

EXAMINATION		NATIONAL SENIOR CERTIFICATE	
GRADE		12	
DATE		MAY/JUNE 2024	
SUBJECT		TOURISM	
PAPER		1	
MARK TOTAL		200	
DURATION (HOURS)		3	
NUMBER OF PAGES		25	



SOUTH AFRICAN COMPREHENSIVE ASSESSMENT INSTITUTE
SUID-AFRIKAANSE KOMPREENSIEWE ASSESSERINGSINSTITUUT

INSTRUCTIONS AND INFORMATION

1. This question paper consists of **FIVE** sections.
2. Answer ALL the questions.
3. Start EACH question on a NEW page.
4. Number the answers according to the numbering system used in this paper.
5. You may use a non-programmable calculator.
6. Write neatly and legibly.
7. QUESTION 3: Round off your answers to TWO decimal places.
8. The table below is a guide to help you allocate your time according to each section.

SECTION	TOPIC	MARKS	TIME (minutes)
SECTION A	Short questions	40	20
SECTION B	Map Work and Tour Planning; Foreign Exchange	50	50
SECTION C	Tourism Attractions; Cultural and Heritage Tourism; Marketing	50	50
SECTION D	Tourism Sectors; Sustainable and Responsible Tourism	30	30
SECTION E	Domestic, Regional and International Tourism; Communication and Customer Care	30	30
	TOTAL:	200	180 minutes

- 1.1.6 A Tourist must choose the red channel, after landing at an International Airport, if:
- A. The tourist has something to declare
 - B. The tourist has nothing to declare
 - C. The tourist has no prescribed medicine with him/her
 - D. The tourist has to show his/her travel documents
- 1.1.7 A natural World Heritage site located in Kwazulu-Natal:
- A. Vredefort dome
 - B. Maloti Drakensberg Park
 - C. iSimangaliso Wetland Park
 - D. Cradle of Humankind
- 1.1.8 The organisation responsible for the collection of information about the arrivals and departures of tourists in South Africa:
- A. TGCSA
 - B. DTGS
 - C. Stats SA
 - D. TOMSA
- 1.1.9 A passenger flying a 12-hour flight from South Africa to the United Kingdom will suffer from:
- A. Jetlag
 - B. Flight phobia
 - C. Flight anxiety
 - D. Flight fatigue
- 1.1.10 A basic employment condition that will be included in a service contract:
- A. Core duties
 - B. Product packaging
 - C. Ethical conduct
 - D. Company policy
- 1.1.11 The stamp in the picture below indicates that you have permission from ... to enter a foreign country.



- A. the President of the foreign country
- B. the Minister of Foreign affairs
- C. the Minister of Tourism
- D. the embassy / consulate of the foreign country

- 1.1.12 The Kremlin is an icon located in this city:
- A. Tokyo
 - B. Bangkok
 - C. Singapore
 - D. Moscow
- 1.1.13 An International Driving Permit (IDP) is issued by the:
- A. Department of Licenses
 - B. Department of Home affairs
 - C. Automobile Association
 - D. Travel Clinics
- 1.1.14 A volcanic eruption on an island that depends on tourism income, will have the following impact:
- A. Blooming of wildflowers and an increase of eco tourists on the island
 - B. Damaged roads and fewer tourist visiting the island
 - C. A fireworks show that will attract more tourists to the island
 - D. Heavy snow fall that will attract tourists interesting in a ski holiday
- 1.1.15 An unacceptable service condition in the tourism industry:
- A. Wearing a uniform
 - B. Working on public holidays
 - C. Restricted travel allowances
 - D. No notice when fired
- 1.1.16 Beijing, China (+8) are located ... of Paris, France (+1).
- A. North
 - B. East
 - C. South
 - D. West
- 1.1.17 The Getaway show markets an outdoor lifestyle and adventure experiences for domestic tourists in these provinces:
- A. Western Cape and Gauteng
 - B. Free state and Kwazulu-Natal
 - C. Eastern Cape and North West
 - D. Northern Cape and Limpopo
- 1.1.18 The best advice to hotel visitors to save water during their stay:
- A. Rather take a bath than a shower
 - B. Rather clean yourself in the hotel's swimming pool
 - C. Don't use the bath or the shower
 - D. Rather take a shower than a bath

1.1.19 This logo can be seen at all the World Heritage Sites:



1.1.20 The G-7 Summit of world leaders that was held in Japan in 2023 is an example of a:

- A. Political situation
- B. World Summit
- C. Local event
- D. World Sports event

(20x1) = [20]

1.2 Choose the province from COLUMN B that matches the World Heritage Site in COLUMN A. Write only the letter (A–G) next to the number (1.2.1–1.2.5) in the ANSWER BOOK, for example **1.2.6 A**

COLUMN A		COLOMN B	
1.2.1	Vredefort dome	A	Gauteng
1.2.2	Hominid fossil site of South Africa	B	Mpumalanga
1.2.3	Mapungubwe Cultural landscape	C	Kwazulu-Natal
1.2.4	Barberton Makhonjwa Mountains	D	Eastern Cape
1.2.5	Maloti Drakensberg Park	E	Limpopo
		F	Free State
		G	Western Cape

(5x1) = [5]

1.3 Choose the correct word(s) in brackets. Write only the word next to the question number (1.4.1–1.4.5) in the ANSWER BOOK, for example **1.3.6 Visa**

- 1.3.1 A South African passport is valid for (5 years / 10 years).
- 1.3.2 If a South African wants to visit London, England he/she has to apply for a (Schengen / British) visa.
- 1.3.3 A Health certificate serves as an indication that a tourist received the (Covid-19 / Yellow fever) vaccine.
- 1.3.4 South Africa's travel allowance allows for (1 litre / 2 litre) wine to take through customs.
- 1.3.5 A passport is issued by the (Department of Home affairs / Department of Foreign affairs) to South African citizens.

(5x1) = **[5]**

1.4 Choose the correct abbreviation of the organisation described, in the list below. Write only the event next to the question number (1.4.1 – 1.4.5) in your answer book. e.g. **1.4.6 FIFA**

EU; BRICS; COP; WHO; SA Tourism; ITB; WTM; TBCSA; UNESCO; SAHRA; G20; PRASA; G7

- 1.4.1 The biggest Tourism Trade show held annually in Germany.
- 1.4.2 The organisation responsible for marketing South Africa overseas.
- 1.4.3 This organisation collects levies from all Tourism establishments in South Africa.
- 1.4.4 An organisation which most countries in Europe are part of.
- 1.4.5 This organisation is responsible to prevent the spread of diseases around the world.

(5x1) = **[5]**

1.5 A Lodge in the Drakensberg strives to be Sustainable. Classify each example of good practices below into the three pillars of Sustainability namely Economic, Social or Environmental. Write only the word **Economic, Social or Environmental** next to the question number in your answer book.

- 1.5.1 The Lodge diverts their greywater to irrigate their gardens.
- 1.5.2 Employees receive a share in the Lodge after they worked there for a few years.
- 1.5.3 The Lodge restaurant buys all their fresh produce from local farmers in the community.

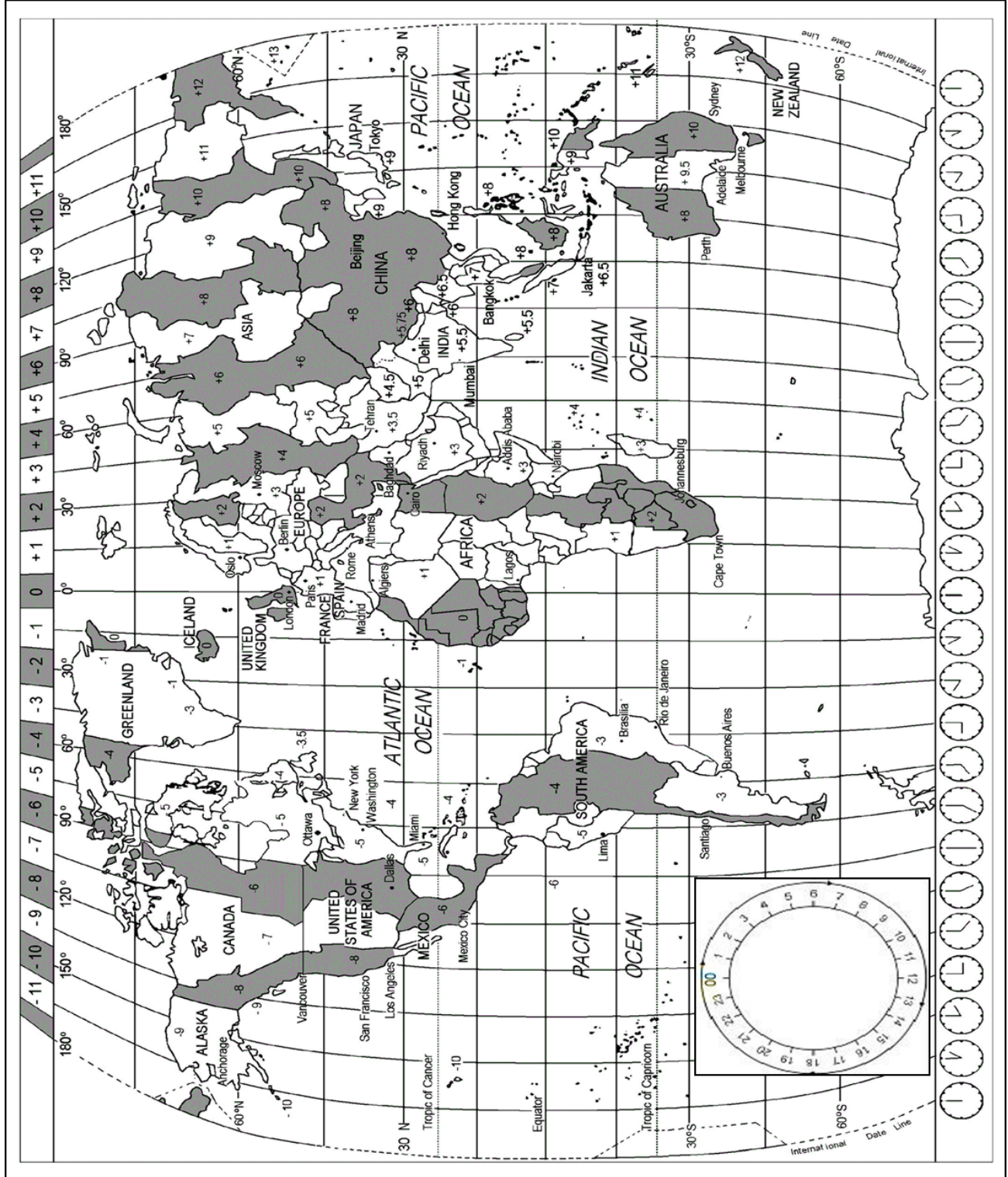
- 1.5.4 The Lodge has a standing arrangement with the local school to cut their rugby field's lawn once a week.
- 1.5.5 The Lodge manufacture their own compost, which is then used in their gardens. **[5]**

TOTAL SECTION A: [40]

SECTION B: MAPWORK AND TOUR PLANNING; FOREIGN EXCHANGE

QUESTION 2

Study the World Time zone map below, read the information, then answer the questions.





The 2023 Netball World Cup will be the sixteenth staging of the premier competition in international netball, contested every four years. The tournament will be held from Friday, 28 July to Sunday, 6 August at the International Convention Centre in Cape Town, South Africa. This will mark the first time the tournament will be held in Africa.

In August 2022, the mascot was revealed for the tournament following a public competition. Designed by 11-year-old Violet Cassidy from Manchester, England; the mascot is an anthropomorphic meerkat named Letsasi, meaning “sun”.

[https://en.wikipedia.org/wiki/2023_Netball_World_Cup]

Phillip and his wife are both American and lives in Los Angeles, USA. They are coming for the Netball World Cup, since their daughter is playing for England. They will rent a car in Cape Town to discover the city on their own in between netball games.

- 2.1 Give THREE travel documents Phillip and his wife will need to visit Cape Town. (3)
- 2.2 Phillip and his wife’s flight departs on 26 July at 08:00 from LA International airport (-8) to Dulles International airport in Virginia (-4). Flight time is 5 hours. At Dulles they will have a stopover of 4 hours, thereafter they will fly 15 hours from Dulles to Cape Town International airport.
 - 2.2.1 Calculate their total travel time. (3)
 - 2.2.2 Calculate the time and date that they will arrive in Cape Town
The USA uses daylight savings time form 12 March to 5 November 2023. (5)
 - 2.2.3 Indicate whether they will be in time for the opening game of the Netball World cup.
Motivate your answer. (2)
- 2.3 Advise Phillip and his wife on how they can minimize jetlag by giving them TWO measures they can try during the long flight. (2)
- 2.4 Give THREE safety measures they can apply while driving in the rental car in Cape Town. (3)

2.5 Phillip wants to take the following items to South Africa:

- 2L Wine
- 1L strong alcohol
- 50ml perfume that he bought duty free at the airport.

Advise him by indicating which channel at customs he must choose.

Motivate your answer.

(2)

2.6 After the Netball World Cup, they decided to accompany their daughter to England. Their flight departs on 9 August at 19:00 from Cape Town International airport to Heathrow International airport. Flight time is 12 hours. Calculate the time and date they will arrive in London

The United Kingdom uses daylight savings time from 26 March to 29 October 2023.

(5)

[25]

QUESTION 3

3.1 Study the exchange rate table below, then answer the questions.

- Show ALL your calculations.
- Round your answers off to the SECOND decimal.

FOREIGN EXCHANGE RATES			
Rand per foreign exchange			
Currency	Code	Bank selling rate	Bank buying rate
American Dollar	USD	17.48	17.22
Pound Sterling	GBP	21.08	20.84
Euro	EUR	18.86	18.51

[As on February 2023]

- 3.1.1 Phillip and his wife have a budget of R1 000 per day for spending money during their 14-day holiday in Cape Town. Calculate how the amount that they must save in their own currency. (4)
- 3.1.2 Before their departure to London, England, they had R3 500 left. Calculate the amount, in England's currency, they will receive. (3)
- 3.1.3 Give THREE payment methods that can be use by Phillip during their international trip (3)
- 3.2 Indicate the currency that must be used if a tourist visits Spain. (1)
- 3.3 Indicate the currency that must be used if a tourist visits Japan. (1)
- 3.4 Give THREE factors that can contribute to the fluctuation of exchange rates. (3)
- 3.5 Explain why the bank selling rate is normally higher than the bank buying rate. (2)

3.6 Study the picture of the multiplier effect below, then answer the questions.



3.6.1 Write a paragraph to explain how the multiplier effect is implemented in Cape Town by hosting the Netball World Cup and the arrival of people like Phillip and his wife.

Your paragraph must consist of the following:

- The definition of the multiplier effect. (2)
- Example of ONE tourism sector that will be benefited (2)
- Examples of TWO other sectors that will be benefited. (4)

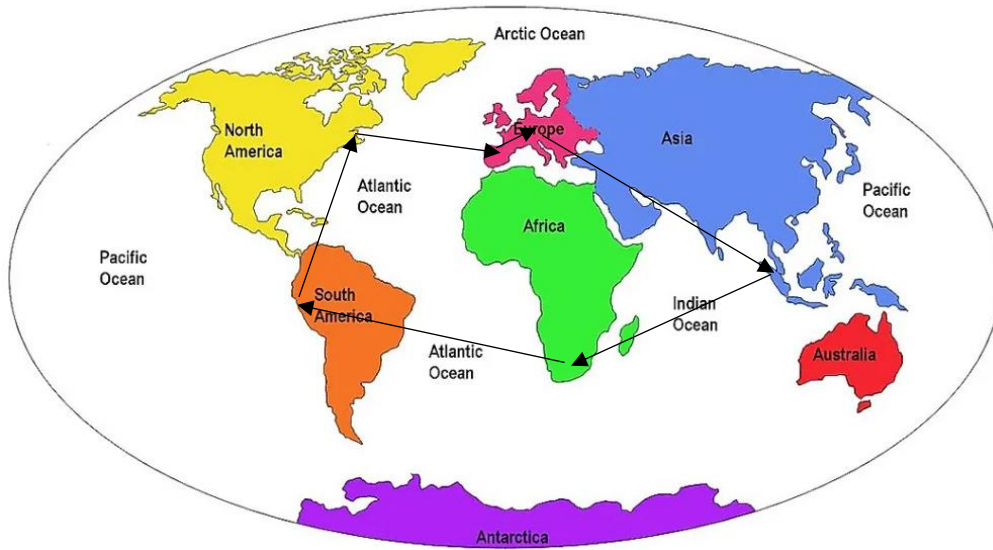
[25]

TOTAL SECTION B: [50]

SECTION C: TOURISM ATTRACTIONS; CULTURE AND HERITAGE TOURISM; MARKETING.

QUESTION 4

- 4.1 Joan is a South African that is obsessed with the movie 'Around the World in 80 days'. She wants to go on a similar trip when she finishes her studies. She does research about the route that she wants to travel, and also the icons she wants to visit. Study the map below, then answer the questions.



- 4.1 Indicate if Joan's route is a linear or circular route. Motivate your answer (2)
- 4.2 Identify TWO continents that Joan will NOT visit during her trip. (2)




- 4.3 Joan's trip starts in her home land, South Africa. Identify the main destinations, according to the map, that she will visit. Use the pictures below to identify the icons. Write only the NAME of the icon, and the COUNTRY where its located, next to the question in your answer book e.g **Grand Canyon, USA**

4.3.1



4.3.2



<p>4.3.3</p> 	<p>4.3.4</p> 
<p>4.3.5</p> 	

(5x2) = (10)

4.4 Read the extract, containing a few facts about the Grand Canyon, below, then answer the questions.



- The Grand Canyon is bigger than the state of Rhode Island at 1.6km deep, 446km long and 29km wide.
- The Grand Canyon itself can influence the weather. The Grand Canyon has a height from around 610m to over 2 438m, allowing it to experience a diversity of weather conditions. As a result, the temperature generally increases by 5.5 degrees with each 300m loss in height.
- Within the Grand Canyon there are an estimated 1,000 caves, and of those, 335 have been recorded. Even fewer have been mapped. Today, only one cave is open to the public -- the Cave of the Domes on Horseshoe Mesa.

- The Grand Canyon was formed over some 6 million years. Geological activity and erosion by the Colorado River created the Grand Canyon as we know it today.
- The most dangerous animal in the park is the rock squirrel. From bighorn sheep and the California Condors to the Gila monster, the Grand Canyon is home to a large diversity of wildlife. But it's the rock squirrel that causes the most trouble. Every year, dozens of visitors are bitten when they try to feed these animals.
- You can get an aerial view of the Grand Canyon without ever leaving the ground. The Skywalk, managed by the Hualapai Tribe and located on tribal lands, consists of a horseshoe shaped steel frame with glass floor and sides that rise about 21m from the canyon rim.

[<https://www.doi.gov/blog/13-things-you-didnt-know-about-grand-canyon-national-park>]

- 4.4.1 Identify the COUNTRY and the CONTINENT where the Grand Canyon is located. (2)
- 4.4.2 Give TWO types of tourists that would want to visit the Grand Canyon. (2)
- 4.4.3 Give TWO activities that tourists can participate in at the Grand Canyon. (2)
- 4.4.4 According to the article tourists can only visit one of the 1 000 caves in the Canyon.
What do you think is the reason for this? (2)
- 4.4.5 Explain how the local community like the Hualapai tribe can benefit by living near the Grand Canyon.
Give TWO ideas. (2)
- 4.4.6 Indicate if the Grand Canyon is a UNESCO World Heritage Site.
Motivate why it is/ is not. (2)
- 4.4.7 Advise the government by giving TWO ideas how they can ensure that the Grand Canyon is preserved for future generations (4)
- 4.4.8 The Skywalk is made of glass and is 1 450m above the bottom of the Canyon.
Would you walk on it?
Motivate your answer. (2)

[30]

QUESTION 5

5.1 Read the article below, then answer the questions.

Richtersveld Cultural and Botanical Landscape

The 160,000 ha Richtersveld Cultural and Botanical Landscape is a dramatic mountain-desert, sharing ownership and management. This site supports the semi-nomadic income of the Nama people, showing seasons that may have persisted for as much as 2 000 years in Southern Africa. It is the only area where the Nama still construct portable rush-mat houses (*haru om*) and includes different sites to where the Nama people go to let their animals graze and where the water and food can be found during a specific season.



#Khomani Cultural Landscape

The #Khomani Cultural Landscape is located at the border with South Africa, Botswana and Namibia including the Kalahari Gemsbok National Park (KGNP). The large area of sand contains evidence of human occupation from the Stone Age to the present and is associated with the culture of the formerly nomadic #Khomani San people and the strategies that allowed them to adapt to the difficult desert conditions. The #Khomani Cultural Landscape shows a testimony to the way of life that survived in the region and shaped the site over 2 000 years.



[<https://whc.unesco.org/en/list/>]

- 5.1.1 Give the name of the province in South Africa where these two World Heritage sites are located. (1)
- 5.1.2 Both these sites are classified as cultural World Heritage sites. Write TWO paragraphs where you outline the cultural meaning of each of these sites. Start your paragraphs with the site name as a heading. (2x2) = (4)
- 5.1.3 Explain the impact on the province given in Question 5.1.1, if they receive many tourists that want to visit the World Heritage sites. (2)
- 5.1.4 One of the factors contributing to the success of an attraction is universal access. Do you think these two sites complies in regard to this factor? Motivate your answer. (2)
- 5.1.5 Advise the provincial authority on how they can improve the universal access to these two sites. (2)

5.1.6 Discuss another TWO factors (except universal access) on which the management can focus to ensure that these sites are successful.

(2x2) = (4)

[15]

QUESTION 6

6.1 The Western Cape have two World Heritage sites. The Cape Floral Protection area and Robben Island. You must comply a marketing campaign for both of these two sites by answering the following questions:

- 6.1.1 Give the name of the tourism trade show held annually in Durban, where these two sites can be advertised. (1)
- 6.1.2 Advise the organizers of this trade show on how these two sites can be marketed at this show.
Give TWO ideas. (2)
- 6.1.3 Create a slogan for EACH of the World Heritage sites that can be used in their respective brochures. (2)

[5]

TOTAL SECTION C: [50]

**SECTION D: SUSTAINABLE AND RESPONSIBLE TOURISM;
TOURISM SECTORS.**

QUESTION 7

7.1 Study the pictures below, then answer the questions.



- 7.1.1 Identify the hotel that radiates the best professional image. (1)
- 7.1.2 Motivate your answer given in Question 7.1.1 by giving THREE differences between the two hotels in the pictures (3)
- 7.1.3 Discuss another TWO aspects which contributes to the professional image of a hotel. (except the overall look of the buildings). (4)
- 7.1.4 Give TWO advantages for a Hotel when they have a professional image. (2)

[10]

QUESTION 8

8.1 Read the article below, then answer the questions.


FAIR TRADE TOURISM

The mark of a good holiday

Amazing travel experiences are made possible when hosts have the well-being of people and the planet at heart.

Discover these hosts within the Fair Trade Tourism (FTT) “family” – a network of passionate, inspiring tourism leaders in Southern Africa that have taken up the need to do tourism better and committing to Fair Trade Tourism principles. They proudly show the Fair Trade Tourism logo as a confirmation of their commitment to create better places to live, work, and visit.

The Fair Trade Tourism logo is the mark of best practices in responsible and fair tourism, explained by fair wages and working conditions, fair buying, fair sharing of benefits, and respect for human rights, culture and the environment. It means that the people who give their land, resources, labour and knowledge to tourism are the ones who get the benefits, and that the natural environment on which it all depends is treated with respect.

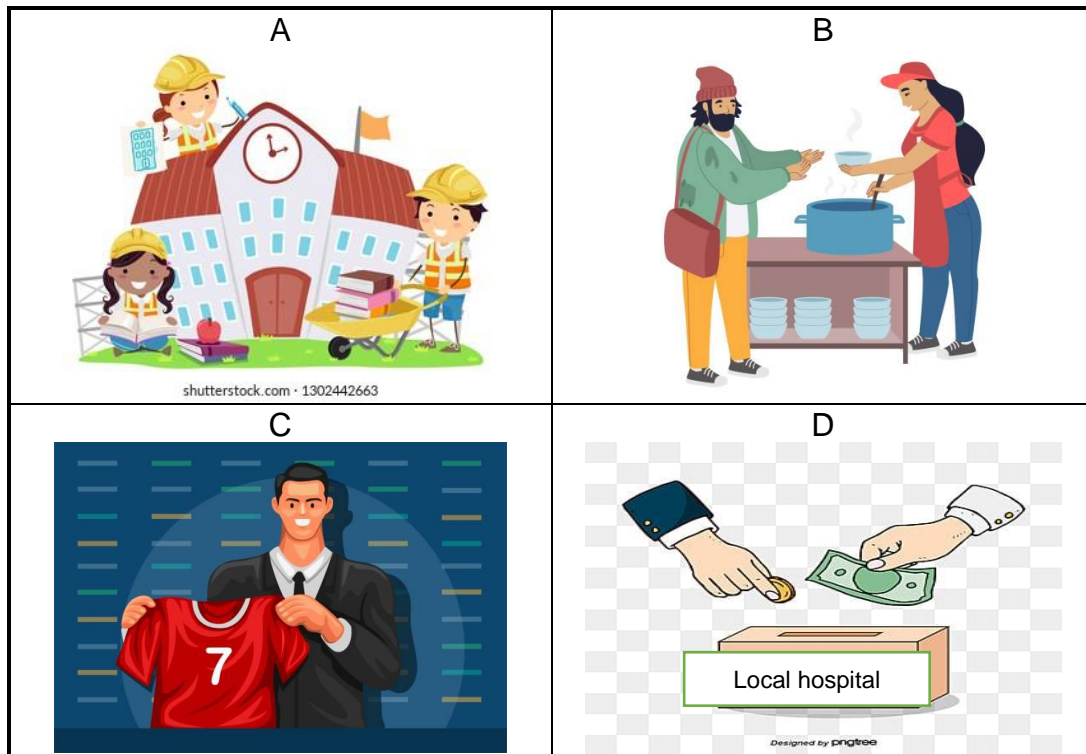


[<https://www.fairtradetourism.org/>]

- 8.1.1 Give the THREE pillars of sustainable tourism, which the FTT also apply. (3)
- 8.1.2 Identify THREE principles of the FTT. (3)
- 8.1.3 Give TWO ways how a destination, which is part of the FTT, can save on natural resources. (2)
- 8.1.4 Explain how the principle of the FTT can lead to the upliftment of the social pillar. Give TWO examples. (2)

[10]

8.2 Study the pictures below, then answer the questions.



8.2.1 The above pictures are examples of Corporate Social Investments (CSI) by a Five-star Hotel.

Define the concept Corporate Social Investment (CSI). (2)

8.2.2 Explain how the hotel complies to their Corporate Social Investment depicted by each picture.

Write only you explanation next to the question number (A-D) on your answer book.

e.g. Cutting the local school’s lawn. (4x2) = (8)

[10]

TOTAL SECTION D: [30]

SECTION E: DOMESTIC, REGIONAL AND INTERNATIONAL TOURISM; COMMUNICATION AND CUSTOMER CARE.

QUESTION 9

9.1 Read the article below, then answer the questions.

Turkey earthquake: Where did it hit and why was it so deadly?



More than 30 000 people have been killed and thousands injured by a huge earthquake which struck south-eastern Turkey, near the Syrian border, in the early hours of Monday morning, 6 February 2023.

The earthquake, which hit near the town of Gaziantep, was closely followed by numerous aftershocks - including one quake which was almost as large as the first.

Why was it so deadly?

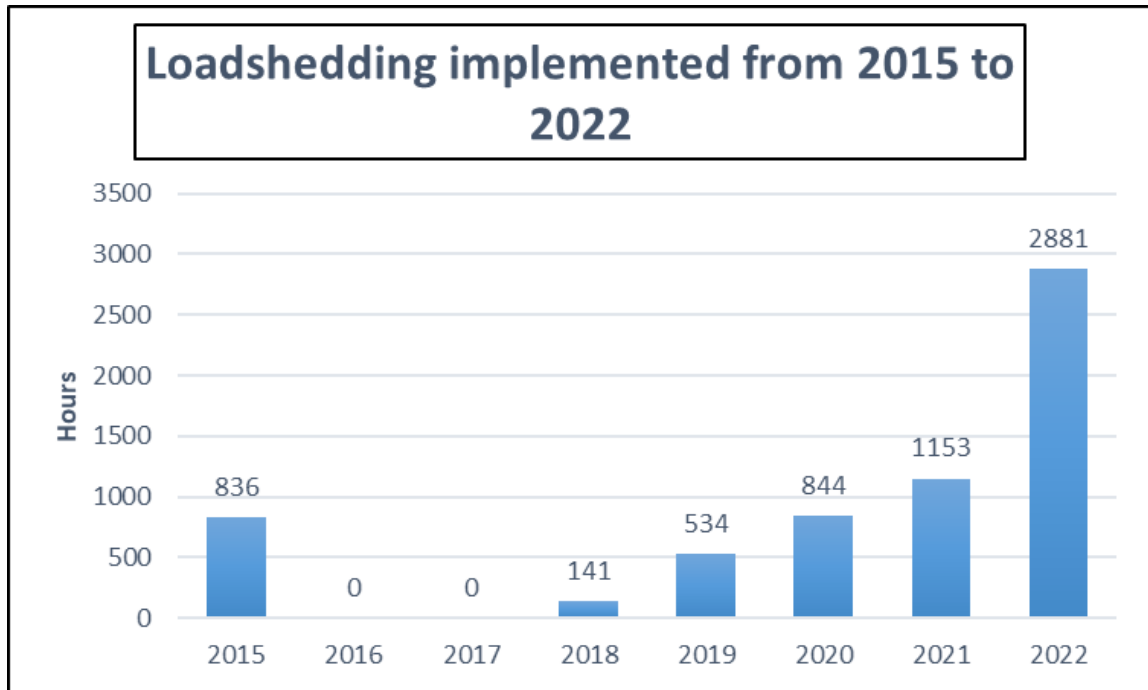
It was a big earthquake - registered as 7.8 on the Richter scale. It broke along about 100km of fault line, causing serious damage to buildings and infrastructure near the fault.

[<https://www.bbc.com/news/science-environment-64540696>]

- 9.1.1 Classify the earthquake, described in the article, under the type of unforeseen event. (1)
- 9.1.2 Identify the TWO countries that were affected by this earthquake. (2)
- 9.1.3 Describe the impact of this earthquake on the local community by giving THREE consequences. (3)
- 9.1.4 Describe the impact on this countries' INCOMING TOURISTS. Give TWO. (2)
- 9.1.5 Name another TWO types of events, also classified under your answer in Question 9.1.1. (2)

[10]

9.2 Study the graph of load shedding statistics in South Africa, below, then answer the questions.



[\[https://mybroadband.co.za/news/energy/470217-scary-load-shedding-statistic-revealed.html\]](https://mybroadband.co.za/news/energy/470217-scary-load-shedding-statistic-revealed.html)

- 9.2.1 Identify if load shedding in South Africa increased or decreased from 2015 to 2022. (1)
- 9.2.2 Describe the impact of load shedding in 2022 on tourism establishments. Give TWO impacts (2)
- 9.2.3 International tourists also experience load shedding when visiting South Africa. Explain the perception they would form about South Africa. (2)
- 9.2.4 Advise a tourism establishment, which is burdened by load shedding, by giving TWO ideas how to change it into a positive. (2)

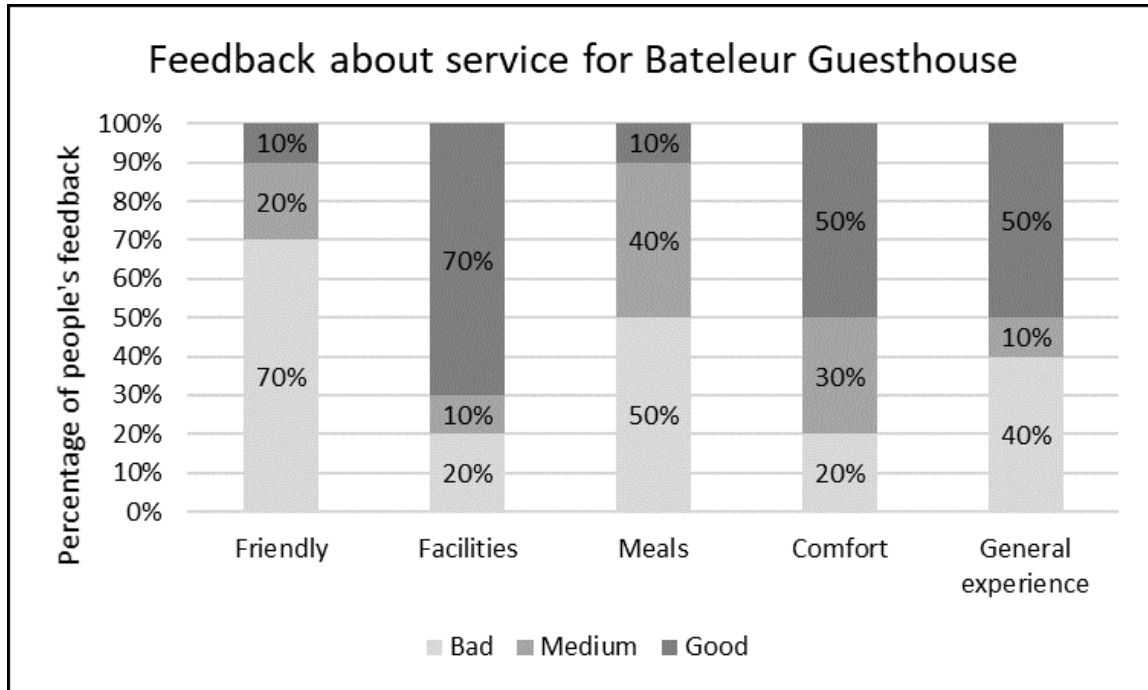
9.3 Identify if the following tourists visiting South Africa from other countries are part of South Africa's land- or air markets.

- 9.3.1 Tourists from Mozambique (1)
- 9.3.2 Tourists from France (1)
- 9.3.3 Tourists from India (1)

[10]

QUESTION 10

10.1 The following statistics were compiled for Bateleur Guesthouse after feedback regarding their customer care. Study the graph, then answer the questions. (From the bottom – bad, medium and good at the top)



- 10.1.1 Identify the aspect, in the feedback for Bateleur Guesthouse, which delivered the best service (1)
- 10.1.2 Identify the aspect, in the feedback for Bateleur Guesthouse, which delivered the worst service. (1)
- 10.1.3 Advise the management of Bateleur Guesthouse on how they can improve on the aspect that did the worst. Give TWO ideas. (2)
- 10.1.4 Explain to the management of Bateleur Guesthouse why it is important to get feedback from their customers (2)
- 10.1.5 Give TWO methods Bateleur Guesthouse can use to get feedback from their customers. (2)
- 10.1.6 Will you visit Bateleur Guesthouse? Motivate your answer. (2)

[10]

TOTAL SECTION E: [30]

GRAND TOTAL: [200]