

New Zealand Certificate in Tourism Level 3

- with strands in Aviation, Tourism & Travel, and Visitor Experience

ASSESSMENT

TTAI: ACCOMMODATION AND TRANSPORTATION PRODUCTS

Component 3 Level 3 6 Credits

TTAI Graduate Profile 2 (1 credit)

TTAI Graduate Profile 4 (2 credits)

TTAI Graduate Profile 5 (3 credits)

Assessment code: TTAI A&T Products

Name of Student: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Tutor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Class: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Instructions for completing the assessment

1. This is an **open book, written** assessment.
2. All tasks within this assessment must be completed by the student.
3. To achieve competency in this module the student must achieve competency in all tasks.
4. The assessment must be the student’s own work.
5. Do not use red pen, pencil, or whiteout (twink).
6. Student will receive written and/or verbal feedback throughout this assessment about successes and how to improve. Student confirmation feedback has been received:

Student signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| COMPETENCY | QUESTION | C/NYC | C/NYC | C/NYC |
| TERMINOLOGY | ONE |  |  |  |
| LAND TRANSPORTATION | TWO |  |  |  |
| WATER TRANSPORTATION | THREE |  |  |  |
| ACCOMMODATION | FOUR |  |  |  |
| Date marked: |  |  |  |  |
| Tutor’s initials: |  |  |  |  |

**Assessor Feedback/Comments to the Student**

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| Graduate profile 2 | Learning Outcomes | AssESSMENT |
| Apply workplace practices required of a tourism workplace including teamwork, team leadership, risk management and compliance with relevant Acts and health and safety legislation. | Be able to demonstrate knowledge of accommodation terminology, systems, and products used in the travel industry; land transport terminology and products used in the travel industry; and water transport products and compliance with Acts and health and safety legislation. | **TTAI Accommodation & Transportation Products**  Written assessment on accommodation and transportation products.  (GP2, Cr1)  (GP4, Cr2)  (GP5, Cr3) |
| Graduate profile 4 |
| Apply knowledge of major New Zealand tourism destinations in terms of characteristics, relevant to visitors to enhance the visitor experience. |
| Graduate profile 5 |
| Recognise the importance of the tourism and travel industry to the New Zealand economy, including the structure and operations of the New Zealand inbound and outbound tourism and travel industries to demonstrate an understanding of the context they work within. |

QUESTION ONE

1. ACCOMMODATION TERMINOLOGY

Match the corresponding terminology with the definitions

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Terminology** | **Letter** | **Definition** |
| **A** | **Guest nights** |  | A selection of dishes that the diner  can select from, includes hot and cold  foods. |
| **B** | **Room Rate** |  | Room has two main configurations; either 2 large beds (queen or king) or one large (queen or king bed) and 2 single beds. |
| **C** | **Walk-in** |  | Two different rooms with a common door |
| **D** | **No-Show** |  | Per person |
| **E** | **FOC** |  | Equipped with a computer, internet access and a desk |
| **F** | **Rack Rate** |  | Number of nights a guest stays. |
| **G** | **Superior room** |  | A guest who arrives who does not have a reservation |
| **H** | **Qualmark** |  | Free of charge |
| **I** | **Quad room** |  | A guest who does not arrive |
| **J** | **Buffet** |  | Something physical that the accommodation  has. For example, a bar, restaurant, swimming pool. |
| **K** | **Facilities** |  | % of rooms booked per night |
| **L** | **Shoulder season** |  | Dinner bed and breakfast |
| **M** | **Standard room** |  | The official quality accreditation programme  for New Zealand accommodation, tourist attractions, activities, transportation, and inbound tour operators. |
| **N** | **Full board** |  | Between peak and off-peak seasons. Demand is still relatively high or starting to decline, pricing changes to reflect this. |
| **O** | **PP** |  | No discounts on the full value of the  room, usually for someone who has not made an advance booking or negotiated a price. |
| **P** | **Occupancy rate** |  | The full value and cost of a room. |

1. Explain the **QUALMARK system of quality assurance** for the following sectors (a minimum of 3 points are required for each sector. Please use sentence format):

* Accommodation
* Transportation

SCENARIO

Apply your knowledge of Land Transportation and Accommodation products in New Zealand and make recommendations to 2 adult clients to enhance their visitor experience.

QUESTION TWO

**Your tutor will give you a specific New Zealand destination to base your recommendations on**.

**STARTING POINT**: Write down the city in which you are currently based. This is the starting point for your clients:

**DESTINATION**: Write down the city/region of New Zealand you need to get your clients to:

Using the starting point and destination identified, apply your knowledge of **land transportation** in travel and tourism within New Zealand. **Advise 3 different land transportation options** (types) which are available to your clients to get from the starting point to their destination.

**Option 1**

1. Identify one TYPE of land transportation available to your clients:
2. Name a transportation OPERATOR which provides this type of transportation.
3. Discuss 2 features and 2 benefits of using this TYPE of transportation and/or OPERATOR which are relevant to your client travelling to their given destination.

**Feature:**

**Benefit:**

**Feature:**

**Benefit:**

**Option 2**

1. Identify a second TYPE of land transportation available to your client:
2. Name a transportation OPERATOR which provides this type of transportation.
3. Discuss 2 features and 2 benefits of using this TYPE of transportation and/or OPERATOR which are relevant to your client travelling to their given destination.

**Feature:**

Benefit:

**Feature:**

Benefit:

**Option 3**

1. Identify a third TYPE of land transportation available to your client:
2. Name a transportation OPERATOR which provides this type of transportation.
3. Discuss 2 features and 2 benefits of using this TYPE of transportation and/or OPERATOR which are relevant to your client travelling to their given destination.

**Feature:**

Benefit:

**Feature:**

Benefit:

1. What is required by law if you are **transporting passengers by road** in New Zealand?
2. Identify and explain **2** **vehicle requirements** that you must comply withwhen offering a passenger service.
3. Identify and explain **2** **driver requirements** for the operation of passenger transport.

QUESTION THREE

1. Your clients are asking about travel **between the North Island and the South Island**. Apply your knowledge of **water-based** transportation in New Zealand and advise your clients on **one option** for crossing Cook Straight.
2. Name the TYPE of water-based transportation available to your client:
3. Name a transportation OPERATOR which provides this type of transportation:
4. Discuss the 2 features and 2 benefits of using this TYPE of transportation and/or OPERATOR.

**Feature:**

Benefit:

**Feature:**

Benefit:

1. Your clients are also interested in walking the Queen Charlotte Track. Advise your clients **on water-based transportation options** from Picton to the start of the track.
2. Name the TYPE of water-based transportation available to your client:
3. Name a transportation OPERATOR which provides this type of transportation:
4. Discuss 1 feature and 2 benefits of using this TYPE of transportation and/or OPERATOR.

**Feature:**

Benefit:

Benefit:

QUESTION FOUR

1. Your clients require accommodation for 5 nights at their destination. Apply your knowledge of tourism products in New Zealand and provide information on **3 different types** **of accommodation** available for your clients.

**Option 1**

1. Identify accommodation type one:
2. Describe this type of accommodation in terms of its **features**. (Minimum of 3 features required).
3. Identify THREE **services and/or facilities** available to guests at this type of property.

**Option 2**

1. Identify accommodation type 2:
2. Describe this accommodation type in terms of its **features**. (Minimum of 3 features required).

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1. Identify THREE **services and/or facilities** available to guests at this type of property.

**Option 3**

1. Identify accommodation type 3:
2. Describe this type of accommodation type in terms of its **features**. (Minimum of 3 features required).

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1. Identify THREE **services and/or facilities** available to guests at this type of property.
2. Explain the responsibilities of the guest accommodation sector under the Health and Safety at Work Act 2015 (HSWA). Explain your answer in your own words. (Minimum 2 points required).
3. Describe one example of the HSWA in action in the Accommodation sector.