

<b>EXAMINATION</b>	<b>NATIONAL SENIOR CERTIFICATE</b>
<b>GRADE</b>	12
<b>DATE</b>	NOVEMBER 2025
<b>SUBJECT</b>	TOURISM
<b>PAPER</b>	1
<b>TOTAL MARKS</b>	200
<b>DURATION (HOURS)</b>	3
<b>NUMBER OF PAGES</b>	29



**SOUTH AFRICAN COMPREHENSIVE ASSESSMENT INSTITUTE**  
**SUID-AFRIKAANSE KOMPREENSIEWE ASSESSERINGSINSTITUUT**

## INSTRUCTIONS AND INFORMATION

1. This question paper consists of **FIVE** sections.
2. Answer **ALL** questions.
3. Start **EACH QUESTION** on a **NEW** page.
4. Number your answers according to the numbering system of this paper.
5. You may use a non-programmable calculator.
6. Write neatly and legibly, in **BLUE** ink only.
7. **QUESTION 3** must be rounded off to the second decimal.
8. The following table is a guideline to help you determine how much time you should be spending on each section.

SECTION	SUBJECT	MARKS	TIME (minutes)
SECTION A	Short questions	40 marks	20 minutes
SECTION B	Map work and tour planning; Foreign Exchange	50 marks	50 minutes
SECTION C	Tourist attractions; Cultural and Heritage Tourism; Marketing	50 marks	50 minutes
SECTION D	Tourism sectors; Sustainable and Responsible Tourism	30 marks	30 minutes
SECTION E	Local, Regional and International Tourism; Customer Care	30 marks	30 minutes
	<b>TOTAL:</b>	<b>200</b>	<b>180 minutes</b>

## SECTION A: SHORT QUESTIONS

### QUESTION 1

1.1 Four options are given as possible answers to the following questions. Select the answer and write down only the letter (A-D) next to the question numbers (1.1.1 to 1.1.20) in the ANSWER BOOK, e.g. **1.1.21 D**.

1.1.1 A tourist who wants to make a pre-payment for the booking of accommodation will use the following payment method:

- A Telegraphic Transfer (SWIFT)
- B Foreign banknotes
- C Cheque payment
- D Electronic fund transfer

1.1.2 The ancient site where the Maya people's kingdom was located:

- A Machu Picchu
- B Parthenon
- C Chichen Itza
- D The Kotel

1.1.3 The city in the U.S. that will host the next Olympic Games in 2028:

- A New York
- B Los Angeles
- C San Francisco
- D Washington

1.1.4 The core duties of an employee are described in this document:

- A Code of Conduct
- B Basic Conditions of Employment Act
- C Service contract
- D Fringe Benefits Addendum

1.1.5 Identify the expense that will NOT be included in a travel budget prepared by a travel agent:

- A Transport
- B Personal shopping
- C Accommodation
- D Entrance fees at attractions

1.1.6 The proof of a yellow fever vaccination is:

- A Vaccination certificate
- B Health certificate
- C Medical prescription
- D Doctor's letter

1.1.7 If a South African tourist wants to visit Scotland, the following visa is required:

- A Schengen visa
- B UK visa
- C British visa
- D SA visa

1.1.8 Robben Island meets this UNESCO cultural criteria:

- A The evidence of important exchange of human values.
- B Shedding light on the origin and evolution of mankind.
- C Testimony of a very old civilisation and language.
- D Symbolises the victory of the human spirit to freedom.

1.1.9 The icon in the photo below can be visited in:



- A Jordan
- B Saudi Arabia
- C India
- D Japan

1.1.10 An example of good environmental management:

- A The establishment of indigenous vegetation where deforestation has occurred.
- B Developing buildings that use a lot of electricity for safety reasons.
- C Collecting plastic so that it can be disposed of on rubbish dumps outside cities.
- D Removing wetlands to make way for urban development.

1.1.11 Protest actions in a country is an example of a/an:

- A Unforeseen event
- B Natural disaster
- C Political situation
- D Economic fluctuation

1.1.12 The fact that the earth is tilted 23.5° contributes to:

- A The different time zones.
- B The different days at a given time.
- C The different hemispheres.
- D The different seasons.





1.1.13 The Maloti Drakensberg Park is a ... World Heritage Site.

- A new
- B mixed
- C natural
- D cultural

1.1.14 An outdoor exhibition held annually in Cape Town and Johannesburg as part of the marketing campaign of SA Tourism:

- A WTM (World Tourism Market)
- B Tourism Indaba
- C Berlin ITB
- D Getaway Show

1.1.15 The Republic of Ireland uses this currency symbol:

- A 
- B 
- C 
- D 

1.1.16 The division of ownership or establishment of partnerships with the local community is an example of this pillar of Sustainable Tourism:

- A Sustainability pillar
- B Economic pillar
- C Environmental pillar
- D Social pillar

1.1.17 An advantage of using a customer feedback method:

- A The institution takes note of where they can improve.
- B The institution gets better publicity on the television.
- C The institution makes a loss and has to let staff go.
- D The institution receives a better tax return.

1.1.18 A disadvantage of using a credit card as a payment method when a tourist travels abroad:

- A Funds are not available immediately; there is a waiting period of 1 month.
- B The tourist may exceed his travel budget and suffer debts that must be repaid.
- C Not accepted as a payment method in countries outside South Africa.
- D If stolen, the funds on the card can be stopped.

1.1.19 Free State's only World Heritage Site:






- A Vredefort Dome
- B Mapungubwe Cultural Landscape
- C iSimangaliso Wetland Park
- D Barberton Makhonjwa Mountains

1.1.20 The summit where world leaders meet to address climate change is known as:

- A The G7 Summit
- B The COP Summit
- C The BRICS Summit
- D The G20 Summit

(20x1) **[20]**

1.2 Select the description in COLUMN B that matches the logo/image in COLUMN A. Write only the letter (A-G) next to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK, e.g. **1.2.6 A**.

COLUMN A		COLUMN B	
1.2.1		A	South Africans go to this institution to apply for a passport.
1.2.2	 World Health Organization	B	The organisation in charge of customs at all South African ports where tourists leave or enter the country.
1.2.3	 home affairs Department: Home Affairs REPUBLIC OF SOUTH AFRICA	C	International tourists apply for a visa at this institution.
1.2.4	 Tourism Business Council of South Africa one voice for tourism	D	The institution responsible for the establishment and development of new tourist attractions in South Africa.
1.2.5	 South African Revenue Service	E	This organisation is responsible for preventing the spread of diseases around the world.
		F	This organisation certifies tourism establishments based on their sustainability.
		G	One of this organisation's responsibilities is to collect the 1% levy from tourism establishments.

(5x1) [5]

- 1.3 Give ONE term/word for EACH of the following descriptions by selecting a term/word from the list below. Write down only the word/term next to the question numbers (1.3.1 to 1.3.5) in the ANSWER BOOK, e.g. **1.3.6 Passport**.

Flight fatigue; Bank buying rate; Taj Mahal; Department of Tourism; Khomani Cultural Landscape; Embassy; Jetlag;  
Bank selling rate; iSimangaliso Wetland Park; Dome of the Rock

- 1.3.1 A South African tourist applies for a visa at this institution of the intended country.
- 1.3.2 If a tourist travels from Rio de Janeiro in Brazil to Beijing in China, he/she will experience this condition.
- 1.3.3 A Cultural World Heritage Site of South Africa.
- 1.3.4 If a tourist returns from France and wants to exchange his remaining euros for rand, this exchange rate will be used to calculate the value.
- 1.3.5 A tourist visiting Israel's Temple Mount can enter this impressive mosque.


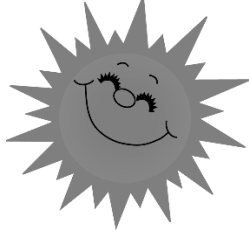

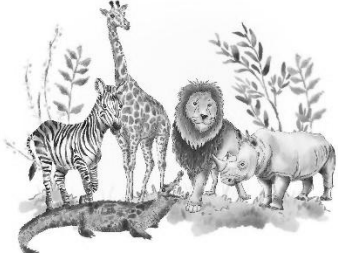

(5x1) [5]

- 1.4 Select the correct word(s) from those given in brackets. Write down only the word(s) next to the question numbers (1.4.1 to 1.4.5) in the ANSWER BOOK, e.g. **1.4.6 Yellow fever**.

- 1.4.1 If an employee usually works on Sundays, he is entitled to (double/1½ times) his usual rate.
- 1.4.2 The number of international tourists to South Africa will increase if the rand is (weak/strong).
- 1.4.3 (Tuberculosis/Bilharzia) can be contracted by coming into contact with water containing the parasite.
- 1.4.4 (Tour de Paris/Tour de France) is an annual cycling race, held in France.
- 1.4.5 According to South Africa's import regulations, a tourist can take (1 litre/2 litres) of wine through customs without paying customs tax.

(5x1) [5]

1.5 Study the pictures below about the top reasons why international tourists would want to visit South Africa. Identify EACH reason and write down your answer next to the question numbers (1.5.1 to 1.5.5) in the ANSWER BOOK, e.g. **1.5.6 Crime-free**.

<p>1.5.1</p> 	<p>1.5.2</p> 
<p>1.5.3</p> 	<p>1.5.4</p> 
<p>1.5.5</p> 	

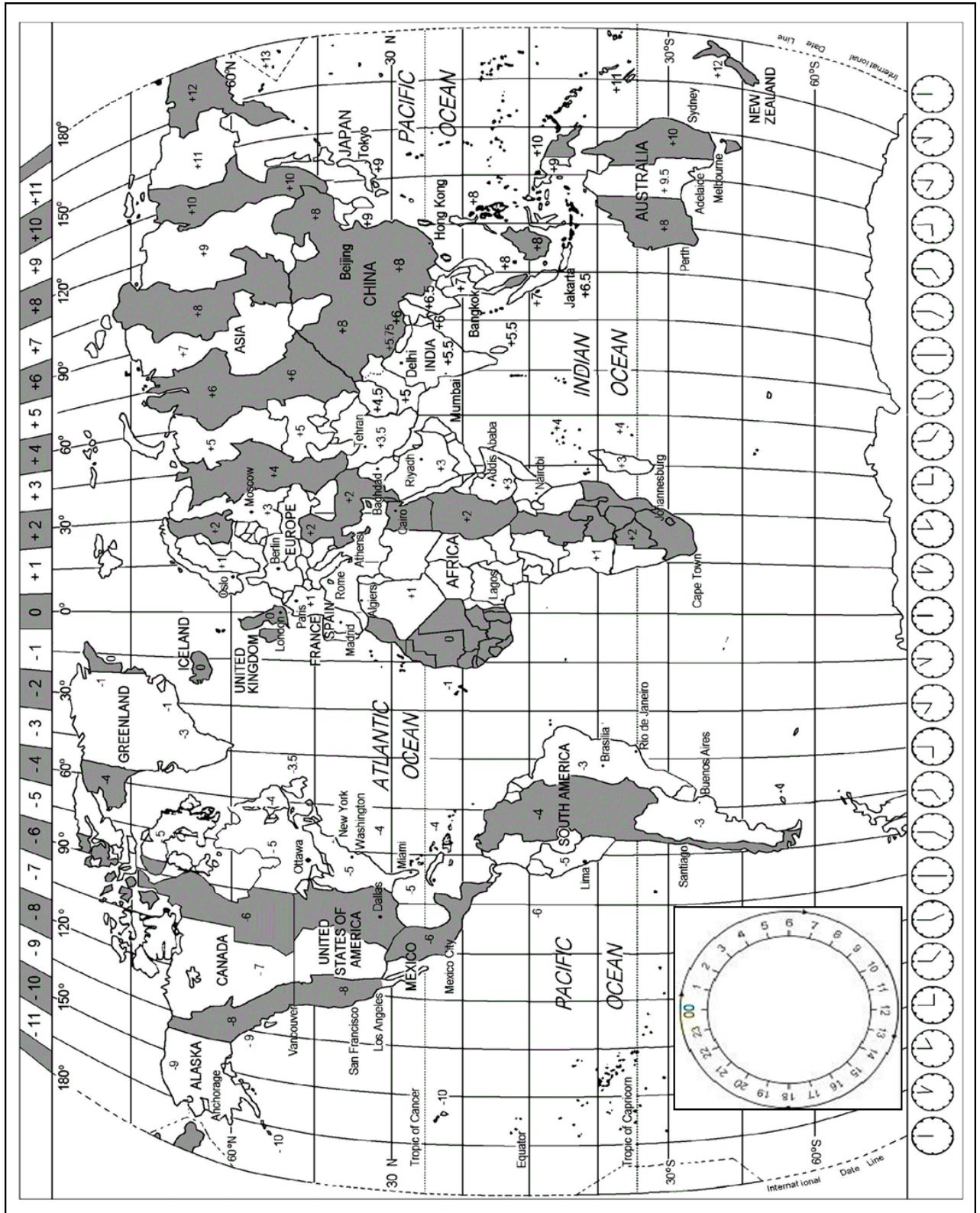
(5x1) [5]

**TOTAL SECTION A: [40]**

## SECTION B: MAP WORK AND TOUR PLANNING; FOREIGN EXCHANGE

### QUESTION 2

2.1 Study the time zone map, read the information and answer the questions.



## A New Chapter in the History of the World Games



THE WORLD GAMES   
2025 CHENGDU

The 12th edition of The World Games will take place from August 7 to 17, 2025. The host city will be the megacity of Chengdu in China. Thirty-five sports have been selected for The World Games 2025.

*[Source adapted from: <https://www.theworldgames.org/editions/Chengdu-CHN-2025-14>]*

- 2.1.1 The opening ceremony of the 2025 World Games will begin on August 6, 2025, 20:00 local time.  
Calculate what time South Africans can watch this ceremony on television. (3)
- 2.1.2 Alex, an American, is an athlete who competes in the World Games. He will fly from JFK International Airport in New York to Chengdu Tianfu International Airport, in China, on August 2 at 18:00. Flight time is 19 hours.  
Calculate the time and date he will arrive in Chengdu.  
**The U.S. is using daylight savings time from March to October 2025.** (5)
- 2.1.3 South Africa's athletes arrive in Chengdu on August 5 at 08:00, after a 17-hour flight.  
Calculate their departure time and date of departure, from OR Tambo International Airport. (4)
- 2.1.4 Many of the athletes arrive a few days before the Games start because they want to recover fully from jet lag before they must participate.  
Write a paragraph advising these athletes on what they can do **before and during** the flight to reduce the symptoms of jet lag.  
Your paragraph should include TWO measures of each. (2x2) (4)
- 2.1.5 Alex is diabetic and needs to take his medication with him to Chengdu. Advise him by answering the following questions:
- a) Indicate which channel to follow at customs. (1)
  - b) Mention the document he must submit to customs as proof of medication that he has with him. (1)

2.1.6 During his time in Chengdu, Alex decides to rent a car so that he can explore the city on his own in his off-time.

Name THREE travel documents that Alex will have to obtain before his trip. (3)

2.2 Read the information below about China and answer the questions.

### General Health and Safety in Chengdu

Chengdu is generally a safe city for tourists. The crime rate is relatively low, and violent crimes are rare. Most visits are hassle-free.

However, petty crimes such as pickpocketing and scams can occur, especially in crowded areas. Staying on the look-out and taking basic precautions will help you avoid these problems.

Maintaining good health and hygiene is an essential safety issue in Chengdu. Tap water in Chengdu is not safe to drink.

Street food is delicious but can sometimes cause stomach problems. Choose food stalls with many visitors and good hygiene practices. Get hand sanitizer and use it regularly.

*[Source adapted from: <https://ruqintravel.com/china-destination-guides/safety-concerns-in-chengdu>]*

2.2.1 Advise tourists visiting Chengdu on how they can stay healthy during their trip.

Provide TWO measures that can be applied to address the health issues in the article. (2)

2.2.2 Write a paragraph advising tourists on how to be safe if they are walking on the **streets** of Chengdu.

In your paragraph, you should discuss THREE measures. (3x2) (6)

2.2.3 Name ONE recommended vaccination for tourists traveling to China. (1)

**[30]**

**QUESTION 3**

3.1 Read the scenario below and answer the questions.

Suzan is a big tennis fan. She has been saving for a long time and wants to attend as many Grand Slam tennis tournaments as possible in 2025. She plans the following:

- Travel to France to attend Roland Garros. Her budget for 4 days is R53 500 (all inclusive).
- Travel to England to attend Wimbledon. Her budget for 3 days is R49 800 (all inclusive).
- Travel to the United States of America to attend the U.S. Open. Her budget for 5 days is R76 700 (all inclusive)

Study the exchange rate table below to answer the questions.

- Show all your calculations.
- Round answers off to the second decimal.

<b>FOREIGN EXCHANGE RATES</b>			
<b>Currency</b>	<b>Code</b>	<b>Bank selling rate</b>	<b>Bank buying rate</b>
U.S. dollar	USD	17.63	17.51
British pound sterling	GBP	22.72	22.59
Euro	EUR	18.85	18.73

*[As of November 11, 2024]*

- 3.1.1 Identify the currency that is the weakest against the Rand. (2)
- 3.1.2 Calculate Suzan's budget in EURO for attending the Roland Garros tennis tournament. (3)
- 3.1.3 Calculate Suzan's budget in Pounds for attending the Wimbledon tennis tournament. (3)
- 3.1.4 Calculate Suzan's budget in US Dollars for attending the US Open tennis tournament. (3)
- 3.1.5 On her return to South Africa after attending Wimbledon, Suzan still has £98.32 left. Calculate how much Rand she will get for it. (3)

3.1.6 Suggest the best time for South Africans to travel abroad – when the Rand is weak OR when the rand is strong.

Justify your answer.

(2)

3.1.7 Write a paragraph in which you explain the impact that the Tourism Industry has on the country's GDP.

(2x2) (4)

**[20]**

**TOTAL SECTION B: [50]**

## SECTION C: TOURIST ATTRACTIONS; CULTURAL AND HERITAGE TOURISM; MARKETING

### QUESTION 4

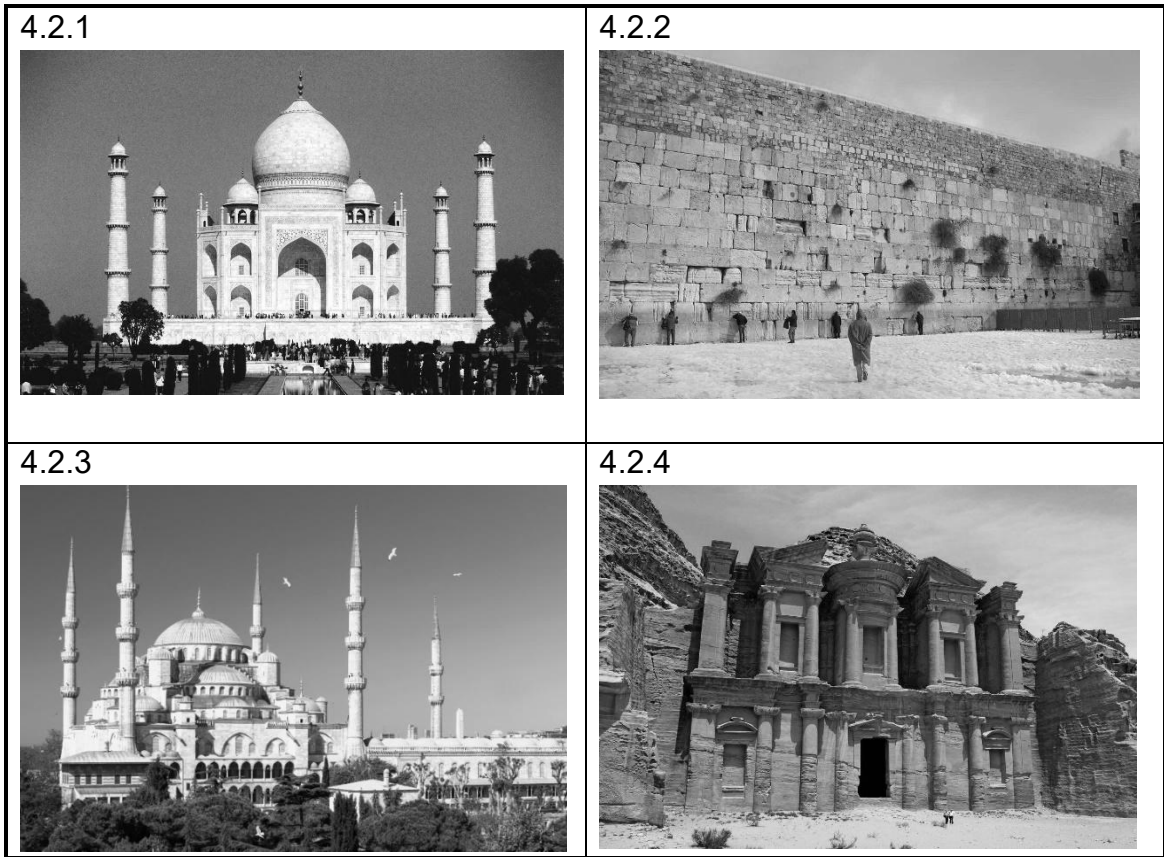
4.1 Study the map of Europe below and answer the questions.



- 4.1.1 Identify the World Icons numbered A to C. Write the FULL name of the icon next to the letters A, B and C. (3)
- 4.1.2 Icon A is in a very famous city. Give the name of this city. (1)
- 4.1.3 Give a description of Icon B. (2)
- 4.1.4 Give TWO adventure activities that tourists can do at Icon C. (2)

**[8]**

4.2 Study the pictures of world icons below. Draw the table in your answer book and complete it.



	FULL NAME OF ICON	COUNTRY
4.2.1		
4.2.2		
4.2.3		
4.2.4		

(4x2) [8]

4.3 Study the image of a world icon below and answer the questions.



4.3.1 Identify the icon by writing its full name. (1)

4.3.2 Give the name of the country in which this icon is located. (1)

4.3.3 This icon is visited by many tourists every year, even though it is badly damaged.

Provide a reason why tourists would still want to visit this icon. (2)

4.3.4 Advise a tourist who wants to visit this icon, whether it would be better to do it with a tour guide OR alone.

Justify your answer. (3)

**[7]**

- 4.4 Read the passage below from a blog by Ian Taylor who climbed Mount Everest and answer the questions.

### TO CLIMB MOUNT EVEREST

Ian Taylor



We spent years preparing to go on our nightly trek to the top of the world, Mount Everest. Eighteen months of serious exercise. Twelve days of trekking to Everest Base Camp and 42 days of climbing above Everest Base Camp. Seven days to get down from the summit of Everest back to Base Camp. Followed by 3 days of trekking back to Lukla.

#### About to enter the death zone

We left at 10 pm. that night and hiked in the dark to Everest's southern side. I was accompanied by my sherpa, Pemba Chirri, who climbed behind me and pushed me forward. It was 20 degrees Celsius, with a light wind and the dark.

Then it was time to start our journey on the first leg to the summit through the balcony at 8 400 m. Every step was very difficult, and breathing at these heights can sometimes seem impossible.

#### I'm at the top of the world

I climbed to the summit. A twenty-foot-long ridge and two feet wide, where I took out my flag and logos and gave my video camera to the Sherpa. I took a few photos on the summit before I was ready to climb down again.

[Source adapted from: <https://iantaylor trekking.com/blog/summit-night-climbing-mount-everest-to-the-top-of-the-world/>]



- 4.4.1 Give the name of the country in which Mount Everest is located. (1)
- 4.4.2 Explain the purpose of a *sherpa*, as mentioned in the reading. (2)
- 4.4.3 Explain TWO reasons why the author refers to the death zone, while attempting to reach the summit of Mount Everest. (2)
- 4.4.4 Would you like to reach the summit of Mount Everest one day? Motivate your answer. (2)

[7]

[30]

**QUESTION 5**

5.1 Study the pictures and descriptions below and answer the questions.

<b>A</b>	<b>B</b>
	
<p>A dry, unique landscape. Also known for the Nama people who have lived here for 2 000 years.</p>	<p>Known for the rare fynbos species and covers eight protected areas, including Table Mountain.</p>

- 5.1.1 Give the FULL name of the World Heritage Site number A. (1)
- 5.1.2 Give the FULL name of the World Heritage Site number B. (1)
- 5.1.3 Give the name of the province where World Heritage Site number A can be visited. (1)
- 5.1.4 Determine whether World Heritage Site number B is natural or cultural. Justify your answer. (2)

**[5]**

## 5.2 Read the article below and answer the questions.

South Africa's list of UNESCO World Heritage Sites has grown with two new sites, each consisting of multiple sites across the country, at the World Heritage Committee meeting in New Delhi in July 2024. Both new sites fall under the umbrella of cultural sites, bringing South Africa's total to 12 World Heritage Sites classified as cultural, natural and mixed.

The first new addition is a perfect inspiration for anyone interested in modern history. It is named *Human Rights, Liberation and Reconciliation: Nelson Mandela Heritage Sites*, and includes 14 locations in four different provinces.

The beginnings of humanity or the full name of the world heritage site: *The Emergence of Modern Human Behaviour: The Pleistocene Occupation Sites of South Africa* is a site consisting of three sites in two provinces.

[Source adapted from: <https://www.southafrica.net/uk/en/travel/article/south-africa-s-treasures-discover-the-new-unesco-world-heritage-sites>]

5.2.1 Name THREE of the four provinces that are part of the Nelson Mandela World Heritage Sites. (3)

5.2.2 Sharpeville is one of the 14 sites included in the Nelson Mandela World Heritage Sites.

Describe the events that took place there so that it is included in this new World Heritage Site. (3)

5.2.3 Name the TWO provinces where the *Emergence of Modern Human behaviour* heritage site can be visited. (2)

5.2.4 Explain the impact on South Africa's incoming tourists with the addition of two new World Heritage Sites. (2)

**[10]**

**[15]**

**QUESTION 6**

6.1 Read the article below and answer the questions.

**SATourism inspires African adventures with a brand campaign that show the incredible, wide and diverse possibilities for travel in South Africa.**

These include stretches of natural coastlines, natural and distant wonders, rich forests, clean beaches, thrilling adventures, green hills, stunning mountain views, charming small towns, warm hospitality, and rich cultural heritage.

Four new advertisements have been released for radio, print, television and digital distribution across the continent. The adds, two of which were nominated for Best Film at the Berlin Advertising Awards, were designed by film director Lamar Bonhomme, and show the limitless possibilities that deliver on the promise that there is always 'so much more' to see in South Africa.

*[Source adapted from: <https://modernmarketing.co.za/south-african-tourisms-latest-brand-campaign-is-rooted-in-the-authentic-human-experience/>]*

6.1.1 Name TWO international trade shows where SA Tourism can market South Africa's natural beauty and unique destinations. (2)

6.1.2 Advertising, as mentioned in the reading passage, costs a lot of money. Explain in THREE steps how SA Tourism gets funds to make these advertisements. (3)

**[5]**

**TOTAL SECTION C: [50]**

## SECTION D: TOURISM SECTORS; SUSTAINABLE AND RESPONSIBLE TOURISM

- 7.1 Study the cartoon of a general worker at a guest house below and answer the questions.



[Source: <https://depositphotos.com/vector/sloppy-man-cartoon-3902957.html>]

- 7.1.1 Evaluate whether this person will be considered professional as a worker at the guest house.  
Justify your answer. (3)
- 7.1.2 Write a paragraph in which you explain to the owner of the guest house how the use of uniforms in the hospitality industry can contribute to the professional image of the employees. (2x2) (4)
- 7.1.3 Provide THREE examples of how a hotel can improve its professional image. (3)

7.2 Read the scenario below and answer the questions.

Jakes works six days a week, eight hours a day at the guest house. He gets 10 days of leave per year. He is often asked to work on a Sunday as well and is then paid 1½ times his usual rate. He does not get any rest during the eight hours and has to have his lunch while he works.

7.2.1 Mention the name of the Act that protects workers in their workplace. (1)

7.2.2 Draw the table below in your answer book and complete it, using Jakes' scenario.

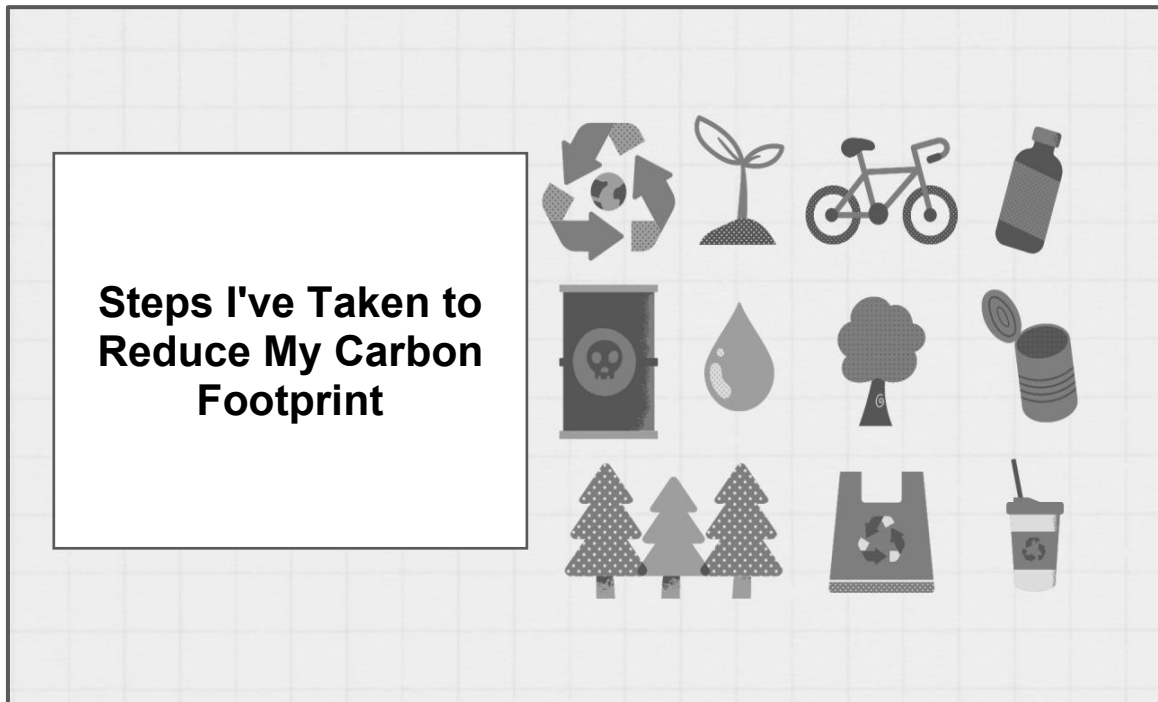
<b>According to the Labour Law</b>	<b>Against the Labour Law</b>
(2 facts)	(2 facts)

(2x2) (4)

**[15]**

**QUESTION 8**


8.1 Study the image below and answer the questions.



[Source: <https://www.linkedin.com/pulse/carbon-emissions-steps-i-took-reduce-my-part-2-kritika-kumar>]

- 8.1.1 Explain the meaning of your *carbon footprint*. (2)
- 8.1.2 Identify the pillar of sustainability depicted by the source above. (1)
- 8.1.3 Explain the meaning of THREE pictures in the source. (3)

## 8.2 Read the extract below and answer the questions.

**the isibindi  
foundation** 

CONSERVATION *partnering* COMMUNITIES

**Isibindi Foundation projects**

The Isibindi Foundation projects in the community of Mabibi near Thonga Beach Lodge include the Mabibi school feeding scheme that feeds 140 children once a week. The Foundation built the school's Grade R classroom and renovated its school kitchen. The Foundation pays two assistant teachers' salaries at the school. In addition, the lodge usually provides food and drink to the community or school meetings.

*[Source adapted from: <https://www.isibindi.co.za/blog/the-three-pillars-of-sustainable-tourism/>]*

- 8.2.1 Identify the pillar of Sustainability described by the article. (1)
- 8.2.2 Identify FOUR Corporate Social Investment (CSI) examples that Thonga Beach Lodge is involved in. (4)
- 8.2.3 Explain why it is important for Tourism Institutions to apply the CSI - principles. (2)
- 8.2.4 Provide TWO of your OWN examples of the Economic pillar of Sustainability. (2)

**[15]**

**TOTAL SECTION D: [30]**

## SECTION E: LOCAL, REGIONAL AND INTERNATIONAL TOURISM; COMMUNICATION AND CUSTOMER CARE

### QUESTION 9

9.1 Study the image below and answer the questions.



[Source: <https://www.sowetanlive.co.za/opinion/columnists/2024-12-04-sowetan-says-sas-g20-presidency-must-push-continent-potential/>]

- 9.1.1 Explain in your own words what the G20 is. (2)
- 9.1.2 Indicate which city in South Africa will host the G20. (1)
- 9.1.3 Identify THREE aspects that will be focused on during this event. (3)
- 9.1.4 Discuss TWO benefits to the economy of South Africa because of hosting this summit. (2)
- 9.1.5 Design a slogan for the G20 that will take place in South Africa in 2025. Use your answer to Question 9.1.3 for inspiration (don't use the three words just like that). (2)

**[10]**

9.2 Read the article below and answer the questions.

**Hurricane Milton hits Florida, USA**

On October 9, 2024, Hurricane Milton reached land on the coast of Florida, USA, causing a path of destruction across the state. The powerful hurricane caused flooding and damage just under two weeks after Hurricane Helene passed through the same region. Milton caused winds of up to 289 kilometres per hour.

In addition, Hurricane Milton caused widespread destruction after creating at least 38 tornadoes in southern and central parts of Florida. Nearly 80 000 people were without electricity, and at least 24 died.

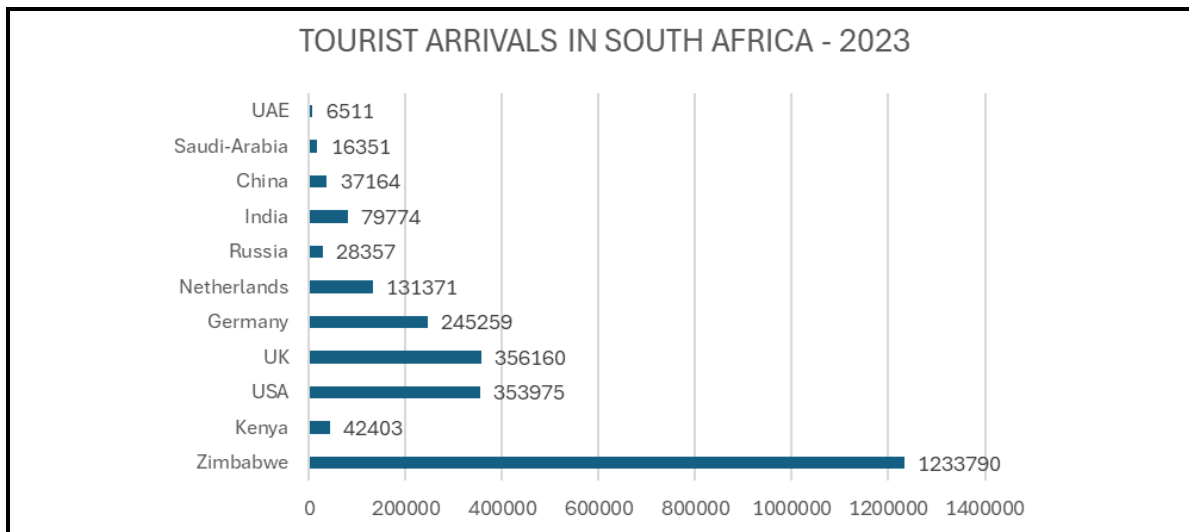
*[Source adapted from: <https://www.jw.org/en/news/region/united-states/Hurricane-Milton-Batters-Florida-USA/>]*

9.2.1 Identify TWO unforeseen events in the article. (2)

9.2.2 Describe TWO impacts that these unforeseen events had on international arrivals in Florida. (2x2) (4)

**[6]**

9.3 Study the graphic below and answer the questions.



*[Source: Statistics South Africa]*

9.3.1 Identify a country in the graph, situated in Europe that is an air market of South Africa. (1)

9.3.2 Identify South Africa's smallest market, according to the graph. (1)

9.3.3 Determine whether the UK or USA is South Africa's largest air market. (1)

9.3.4 Provide ONE reason why, according to the graph, Zimbabwe is South Africa's largest market. (1)

**[4]**

**QUESTION 10**

10.1 Study the image below and answer the questions.



*[Source: <https://searchengineland.com/negative-reviews-ex-employees-finally-googles-guidelines-288390>]*

- 10.1.1 Identify the feedback method in the image. (1)
- 10.1.2 Give ONE other feedback method that can be used. (1)
- 10.1.3 Give TWO reasons why a tourism institution should use some kind of feedback method. (2)
- 10.1.4 Did the institution in the image get good or bad feedback?  
Justify your answer. (2)
- 10.1.5 Advise how an institution can improve general bad service.  
Provide TWO ideas. (2x2) (4)

**[10]**

**TOTAL SECTION E: [30]**

**GRAND TOTAL: [200]**