

Practice Attitude Quiz

Tourism

Part 1: About this Tourism Resource

QUIZ

Guidance

The Practice Aptitude Quiz is intended to be a general illustration of some of the key learning standards required of people attempting an Australian Apprenticeships entry level qualification in the Tourism Industry.

This Practice Aptitude Quiz is neither a formal tool nor a direct pre-requisite for any job application.

This quiz has been developed with the assistance of industry, TAFE and the secondary school sector as a careers resource.

The quiz focuses on literacy, numeracy, comprehension and problem solving questions contextualised to this specific industry.

The quiz can be utilised by numerous organisations and people such as careers practitioners working with young people, Group Training Organisations and Job Services Australia providers working with job seekers.

The Practice Aptitude Quiz can be:

- > Used by careers practitioners with individuals or in a class setting to provide general guidance on the level of study involved in undertaking an entry level qualification in this industry;
- > Provided to people to enable them to practice their skills before sitting an actual aptitude test;
- > Used by Mathematics teachers as a guide to industry maths requirements at the entry point of this particular Australian Apprenticeship.

The level of reading, writing and mathematical skills assessed by this quiz is equivalent to that of a typical young person at Year 11 level.

Please note that rates quoted in this assessment for various items, including pay rates, are not meant to reflect today's values, but are used purely for mathematical purposes.

The quiz should be able to be completed in approximately 60 minutes.

Calculators may be used to complete this practice exercise.

Answers are located at the end of the quiz.

Occupational Information and Job Hunting Resources

Information and links on the Tourism Industry, careers, job prospects as well as career websites and job hunting resources can be found at www.aapathways.com.au/Career-Resources.

After the Quiz

If you are still at school you should discuss any concerns you may have with your career adviser. Further information may also be provided by a Job Services Australia provider, an Australian Apprenticeships Centre, a **After the Quiz**

There are a range of support services available to help you find out about courses that may help you improve your literacy and numeracy skills and also your readiness for work.

If you are still at school you should discuss any concerns you may have with your career practitioner. Further information may also be provided by a Job Services Australia provider, an Australian Apprenticeships Centre, a Group Training Organisation or a training provider.

Useful Contacts

Here are some links to job seeker support services:

- > Search for your local Australian Apprenticeships Centre - www.aapathways.com.au/aac
- > Find a local Group Training Organisation - www.grouptraining.com.au/Find/find_gto.html
- > Job Services Australia providers work with eligible job seekers to develop an individually tailored Employment Pathway Plan. The plan maps out the training, work experience and additional assistance needed to find job seekers sustainable employment - www.jobsearch.gov.au/provider/default.aspx

Part 2: The Quiz

QUIZ

Section 1 - Literacy, Reading and Comprehension

1. Write the following words and phrases in alphabetical order:

	Alphabetical order
Domestic	
International	
National Park	
Tour operators	
Package holiday	
Accommodation	
Customers	
Theme parks	
Historical sites	
Arts venues	
Travel consultant	
Visitor information centre	

2. The following text has seven errors in it (the mistakes may be spelling or grammar). Identify the seven errors and write them correctly in the table on the following page.

This is the cruise of a lifetime. Pack your bags and get ready 2 go. No need to shop before u go. You won't believe the onbord shopping! You can purchase everything from a toothbrush to a Gucci handbag.

You will board the ship at Station Pier in Melbune at 5pm on 2 December. Your own personal valet will be there to meet yous and show you to your room. After settling into your room you are invited to have dinner at the Captains Table, while enjoying the views of Port Phillip Bay as the ship cruizes out to Bass Strait.

Corrections

3. Read the following passage then answer the questions that follow.

Marietta wants to go on an unusual holiday. She lives in Sydney and is hoping she can first go to China and then travel by train to Iran. She thinks there is a fancy old-world train network called the Trans-Siberian Railway. As these areas are unfamiliar to Marietta and she thinks travelling alone may be an issue so she is interested in going on some sort of organised tour.

She has heard that China has many old, interesting places to see, but she is unsure what cities to visit. Marietta has heard of Shanghai, which she knows is supposed to be a beautiful city with art deco buildings, and Beijing where the 2008 Olympics were held. She would especially like to see the great wall and the terracotta warriors. The thought of all the Chinese food really excites her as well!

Although Iran is not advertised as a tourist attraction, she knows it has a lot of ancient places, such as palaces, monuments and gardens to visit. She has done some research on the Internet, but is a little confused, so decides to go to a travel agent to get some advice.

When Marietta goes to a travel agent she is told that there is no one train line that goes from China to Iran, but there is a popular overland route known as the "Silk Road". She is excited to hear that there is a tour called the 32 day "Silk Road Tour". On this tour you spend the first three days in Beijing visiting many attractions and exploring the wonders of this city, including a trip out to the Great Wall. From Beijing you depart on an overnight train to Xian where there is the opportunity to visit the Terracotta Warriors.

The tour also includes stops at many other smaller Chinese towns, and a few unusual countries like Uzbekistan and Kazakhstan. Towards the end of this overland tour you go by bus to Iran where the tour visits some Iranian cities. From Iran you travel by bus and ferry to Dubai, where the trip ends.

She is told that the overland tour costs \$6,780, which includes transportation while on the tour, accommodation, entry to attractions and some meals. She thinks this is great value for 32 days, especially as it cost her over \$5,000 when she went to the Northern Territory last year on her first ever holiday outside of Queensland.

Unfortunately it was September when Marietta went to the travel agent who told her that the last trip for the year had just left, and there is not another one until April next year. Marietta thought she could easily save the cost of the tour before next year, so she took a brochure, planning to go home so she could read it and decide when to book. When she got home she started to worry a little about going to such countries as Uzbekistan and Kazakhstan, and thought she would try to do some research on the internet in case they are dangerous places to visit.

a. What are two things Marietta wants in a holiday?

b. Is Marietta planning to travel alone or with other people?

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c. Did Marietta go to a travel agent first?

d. Which country does Marietta know more about, Iran or China?

e. Was Marietta wrong to think that there is a train from China to Iran?

f. Does Marietta have any experience travelling overseas?

g. Can Marietta use a computer?

h. Will the \$6,780 be the only expense Marietta will incur if she books this trip?

i. What is Marietta's main concern about this tour recommended to her by the travel agent?

4. Workplace communication in a travel agency

- a. Last month you booked the Nguyen family of four on a holiday to Fiji. They were due to leave today. When the Nguyens arrived at the airport they were unable to board the flight as the surname on their E-ticket was different to their passports. Thinking about it, you realise that when you made the initial booking you did not check the passport to see if you had spelled the name correctly.

The Nguyens are annoyed at the situation. Following are some possible responses to the Nguyen family when they come in to see you.

Circle the least appropriate response from the list below.

- i. I'm so sorry this has happened to your family.
- ii. I will call the airline and see if a solution can be reached.
- iii. Calm down, mistakes happen all the time.
- iv. I'll try to get this problem sorted out as quickly as I can.

- b. You work in an office environment where you deal with customers over the phone. From the options below, circle what you think is the most appropriate way to dress.

- i. Something comfortable - the clients will only hear you on the phone so personal presentation is not that important.
- ii. Anything, as long as it is clean.
- iii. Neat and clean conservative dress, comfortable flat shoes , and tidy hair off your face.

- c. When working as an outdoor tour guide it is important to ensure everyone's health and safety while at work. Assume you are leading a group on a full day canyon hike during summer.

This is the clothing recommended for all types of hikes:

- Hiking boots or shoes
- Socks
- Wide brimmed hat
- Long sleeve shirt
- Sun glasses
- Rain gear
- Light coloured long sleeved shirt
- Loose fitting shorts or long pants

List three pieces of clothing you would suggest tour participants especially wear while on this summer hike.

5. Selling skills

Mark the following statements True or False (T or F)

- a. When a prospective client comes into your travel agency, you should acknowledge him or her within the first few seconds of seeing them.

- b. The client says the price is too high. It's ok to say 'Sorry we can't help you'.

- c. You should speak loudly if your client is from a non - English speaking background.

- d. It's okay to block the emergency exit with a water cooler if there is another exit.

6. Health and Safety in the workplace

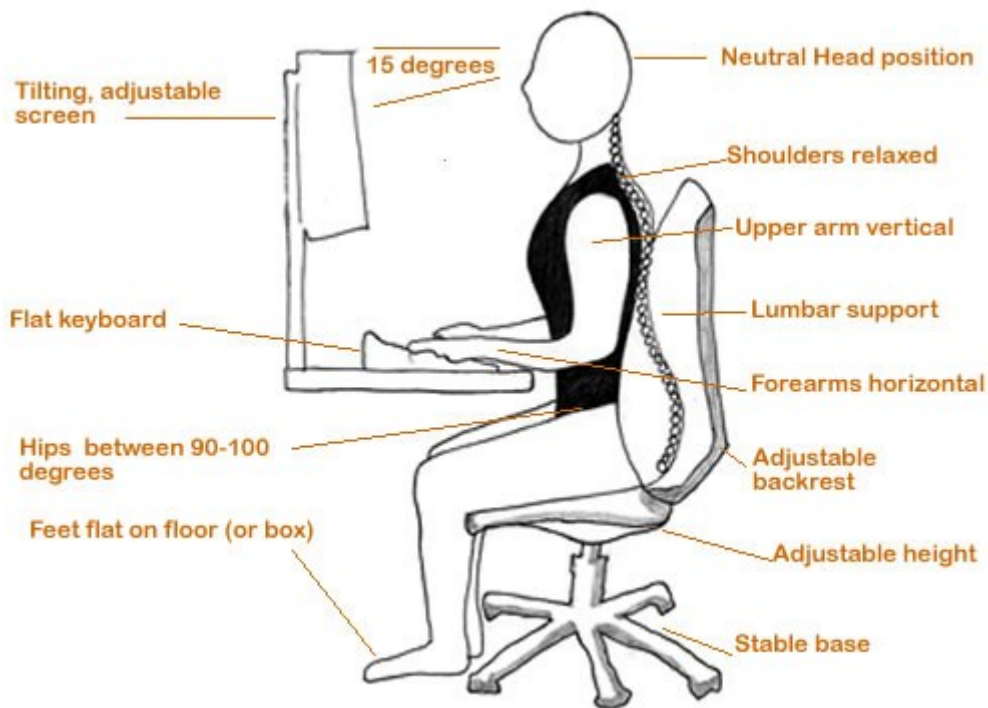
Office Ergonomics

Ergonomics is about "fitting work to people". It's the process of designing or arranging workplaces, products and systems so that they fit the people who use them.

A well-designed workstation can eliminate some office health hazards. Elements of good design include the appropriate chair, lighting, noise level, screen, keyboard and document position.

The diagram on the following page shows you how you should set up your workstation for maximum posture benefit.

Look at the diagram and answer the questions that follow.



- Top of the screen at or slightly below eye level.
- Distance from operator a minimum of 45cm, typically at an arm's length.
- Wrists should be a natural extension of the forearm, not angled up or down. Elbow relaxed.
- Lower arm open approximately 90° to upper arm.
- Adjust the back rest to accommodate the normal curve of the lower spine.
- Keyboard placed flat at elbow level and if required a palm rest to support hands during rest.
- Thighs approximately parallel to the floor.
- Easily adjustable seat height. Seat base or pan short enough (front to back) for knee clearance and with a waterfall front edge.
- Swivel chair with 5-point base and casters.
- Feet resting firmly on the floor. Use a footrest if feet are not supported by the floor.
- Document holder in line with front of monitor. Height and angle adjusted for the comfort of the user.

a. **Where should you place your feet when sitting at a workstation?**

- b. Where should the computer screen be positioned?

- c. Apart from your eyes what parts of the body assist with correct posture at a workstation?

Section 2 - Problem Solving and Numeracy

Calculators may be used

1. Change the following times from 24 hour clock to show clearly am and pm:

24 hour time	12 hour time
2300 hrs	
1100 hrs	
1430 hrs	
0025 hrs	
1315 hrs	

2. The flight from Sydney to Singapore takes 8 hours, and it leaves Sydney at 1pm. When will it arrive Singapore time, if Singapore is 3 hours behind Sydney?

3. Your client wants a holiday package to the Kimberley. The return flight to Broome costs \$1,714, two night's accommodation at The Cable Beach Club Broome costs a total of \$899.00, and the coach tour of the Kimberley region costs \$3,495.00.

- a. What is the total for the client's holiday?

- b. The client must pay 10% deposit. How much is the deposit?

4. On top of your base salary you are paid a commission for the sales you make. Every month you are paid an extra percentage of the total commission you earn. This payment is known as your commission payment.

If you earn \$11,000 commission for your company in the month of June, and you get paid 4 % of this total as your commission payment, what will your commission payment for June be?

5. Your client has booked a holiday. He must pay a deposit within 24 hours to secure the holiday. He must also pay the full amount in 30 days from today. Today is 2 March. What date must the full amount be paid?

6. Within the Tourism Industry accommodation and airfares tend to cost more in peak season where there is higher demand. Look at the table below for costs of accommodation and travel to Singapore.

Your client, Mr. Brad Jones wants to go to Singapore for six nights with his son, Brad Jnr. Mr. Jones can't decide if he should go during the school holidays (peak season) or if he should take Brad Jnr out of school during school time (low season). Answer the questions below:

Low season package	Peak season package
Hotel: \$120 a night Return airfares for adults: \$715 Return airfares for children: \$539	Hotel: \$190 a night Return adult airfares: \$1,295 Return airfares for children: \$971

- a. What is the Low season package total cost for one child and one adult?

- b. What is the Peak season package total cost for one child and one adult?

- c. What is the cost difference between the low and peak season packages?

7. Your client, Debbie is travelling with her three children and wants you to book entry to a museum for herself and her family.

Debbie is a pensioner, one child is 16 years old (still at school), one is 12 and the other is 10. The entry costs are \$20 for adults, \$15 for pensioners and students, and \$12 for children 15 and under.

The other option is to arrange a family ticket (for 2 adults and 2 children) for \$50. What is the lowest cost option for Debbie and her family to go to the museum?

8. Juan's holiday costs \$14,660.00. He wants to pay with his credit card. You tell him there is a 2% surcharge for paying with a credit card. How much surcharge must he pay?

9. Read the following passage and answer the questions that follow.

Self-drive tour of the outback



Miri Miri Falls on El Questro Station near Kununurra

Jim wants to take his elderly mother on the holiday of a lifetime. He's interested in a trip that commences in Broome and then travels across the Kimberley. He wants to head to Kununurra and then Kakadu, before finishing in Darwin. Jim has asked you to organise a self-drive tour for him and his mother.

Jim has asked you to work out an itinerary based on the towns they want to visit. You have hired them a very comfortable camper van with all the modern conveniences, and have prepared the following document showing the distances between the outback towns they want to visit:

Broome to Fitzroy Crossing approx 197 kilometres
 Fitzroy Crossing to Halls Creek approx 230 kilometres
 Halls Creek to Kununurra approx 296 kilometres
 Kununurra to Ord River approx 8 kilometres each way
 Kununurra to Katherine approx 405 kilometres
 Katherine to Kakadu approx 199 kilometres
 Kakadu to Darwin approx 180 kilometres

When they arrive at each of the towns on their itinerary, Jim plans to stop for one night, except for Kununurra, in which he wants to stay for 3 nights as he has heard it has some really interesting tourist attractions. While staying in Kununurra he wants to do an Ord River cruise. He will pick up the camper van the morning he leaves for Fitzroy Crossing.

The biggest expense for Jim will be the hire of the camper van and fuel. You will be calculating the cost of the camper van based on how many nights he hires it. The fuel will be an expense Jim will incur along the way.

To calculate the cost for Jim you will need to work out the following:

a. How many nights will the trip take?

b. How many kilometres will the trip be?

c. If fuel costs \$1.35 per litre, what will be the total fuel cost for the trip given that the camper van travels 12 kilometres per litre of fuel?

- 10. Read the following information about Cockatoo Island Tours and the Ferry Timetable and answer the questions that follow.**



Cockatoo Island Guided Tour

When: Sundays 11.30 am and 1.30 pm

Duration: 1.5 hours

On this historic tour of the largest island in Sydney Harbour, you can experience the convict and maritime colonial history of Sydney Harbour. This island has been a prison, an industrial school, and a dockyard for shipbuilding. The prison buildings are on UNESCO's world heritage list.

In addition to the historic buildings to be seen, you have the most wonderful views of Sydney Harbour.

People attending this tour are required to undertake a lot of walking including walking up a medium inclined slope. They are advised to bring wet weather gear, as the tour goes ahead in all weather.

Make sure to allow enough time to visit the Visitor's Centre where you can view historic artifacts, and purchase souvenirs. For refreshments you can choose between eating at the café or having a barbeque.

Ferry timetable: Circular Quay to Olympic Park via Cockatoo Island

Departing Circular Quay	10.45 am	12.00 pm	12.45 pm	1.45 pm
Cockatoo Island	10.55 am	12.18 pm	1.03 pm	2.03 pm
Sydney Olympic Park	11.15 am	12.50 pm	1.35 pm	2.35 pm

Ferry timetable: Olympic Park to Circular Quay via Cockatoo Island

Departing Sydney Olympic Park	1.40 pm	2.40 pm	3.05 pm	4.55 pm
Cockatoo Island	2.15 pm	3.15 pm	3.38 pm	5.15 pm
Circular Quay	2.35 pm	3.35 pm	3.54 pm	5.30 pm

Your client, Helena wants to join a tour of Cockatoo Island. To get there she'll need to catch a ferry from Circular Quay. She can leave any time of the day, but she wants to minimize the time between her arrival at Cockatoo Island and the commencement of the tour.

- a. What ferry would you recommend Helena catch to Cockatoo Island?

- a. At what time would you recommend Helena catch a ferry back to Circular Quay if she does not want to spend any more time than necessary on the island?

- c. If Helena catches the 10.45 am ferry to Cockatoo Island, how long is the wait for the tour?

- d. If your client does the 1.30 pm tour how long will she have to wait to catch a ferry back to Circular Quay?

- e. If your client catches the 3.15 pm ferry from Cockatoo Island how long is the trip from Cockatoo Island to Circular Quay?

- f. Using the schedule you suggested, calculate the total 'elapsed time' between Helena's departure from Circular Quay, to her return to Circular Quay if she does the 1.30 pm tour.

11. Reg works as a retail travel agent in the city. He is paid \$22.00 per hour plus overtime at time and a half (or one and a half times the normal rate of pay) for any hours worked over 35 hours per week. If he worked 42 hours, calculate:

- a. The amount he was paid for first 35 hours of work only.

- b. Only the overtime he was paid.

- c. His total pay for 42 hours.

12. International Hotel Chain

Hotel	Room price per person per night in Australian dollars (AUD)
Brisbane	\$189
Broadbeach	\$77
London	\$193
Melbourne	\$111
Paris	\$300
Perth	\$160
Singapore	\$165
Sydney	\$180

- a. What is the average price of these hotel rooms (round up to the nearest cent)?

- b. Which hotel room is closest in cost to the average figure?

- c. If the Australian Dollar (AUD) has an exchange rate against the British Pound (GBP) of 0.65 GBP, how much would the hotel room in London cost in British Pounds?

13. Serge books flights from Melbourne to Sydney, return. He has the option of paying a 'Carbon Offset' amount that supports the reduction of the carbon dioxide (CO²) emissions produced by the flights.

- a. If the flights emit a total of 210 kilograms of CO², which are offset at a dollar rate of 0.9% per kilogram how much would Serge pay if he decided to pay the 'Carbon Offset'?

- b. The cost of the Melbourne to Sydney return flights including fees and airport taxes is \$410.64 before the 10% GST is added.

- i. What is the GST on the total cost?

- ii. What is the total cost of the flight including GST?

- iii. If Serge pays the 'Carbon Offset' what percentage of the total cost of the flight would the 'Carbon Offset' represent? (Round to two decimal places)

14. Holly has booked an apartment on the Gold Coast for 'schoolies week'. She and four friends are sharing the cost of the accommodation for six nights. The total cost of the accommodation is \$1,440.00.

- a. How much will each person have to pay if they share the costs of the accommodation equally?

- b. Another friend agrees to join the group. What will be the new cost per person for the accommodation?

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- c. Holly then receives a 15% discount for booking 30 days in advance. What is the new total cost of the accommodation?

- d. What is the new cost per person for five people, including Holly for the accommodation?

Section 1 - Literacy, Reading and Comprehension

1.

Alphabetical order
Accommodation
Arts venues
Customers
Domestic
Historical sites
International
National park
Package holiday
Theme parks
Tour operators
Travel consultant
Visitor information centre

2.

Corrections
ready to go
before you go
onboard shopping
Melbourne
meet you
Captain's Table
cruises out

3.

- a. Something that is a little unusual or different/a tour that involves train travel/a trip including China and Iran.
- b. She plans on travelling on an organised tour with other people.
- c. No, she initially researched the trip online.
- d. China.
- e. Yes, the Silk Road is not one continuous train line. The Trans-Siberian train does not go from China to Iran.
- f. No, she has only been to the Northern Territory.
- g. Yes, she uses the internet.
- h. No, additional costs will include the following: airfares from Sydney to China and from Dubai back to Sydney, travel insurance, spending money, some food.
- i. Safety in countries such as Uzbekistan and Kazakhstan.

4.

- a. iii b. iii
- c. Long sleeved shirt, hiking boots or shoes, socks, wide brimmed hat, sunglasses and loose fitting shorts or long pants

5.

- a. T b. F c. F d. F

6.

- a. Firmly on the floor or on a footrest.
- b. The top of the screen should be at or slightly below eye level.
- c. Shoulders, forearms, lower back, thighs and feet.

Section 2 – Problem solving and numeracy

1.

11.00 pm
11.00 am
2.30 pm
12.25 am
1.15 pm
2. 6 pm
3. a. \$6,108 b. \$610.80
4. \$440
5. 1 April
6. a. \$1,974 b. \$3,406 c. \$1,432
7. Total cost of individual tickets is \$54, therefore the best option is to purchase a family ticket for \$50.
8. \$293.20
9. a. 8 nights b. 1,523 kilometres c. \$171.34
10. a. 12.45 pm b. 3.15 pm c. 35 minutes d. 15 minutes
e. 20 minutes f. 2 hours and 50 minutes
11. a. \$770 b. \$231 c. \$1,001
12. a. \$171.88 b. Singapore c. 125.45 GBP
13. a. \$1.89 b. i. \$41.06 ii. \$451.70 iii. 0.42%
14. a. \$288.00 b. \$240 c. \$1,224 d. \$204

Contributions

This Practice Aptitude Quiz was developed by:



Australian Apprenticeships Pathways Website - www.aapathways.com.au

This website, part of the Australian Apprenticeships and Traineeships Information Service, provides sample Australian Apprenticeships job descriptions and links to more Australian Apprenticeships information and resources. The service is funded by the Department of Industry.



Sydney TAFE - www.sydneytafe.edu.au

Sydney TAFE is Australia's largest and most innovative education and training provider in Australia with more than 70,000 enrolments in more than 800 nationally recognised courses each year. Whether you're looking for your first job, a promotion, a new career, a pathway to a degree or if you are an employer seeking training solutions for your workforce, Sydney Institute can deliver a range of courses and services to suit your needs. We work closely with industry, employers, schools and universities to offer practical, flexible and online study options across our eight colleges.



The Career Education Association of Victoria - www.ceav.vic.edu.au

The CEAV is the Victorian peak body for secondary school career practitioners, work experience coordinators, VET coordinators and MIPS coordinators. The CEAV provides professional development opportunities for members and also works with business, industry, and the education and training sector.



Industry Training Australia P/L - www.itaust.com.au

Industry Training Australia (ITA) delivers consultancy services to government and non-government organisations in the education and training sector. ITA develops and delivers information and communication services, including the Australian Apprenticeships Pathways website, for service provider networks and the general public.

For enquiries about this Practice Aptitude Quiz contact the Australian Apprenticeships and Traineeships Information Service on 1800 338 022.