



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

TRAVEL SERVICES N4

2 June 2025

This marking guideline consists of 8 pages.

SECTION A

QUESTION 1

- 1.1 1.1.1
- Vegan meal✓ no animal products of any kind like meat and milk✓
 - Vegetarian meal (VM)✓ No meat in the meal✓ (Any 1 × 2)
- 1.1.2 Low-salt meal✓ for people with high blood pressure/no salt added to the meal✓
- 1.1.3 Special meal✓ no specific code exist, food must be specified
- 1.1.4 Low-fat meal✓ for people with high cholesterol, meal which is low in fat.✓
- 1.1.5 Oriental meal✓ rice or noodles, some meat, coconut milk, chillies and soya sauce, meat, poultry and fish-based spicy oriental course✓
(5 × 2) (10)
- 1.2 1.2.1 FRAG✓✓
- 1.2.2 SFML✓✓
- 1.2.3 WCHC✓✓
- 1.2.4 PSGR✓✓
- 1.2.5 NOSH✓✓
- 1.2.6 F✓✓
- 1.2.7 MAAS✓✓
- 1.2.8 UMNr/UM✓✓
- 1.2.9 BSCT✓✓
- 1.2.10 MOML✓✓
(10 × 2) (20)
- 1.3 NOTE: Candidates may give only the correct letter or the full name.
- 1.3.1 E Springbok Atlas ✓
I Thompson Tours ✓
(2 × 1) (2)
- 1.3.2 C Avis Rent a Car ✓
D Air Zimbabwe✓
H Blue Train✓
J FlySafair✓
(Any TWO) (2 × 1) (2)
- 1.3.3 A Sunseekers Travel agency✓
F Flight Centre✓
(2 × 1) (2)
- 1.3.4 K Durban Harbour✓
L Cape Town International Airport✓
(2 × 1) (2)
- 1.3.5 G Radisson Hotels✓
B Protea Hotels✓
(2 × 1) (2)

[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

- 2.1 2.1.1
 - Using the online check-in facility on their website✓
 - Using the self-service kiosks at the airport✓
 - Visiting their check-in counter at the airport✓ (3)
- 2.1.2 40 minutes✓ (1)
- 2.1.3 90 minutes✓ before your flight departs. (1)
- 2.1.4
 - Weighing of baggage/checking in of baggage/baggage checks
 - Seating is confirmed
 - Security X-ray check point for carry-on baggage
 - Health checks
 - Passenger X-ray machine check
 - Custom checks
 - Passport control
 - Boarding (Any 3 × 1) (3)
- 2.1.5 24 hours✓ (1)
- 2.1.6
 - You will be asked a few important **questions**.✓
 - You will have a **seat** assigned.✓
 - Download the **boarding pass**.✓
 - **Print** it on your printer✓
 - or have it sent to you via **email**.✓ (Any 4 × 1) (4)
- 2.1.7 (a) Checking in online
- Use the airline's website to check in electronically.✓
 - This can be done anywhere, e.g. your house or office.✓
 - Any device that can connect to the internet can be used.✓
 - It has to be done 24 hours before the flight departs.✓
 - The boarding pass will be emailed or you can print it.✓ (Any 2 × 1) (2)
- (b) Checking in at a self-service kiosk
- Can be found in the departure hall of an airport.✓
 - Touch-screen machines look like an ATM and are situated near the check-in counters.✓
 - Tap on FlySafair icon and follow the easy prompts.✓
 - Your record will be identified using your booking reference number - the six-character code that is quoted at the top of all your emails.✓
 - This check-in option opens 2 hours before the flight departs and closes 40 min before the flight departs.✓ (Any 2 × 1)

- ## 2.2

QUESTION 3

3.1 ADDENDUM C

FROM/TO					
DUR	CARR	CLASS	ADULT	CHILD	INFANT
BFN	SA	H	850.00✓	569.00✓	85.00✓
ELS	SA	Y	1 490.00✓	998.00✓	149.00✓
JNB	SA	J	1 350.00✓	904.00✓	135.00✓
CPT	BA	C	1 900.00✓	1 280.00✓	190.00
DUR	SA	Y	1 390.00✓	931.00✓	139.00✓
ROUTING FARE	ZAR		6 980.00✓	4 682.00✓	698.00✓
ROUNDED FARE	ZAR		6 980.00	4 690.00✓	700.00✓
VAT(15%)	ZAR		1 047.00ZV✓	703.50ZV✓	105.00ZV✓
PSC (departure tax)	ZAR		194.00ZA✓	194.00ZA	NIL✓
YR	ZAR		420.00YR✓	420.00YR	420.00YR
YQ	ZAR		133.00YQ✓	133.00YQ	133.00YQ
SC	ZAR		24.00EV✓	24.00EV	24.00EV
TOTAL	ZAR		8 798.00✓	6 164.50✓	1 382.00✓

NOTE TO MARKER:

- - 1 mark for any incorrect block in fares.
- Only mark taxes in adult column, - 1 mark if INF is charged PSC
- - 1 mark for not ending with .00 OR for adding cents
- - 1 mark for the incorrect tax code/no code

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- 3.2
- 3.2.1 10:00/10H00✓
 - 3.2.2 SA8036✓
 - 3.2.3 17:55/17H00✓
 - 3.2.4 JNB✓
 - 3.2.5 SA1131✓
 - 3.2.6 CPT✓
 - 3.2.7 13:55/13H55✓
 - 3.2.8 VFA✓
 - 3.2.9 13:45/13H45✓
 - 3.2.10 BA6282✓

(10 × 1)

(10)

NOTE: Accept time formats stating hours and flight numbers only.

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QUESTION 4

ADDENDUM D

Client Surname		PILGRIM✓						
Client first name as shown in id/passport		MARK✓						
Date of birth		Year 1975		Month SEP		Day 06✓		
Address		89 DAVENPORT RD, GLENWOOD, DURBAN, 4001✓						
Tel: Home 031 589 6542		Business 031 589 741 2566			Cell 084 789 5566✓			
FLIGHT DETAILS								
Flight		Departure			Arrival			PNR: SW887P ✓
Flight	Class	City	Date	Time	City	Date	Time	
SA3003	H	DUR	28APR	1330	BFN	28APR	1510	
SA4585	Y	BFN	05MAY	1110	ELS	05MAY	1220	
SA1409	J	ELS	09MAY	1205	JNB	09MAY	1400	
BA6407	C	JNB	20MAY	1845	CPT	20MAY	2055	
							FARE	5590.00✓
							VAT(15%)	838.50ZV✓
							PSC	194.00ZA✓
							YR	420.00YR✓
							YQ	133.00YQ✓
							SC	24.00EV✓
							TOTAL	7199.50✓
TRAIN DETAILS								
Train		ROVOS RAIL✓						
Compartment		PULLMAN SINGLE✓						
Departure(City/Date/Time)		PTA / 01JUN / 16:00 ✓ (*FULL CITY NAMES ARE ALSO EXCEPTABLE)						
Arrival(City/Date/Time)		DUR / 02JUN / 08:00 ✓						
Price		R20 500 INCL SINGLE SUPPLEMENT ✓						
INTERCITY COACH DETAILS								
Company		TRANSLUX✓						
Departure (City/Date/Time)		CPT / 27 MAY / 08:00✓ (*FULL CITY NAMES ARE ALSO EXCEPTABLE)						
Arrival (City/Date/Time)		JNB/ 27 MAY / 23:00✓						
PNR number		JF68CD ✓						
Price		R850 ✓						
ACCOMMODATION DETAILS								
Hotel name:		LAGOON BEACH HOTEL ✓						
Address: 1 LAGOON GATE DRIVE LAGOON BEACH CAPE TOWN, 7441✓		Tel: 021 528 2000 Fax 021 554 1078 Email: info@lagoonbeachhotel.co.za✓						
Requirements: SGL✓		Rate pppn/prpn: R700 x 7NTS ✓ / R700 X 7NTS= R4900						
Date of Arrival: 20 MAY✓		Date of Departure: 27 MAY ✓						
Reserved by (Agent): STUDENT NAME✓		Confirmed by (Hotel): Lerato ✓						
Date of reservation (Agent): (DATE OF EXAM)✓		Date of confirmation (Hotel): 09 FEB Confirmation number: ZS09FEBKKL✓						
Remarks or special requirements: NON SMOKING ROOM ✓								
Payment details: VI 4902 7700 1122 7711 026✓		Client settles Direct Credit card/cash✓		Corporate account-hotel bill to be sent to: Extras to be settled directly by client (YES/NO) ✓				

NOTE TO MARKER:

- Use negative marking: - 1 mark for any incorrect block.
- MINUS 1 MARK FOR INCORRECT TAX CODE
- PTA/PRY CAN ALSO BE USED BECAUSE PRY IS WONDERBOOM AIRPORT
- PERSONAL INFORMATION MARK PER BLOCK
- FLIGHT SCHEDULE PER LINE
- MINUS 1 MARK IF IT IS NOT COMPLETED IN CAPS

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QUESTION 5

- 5.1 5.1.1 (a) Guesthouse
- (b) Private home✓ converted for paying guests offering a room and breakfast.✓
- (2 × 1) (2)
- Pezula Champion golf course✓
Knysna golf course✓
Simola golf course✓
- (Any 2 × 1) (2)
- 5.1.3 R1 500✓ × 7 nights✓ = R10 500✓
- (3)
- 5.1.4 • Full English Breakfast✓
• Eggs✓
• Bacon✓
• Tomato✓
• Baked beans✓
• Toast✓
• Tea, coffee✓
• Juice✓/hot breakfast.✓
- (Any 3 × 1) (3)
- 5.1.5 - Ideally located in close proximity to Leisure Island✓
- and The Heads,✓
- but only 7-8 minutes' drive from the bustle of the Waterfront✓
- and town centre.✓
- (Any 3 × 1) (3)
- 5.1.6 City hotel:
- Often high-rise buildings with over 300 rooms,✓
- located in a city,✓
- usually for business travellers.✓
- (Any 2 × 1) (2)
- Resort:
- Can be a destination itself,✓
- usually for holidaymakers,✓
- located near beaches, lakes or other attractions.✓
- Meals and activities available✓
- (Any 2 × 1)

5.2 ADDENDUM F: HOTEL VOUCHER

HOTEL VOUCHER:				
PASSENGER'S NAME MR J KANI✓				
HOTEL REXFORD MANOR✓		ADDRESS 7 THE COMMONAGE CLOSE REXFORD KNYSNA 6570✓		
REQUIREMENTS 1 X DBL✓		TEL: 044 384 0597✓		
DATE OF ARRIVAL 07 NOV✓	DATE OR DEPARTURE 14 NOV✓		RATE R1 500 × 7 NTS / R1 500 × 7 NTS = R10 500✓	
ACCOUNT	FULL ACCOUNT		RESERVED BY STUDENT	CONFIRMED BY THANDI
			DATE DATE OF EXAM✓	CONFIRMATION NR RX005MN
	EXTRAS TO BE SETTLED DIRECT	X✓	REMARKS MASTER CARD/CA 4531 2342 9874 2345 EXP 12/26✓	
				DATE 30 JUL✓

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5.3.1 Rack rate: Normal✓ undiscounted rate.✓

5.3.2 Net rate: No commission included.✓✓

5.3.3 Corporate rate: Rate designed for business guests who use the hotel regularly.✓✓

5.3.4 Special rate: Rate charged by hotels to attract business to the establishment.✓✓

(4 × 2) (8)

5.4 Incidental fees mainly cover room service and other charges such as telephone calls, room movies✓✓ and are added to the bill.✓

(3)

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TOTAL SECTION B:
GRAND TOTAL:

100