			
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1.4b	<p><b>Working together in the tourism and hospitality industry</b></p> <p>Choose <b>one</b> pair of departments listed below: (Circle your choice)</p> <p style="padding-left: 40px;">Reservation and Inbound Operators      OR</p> <p style="padding-left: 40px;">House Keeping and Kitchen Department    OR</p> <p style="padding-left: 40px;">Events Coordinator and Party Hire Equipment</p> <p>Describe a work situation where any two hotel departments would need to interact with (help) each other. Include an example.</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #cccccc;"> <th colspan="2" style="text-align: center; padding: 2px;">Multistructural</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; padding: 2px;">2</td> <td style="width: 20px;"></td> </tr> <tr> <td style="text-align: center; padding: 2px;">1</td> <td></td> </tr> <tr> <td style="text-align: center; padding: 2px;">0</td> <td></td> </tr> <tr> <td style="text-align: center; padding: 2px;">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*

<b>Laws and Regulation</b>			
2.1a	Name <b>one</b> law or regulation that affects tourism in your country or the Pacific region.		
	_____	<b>Unistructural</b>	
	_____	1	
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2.1b	State the purpose of employment contracts.		
	_____	<b>Unistructural</b>	
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2.1c	State the purpose of agriculture and quarantine requirements in tourism.		
	_____	<b>Unistructural</b>	
	_____	1	
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<p>2.2a</p>	<p>Explain the importance of land ownership rights and regulations for the tourism industry.</p> <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>2.2b</p>	<p>Explain the benefits of tourism in your own country and the Pacific region. Give examples to support your answer.</p> <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>2.2c</p>	<p>'Amenities' according to "Cho, 2000. <i>Tourism Destination</i>" is one of the five elements influencing the attractiveness of Tourism Destination. List some types of amenities and their purposes in your own country.</p> <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">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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2.2d	Explain the importance of international cruise ships in any <b>two</b> Pacific Islands.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="2" style="text-align: center; background-color: #f2f2f2;">Relational</th> </tr> <tr> <td style="text-align: center;">3</td> <td style="width: 20px;"></td> </tr> <tr> <td style="text-align: center;">2</td> <td></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>	Relational		3		2		1		0		NR	
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	<p><b>History and Developments of Tourism in the Pacific</b></p> <p><i>“Heilala Festival is an annual event celebrating the King’s birthday through various shows and events. One of the highlights being the Miss Heilala beauty pageant, where by contestants from various places come together to showcase the tradition and unique culture of Tonga through talent, beauty and knowledge.”</i>  <b>(Kingdom Travel)</b></p> <p>This Festival has been continually celebrated by the people of Tonga ever since its birth that was first organized in 1980 by the Tonga Visitors Bureau (Ministry of Tourism).</p> <div style="display: flex; justify-content: space-around; align-items: center; margin: 10px 0;">     </div> <p>info@travelcentre.to</p>											
2.3a	List the effects of such festivals on the economy of a country.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="2" style="text-align: center; background-color: #f2f2f2;">Multistructural</th> </tr> <tr> <td style="text-align: center;">2</td> <td style="width: 20px;"></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	
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2.3b Explain the impacts of such festivals on the development of the tourism industry of a country.

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2.3c Explain why different groups of tourists travel to and within your country.

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<p>2.3di</p>	<p><b>To answer Questions 2.3di - 2.3diii, choose one Pacific Island country.</b></p> <p>Pacific Island country: _____</p> <p>Name the international airport and its 3 letter IATA codes.</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	
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<p>2.3dii</p>	<p>Name its major city or town.</p> <p>City/Town: _____</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>2.3diii</p>	<p>Name <b>one</b> important tourist attraction and activity in the country you have named above.</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	
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**STRAND 3: WORKING IN THE TOURISM AND HOSPITALITY INDUSTRY***Assessor's use only*

<b>Basic Accounting Principles</b>													
3.1a	Define <b>e-tickets</b> .	<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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3.1b	Define <b>credit cards</b> .	<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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3.1c	Describe basic cash flow and budgeting procedures.	<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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3.1d	Describe the theoretical model of a communication process.	<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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<b>Job Opportunities in the Tourism and Hospitality Industry</b>												
<p>4.2a</p>	<p><b>Use the information below to answer Questions 4.2a - 4.2b.</b></p> <p>Mr. Whippy is the founder of a newly planned Eco Lodge tourism business in Fiji. He is looking for a partner so that they can monitor the full operation and administration from the development until the success of this business.</p> <p>Identify <b>one</b> opportunity that the neighbouring communities will have when the business starts to operate.</p> <hr/> <hr/> <hr/> <hr/>	<table border="1"> <thead> <tr> <th colspan="2"><b>Unistructural</b></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>	<b>Unistructural</b>		1		0		NR			
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<p>4.2b</p>	<p>List some equipment and materials required to open the Eco Lodge tourism business.</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<table border="1"> <thead> <tr> <th colspan="2"><b>Multistructural</b></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>	<b>Multistructural</b>		2		1		0		NR	
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<p>4.2c</p>	<p>List <b>three</b> other types of entrepreneurial/small business opportunities in the tourism and hospitality industry in your own country.</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<table border="1"> <thead> <tr> <th colspan="2"><b>Multistructural</b></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>	<b>Multistructural</b>		2		1		0		NR	
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<p>4.3a</p>	<p>In the tourism and hospitality industry there are a number of factors that contribute to the availability of employment opportunities.</p> <p>Explain how each factor affects employment opportunities in 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/>	<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	
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<p>4.3b</p>	<p>Choose <b>one</b> successful business person from the tourism or hospitality business in your country.</p> <p>Describe the characteristics that make him or her a successful business person.</p> <p>Name of a successful business person: _____</p> <p>Description:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <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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