

MARKER CODE				



STUDENT ENROLMENT NUMBER (SEN)									

TONGA NATIONAL FORM SEVEN CERTIFICATE 2022

TOURISM AND HOSPITALITY

QUESTION AND ANSWER BOOKLET

Time allowed: 2 Hours

INSTRUCTIONS:

1. Write your **Student Enrolment Number (SEN)** on the top right-hand corner of this page.
2. This paper consists of **FOUR SECTIONS** and is out of 70 weighted scores.

SECTION	STRANDS	TOTAL SKILL LEVEL
ONE	INTRODUCTION TO THE TOURISM AND HOSPITALITY INDUSTRY	23
TWO	DEVELOPMENT OF THE TOURISM AND HOSPITALITY INDUSTRY	15
THREE	WORKING IN THE TOURISM AND HOSPITALITY INDUSTRY	17
FOUR	TOURISM, CULTURE AND OPPORTUNITIES	15
TOTAL		70

3. Answer ALL QUESTIONS. Write your answers in the spaces provided in this booklet.
4. Use a **BLUE** or **BLACK** ball point pen only for writing. Use a pencil for drawing if required.
5. If you need more space for answers, ask the supervisor for extra paper. Write your **Student Enrolment Number (SEN)** on each additional sheet, number the questions clearly and insert them in the appropriate places in this booklet.
6. Check that this booklet contain pages **2-19** in the correct order and that page 19 has been deliberately left blank.

YOU MUST HAND IN THIS BOOKLET TO THE SUPERVISOR BEFORE YOU LEAVE THE EXAMINATION ROOM.

SECTION ONE: INTRODUCTION TO THE TOURISM AND HOSPITALITY INDUSTRY

QUESTION 1: Common Terms, Features, and One Industry Concept.

1. Define the following Common Terms.

a. Inbound tourism

Skill level 1	
1	
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b. Tourism product

Skill level 1	
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c. Guest

Skill level 1	
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2. Discuss the importance of ONE INDUSTRY concept to Tonga, the host country. Include examples to support your discussion.

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Skill level 4	
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QUESTION 2: Sectors of Tourism and Hospitality

1. List **TWO** (2) SECTORS of the Tourism and Hospitality Industry.

	Skill level 2	
	2	
	1	
	0	
	NR	

2. Give **TWO** (2) TYPES of accommodation available to tourists in Tonga.

	Skill level 2	
	2	
	1	
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3. '**Patience**' is a very important characteristic of any job opportunities in the accommodation sector of the Tourism and Hospitality Industry.
Describe this characteristic.

	Skill level 2	
	2	
	1	
	0	
	NR	

4. Identify **TWO** (2) characteristics of a tour bus driver in the transport sector.

	Skill level 2	
	2	
	1	
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	NR	

5. Describe the catering sector of the Tourism and Hospitality Industry.

Skill level 2	
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6. Explain how the catering sector maintains food safety standards in hospitality in Tonga.

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Skill level 3	
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7. Explain the importance of the retail sector having to achieve the standards in the Tourism and Hospitality Industry.

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Skill level 3	
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SECTION TWO: DEVELOPMENT OF THE TOURISM AND HOSPITALITY INDUSTRY

QUESTION 1: Tourism and Hospitality in Tonga

1. State **ONE** (1) main reason for the change in the number of international flights to Tonga during the first eight months of 2022.

Skill level 1	
1	
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2. Name **ONE** (1) historical tourist attraction site in Tonga.

Skill level 1	
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3. Describe the importance of the New Zealand Airline to the Tourism Industry in Tonga.

Skill level 2	
2	
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- Note:** the annual numbers and percentages change in both tables are compared to 2017.

Pacific Destinations	Tourist growth (in numbers)	Tourist growth (in %)	% share of Air Arrivals
Fiji	870,309	3.3%	40 %
French Polynesia	216,458	8.8%	10.1 %
Cook Islands	168,760	4.6%	7.9 %
Samoa	167,651	8.1%	7.8 %
PNG	121,503	-15.0%	5.7 %

Pacific Source Markets	Market Growth	Market Growth	Source Markets share (%)
Australia	618,868	-1.4%	28.9%
New Zealand	465,216	4.4%	21.8%
USA	223,692	8.9%	10.5%
Europe	207,949	11.7%	9.7%
Other Asia	163,943	-3.1%	7.7%

[illegible]

-
2. Predict the future of tourism in the Pacific region as a result of the impacts of the Covid-19 pandemic.

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		Skill level 4
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1. Describe the **verbal form** of communication between an employee in a hotel and the hotel guest.

[illegible]

Skill level 2	
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- [illegible]

Skill level 3	
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3. Use the information in the text for this question.

The mission of the customer service department, in the Tourism and Hospitality Industry, is to be available and present for their guests before, during and after their stay.

Explain what the mission stated in the text above refers to.

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4. Explain the importance of TEAMWORK in the Tourism and Hospitality Industry.

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QUESTION 2: Skills and attitudes required in the industry

1. Identify **ONE** (1) main skill that is required of a receptionist in a hotel.

Skill level 1	
1	
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2. Describe a 'Time Management' skill of a professional housekeeper in a Tourism and Hospitality Industry.

Skill level 2	
2	
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3. Explain **ONE** (1) effect on the Tourism and Hospitality Industry in Tonga due to a warm and caring receptionist at the Tano'a Hotel.

Skill level 3	
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SECTION FOUR: TOURISM, CULTURE AND OPPORTUNITIES

QUESTION 1: Traditions and Cultures

1. Give **ONE** (1) example of a local tradition.

Skill level 1	
1	
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NR	

2. Describe **ONE** (1) cost of tourism on the natural resources of local communities.

Skill level 2	
2	
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3. The picture below illustrates one of the Japanese characteristic about nature. Describe this characteristic.



Skill level 2	
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4. Explain **ONE** (1) contribution made by local entertainments on tourism in Tonga.

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SKILLS TRAINING AREAS

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