GAUTENG PROVINCE
EDUCATION
REPUBLIC OF SOUTH AFRICA

PREPARATORY EXAMINATION

2023

10870

TOURISM

TIME: 3 hours

MARKS: 200

27 pages

X05

INSTRUCTIONS AND INFORMATION

Read the instructions carefully before answering the questions.

1. This question paper consists of FIVE sections and TEN questions.
2. Answer ALL the questions.
3. Start the answer to EACH question on a NEW page.
4. Number your answers according to the numbering system used in the question paper.
5. Use the mark allocation at the end of each question as a guide to determine the length of your answer.
6. You may use a non-programmable calculator.
7. Write neatly and legibly.
8. Use the table below as a guide to help you allocate your time according to each section.

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

SECTION A: SHORT QUESTIONS

QUESTION 1

1.1 Four possible options are provided as answers to the following questions. Choose the answer and write 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 Inbound international tourists prefer visiting South Africa when the rand is …

A strong.
B weak.
C fluctuating.
D expensive.

1.1.2 Poor environmental practices include the use of …

A solar-powered heating systems.
B high energy-using appliances.
C low-flow shower heads.
D energy efficient bulbs.

1.1.3 Mexico City (-6) is … hours behind Cairo (+2).

A 6
B 7
C 8
D 9

1.1.4 A professional staff image of a tourism business includes …

A a complicated business website.
B branded stationery for the client's use.
C good communication skills.
D solar panels on the roof of the building.

1.1.5 The ordinary working hours for an employee in a five-day week according to the Basic Conditions of Employment Act is …

A 40 hours.
B 45 hours.
C 50 hours.
D 55 hours.

1.1.6 An important factor that contributes to the success of an attraction:

A Unethical staff behaviour
B Lack of ramps for wheelchair-bound visitors
C Security guards in uniform without any identification
D A neat and well-maintained appearance of the premises

1.1.7 The icon associated with the Holocaust and Hitler:

A Kremlin
B Auschwitz
C Machu Picchu
D Statue of Liberty

1.1.8 This World Heritage Site was once home to an advanced African nation that traded in gold and ivory around 1200 AD:

A Barberton Makonjwa Mountains
B Fossil Hominid Sites of South Africa
C Mapungubwe Cultural Landscape
D Robben Island

1.1.9 The maintenance and preservation of burial grounds of national importance is the responsibility of …

A UNESCO.
B SAHRA.
C SATSA.
D DTGS.

1.1.10 An international trade show held in London every year that gives businesses a platform to reconnect and rebuild the global tourism industry:

A WTM
B Getaway Show
C Africa's Travel Indaba
D ITB

1.1.11 Sustainable and responsible tourism is only achieved when the … pillars are implemented.

A social and economic
B economic and environmental
C environmental and social
D environmental, economic and social

1.1.12 The term for the main responsibilities that an employee performs while at his/her place of work:

A Travel benefits
B Fringe benefits
C Core duties
D Code of conduct

1.1.13 Ways to practise responsible tourism according to the economic pillar may include the …

A removal of alien plants.
B preservation of our cultural heritage.
C conservation of plants and animals.
D ownership given to the local community.

1.1.14 Six o'clock in the evening is written as … according to the 24-hour clock.

A 18:00
B 06:00
C 16:00
D 04:00

1.1.15 A negative effect of tourism on the local community:

A Job creation
B Skills development
C Cultural pride
D Loss of privacy

1.1.16 The gas tanker (truck) explosion in Boksburg in 2022 can be categorised as …

A a civil war.
B a natural disaster.
C terrorism.
D an accident.

1.1.17 A global recession results in …

A reduced growth in the economy and tourism industry.
B more available job opportunities in the tourism industry.
C tourists having more money to spend.
D higher visitor numbers at destinations.

1.1.18 An advantage of a money application (app) for a tourist:



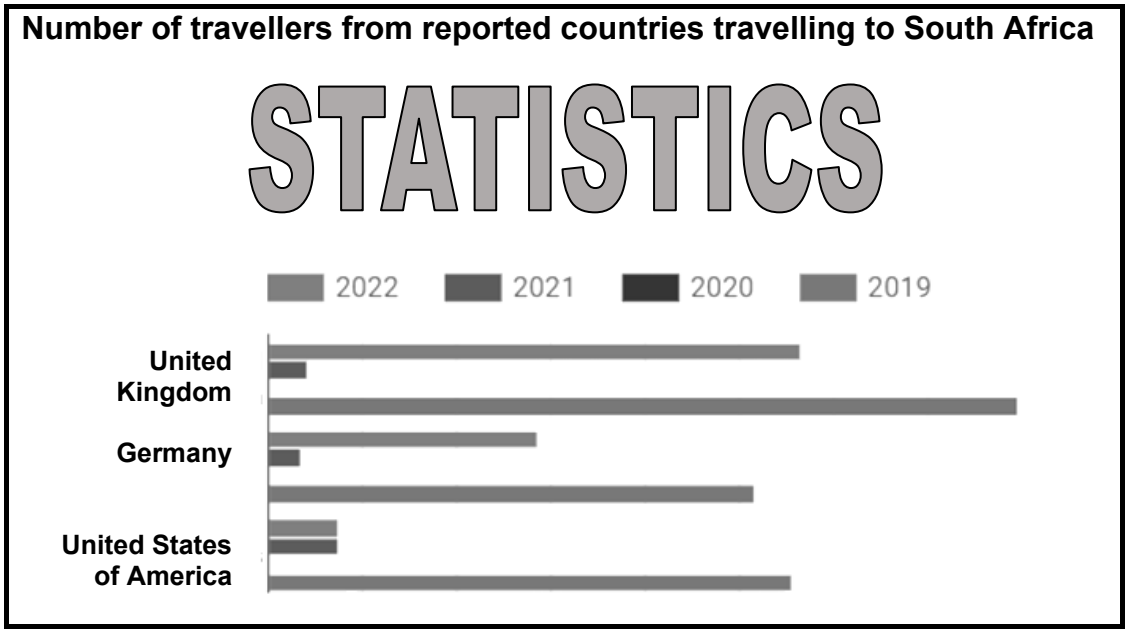
A There is a waiting period before the payment can be processed.
B It must be used in a bank only during office hours.
C It is a convenient and cashless form of payment.
D Once a transaction is completed, it cannot be reversed.

1.1.19 "Delivering WOW customer experience" leads to …



A customers not supporting the business.
B customers spreading positive word-of-mouth advertising.
C the business suffering a loss.
D the business being unable to satisfy their customers.

1.1.20 The graph below represents South Africa's … markets.



A core
B land
C regional
D domestic

(20 x 1) (20)

1.2 Give ONE term/word for EACH of the following descriptions by choosing a term/word from the list below. Write only the term/word next to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK, e.g. 1.2.6 economic.

sustainability; equator; bilharzia; local; time zone; latitude; longitude; DST; malaria

1.2.1 One unit which is equal to both one hour and 15 degrees

1.2.2 The protection of resources for future generations

1.2.3 Imaginary lines that run from north to south

1.2.4 A disease caused by parasitic worms that are found in snails

1.2.5 The practice where the clocks are moved one hour forward during summer

(5 x 1) (5)

1.3 Choose the correct word(s) from those within brackets. Write only the word(s) next to the question numbers (1.3.1 to 1.3.5) in the ANSWER BOOK, e.g. 1.3.6 IDP.

1.3.1 A (passport/visa) is a travel document that identifies a person as a citizen of the country in which he/she was born.

1.3.2 A (contract of employment/code of conduct) is a legally binding agreement between a business and its paid workers.

1.3.3 (Customs/Immigration) regulations monitor the entry of goods across the borders of a country.

1.3.4 The economical pillar is also known as the (planet/profit) pillar.

1.3.5 When a country requires a (recommended/compulsory) vaccination for yellow fever, visitors must have proof of this vaccination to enter the country.

(5 x 1) (5)

1.4 Choose a description from COLUMN B that matches the concept/term in COLUMN A. Write only the letter (A – G) next to the question numbers (1.4.1 to 1.4.5) in the ANSWER BOOK, e.g. 1.4.6 H.

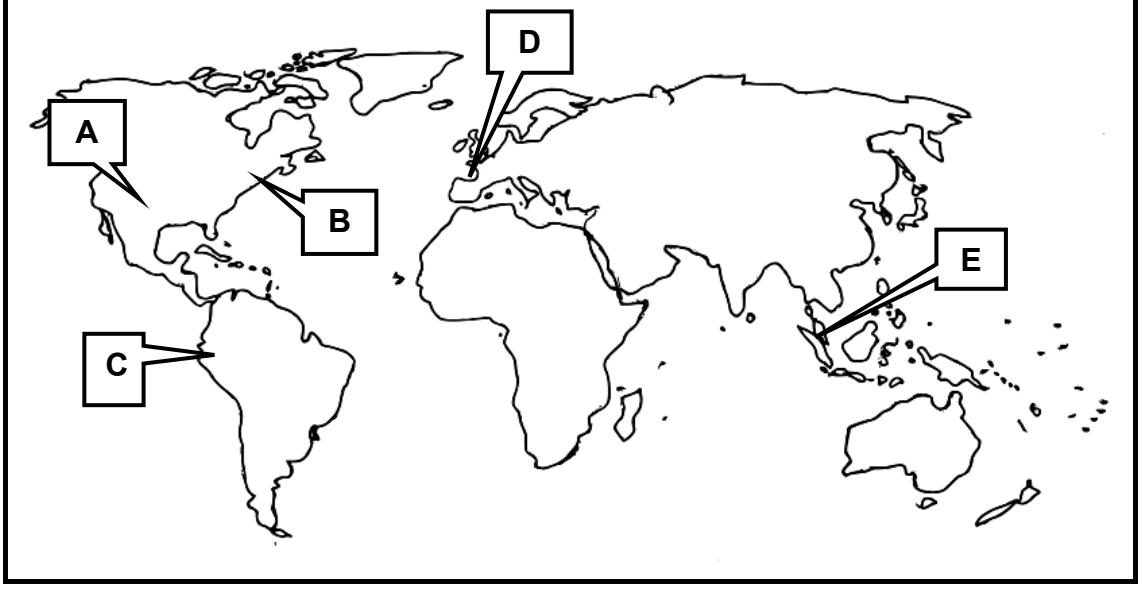
COLUMN A		COLUMN B	
1.4.1	Foreign arrivals	A	The Bloukrans Bridge bungee jump
1.4.2	Length of stay	B	North West and Free State
1.4.3	Average expenditure	C	The period paid for goods and services during a tourist holiday
1.4.4	Most visited provinces	D	The number of international visitors to a country in a specific year
1.4.5	Activities undertaken	E	The amount of time that a tourist spends at a destination
		F	The number of tourists that travel domestically
		G	Western Cape and Gauteng

(5 x 1) (5)

1.5 Study the world map below. Read the descriptions of the icons in QUESTIONS 1.5.1 to 1.5.5 below and answer the questions that follow.

Match the location of each of the icons on the map (**A**, **B**, **C**, **D** and **E**) with the correct description (1.5.1 to 1.5.5). Write only the question numbers (1.5.1 to 1.5.5) and the correct letter (A – E), e.g. 1.5.6 F.

WORLD ICONS



[Source: Own creation]

1.5.1 Flowers, vegetables and fresh fruit are sold from boats on the rivers.

1.5.2 This icon is called the “Lost City of the Incas”.

1.5.3 This lady holds a stone tablet in her left hand and a torch in her right hand.

1.5.4 The Colorado River took millions of years to erode (wash away) the landscape into a steep-sided gorge (narrow valley).

1.5.5 An activity that is considered one of the oldest sports in Spain.

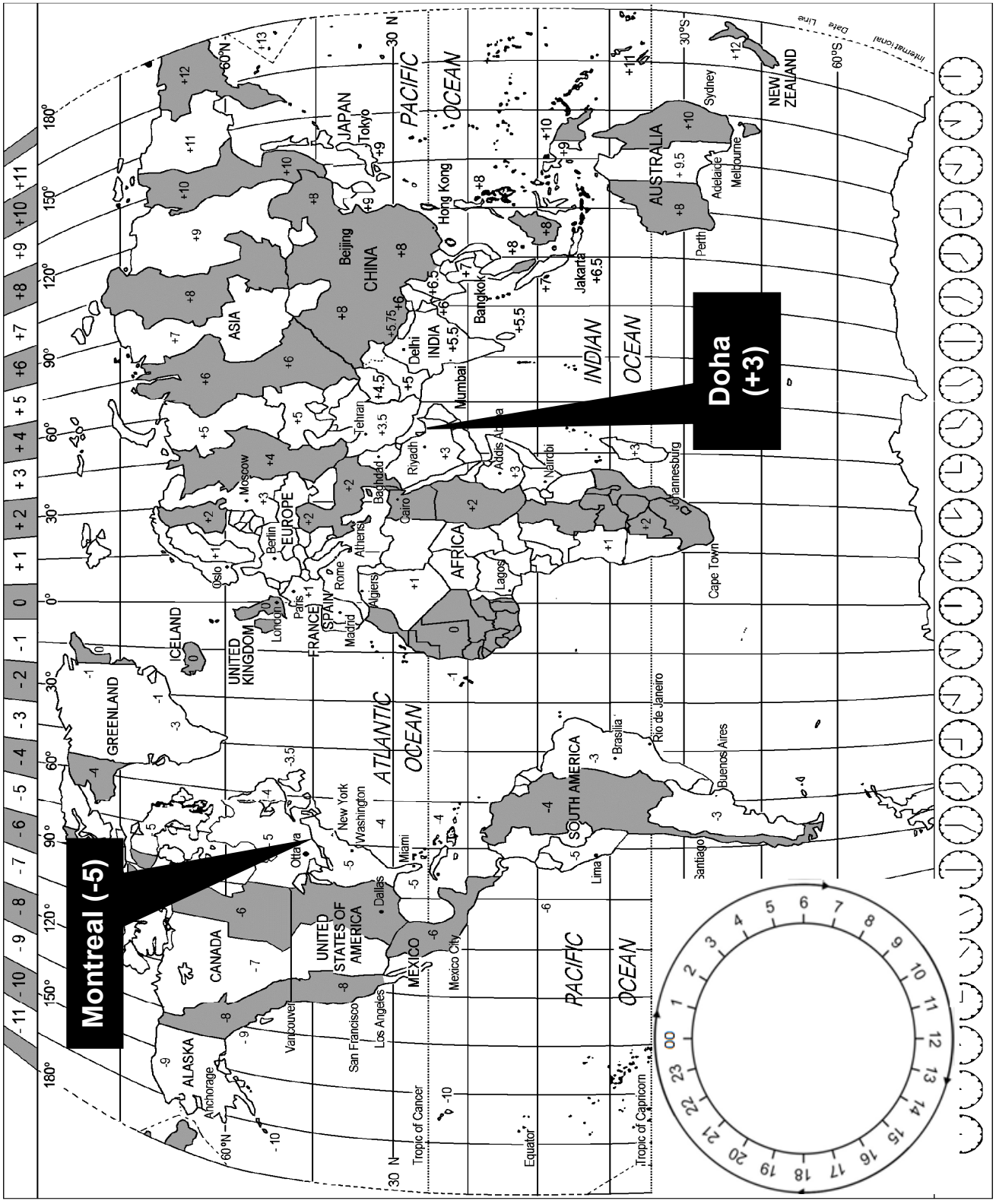
(5 x 1) (5)

TOTAL SECTION A: 40

SECTION B: MAP WORK AND TOUR PLANNING; FOREIGN EXCHANGE

QUESTION 2

2.1 Study the World Time Zone map and the information on the next page and answer the questions that follow.



INTERNATIONAL TOURISM AND TRAVEL SHOW 2023



INTERNATIONAL TOURISM & TRAVEL SHOW

Nonhlanhla Khumalo, a tour operator, has been invited to attend the International Tourism and Travel Show hosted in Montreal, Canada on Saturday, 4 November 2023. She will be departing from South Africa on Wednesday, 1 November 2023 to Doha where she will take a connecting flight to Montreal, Canada. Her flight schedule is as follows:

- The flight will depart from OR Tambo International Airport on Wednesday, 1 November 2023.
- The flight will arrive at Hamad International Airport, Doha at 23:00 on Wednesday.
- After a stopover, the connecting flight (the second leg of her journey) will depart from Doha at 08:00 on Thursday, 2 November 2023.
- The flying hours from Doha to Montreal, Canada will be 13 hours.
- Ms Khumalo will return to South Africa on Wednesday, 8 November 2023.

NOTE: Ignore DST because Canada will NOT be practising DST at the time of Ms Khumalo's arrival.

2.1.1 Calculate the time and date of Ms Khumalo's arrival in Montreal, Canada. (5)

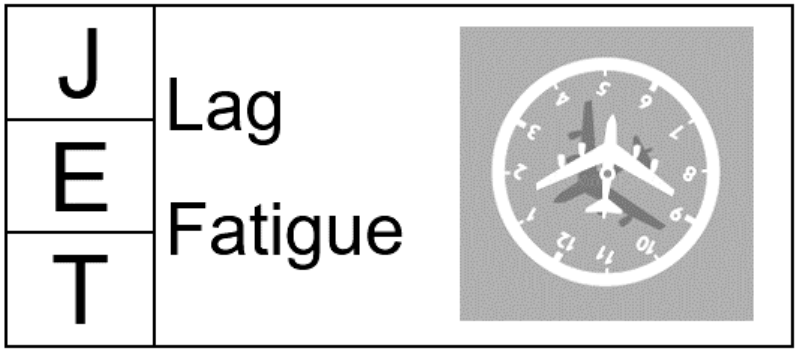
2.1.2 Ms Khumalo must call her office in South Africa from Montreal at 14:00 on Monday, 6 November 2023.

Calculate the time that the phone will ring at her office in South Africa. (3)

2.1.3 Refer to your answer in QUESTION 2.1.2 to determine if there will be someone in the South African-based office at the time of Ms Khumalo's phone call.

Give ONE reason for your answer. (2)

2.2 Refer to the picture below and answer the questions that follow.



2.2.1 Identify the condition from which Ms Khumalo is most likely to suffer, after her flight from Doha to Montreal, Canada. (2)

2.2.2 Give ONE reason for your answer in QUESTION 2.2.1. (2)

2.2.3 Discuss ONE preventative measure that Ms Khumalo can follow *before* the flight to reduce the symptoms of the condition identified in QUESTION 2.2.1. (2)

2.3 Study the information on the safety of tourists and answer the questions that follow.

ARE OUR TOURISTS SAFE?

A trip to Mpumalanga turned tragic for a group of German tourists when one of them was shot dead by armed men.

The SAPS spokesperson said the four tourists were confronted by armed men in a Volkswagen Caddy on Monday afternoon. He said the tourists were travelling in a Hyundai H1 on the Numbi Road near White River. They were on their way to the Kruger National Park.

The attackers instructed the tourists to open the vehicle doors. The driver instead locked all the doors and was shot in the upper body through the window.

[Adapted from www.news24.com]

2.3.1 Advise potential tourists to South Africa on TWO safety considerations when travelling by car to their destination. (4)

2.3.2 Discuss TWO impacts that the tragic incident, described in the article above, could have on the tourism industry in South Africa. (4)

2.4 Study the information below and answer the questions that follow.

Mr Peterson arrives at OR Tambo International Airport after a holiday in the United Kingdom. Mr Peterson moves through the red channel to declare the following goods in his possession.

- 400 cigarettes
- 20 cigars
- 50 ml perfume
- 3 x 750 ml of wine

2.4.1 Select TWO items from the list above where the full quantities in Mr Peterson's possession will be allowed as duty-free. (2)

2.4.2 (a) Identify the TWO items on which Mr Peterson will have to pay an extra amount (duty). (2)

(b) Give the allowed number/volume for each of the TWO items identified in QUESTION 2.4.2 (a) that will be duty-free. (2)

2.5 Refer to the statement below and answer the questions that follow.

TB IS THE LEADING CAUSE OF MANY DEATHS

stats sa
Department:
Statistics South Africa
REPUBLIC OF SOUTH AFRICA

A Statistics South Africa (StatsSA) report has shown that Tuberculosis (TB) was the leading cause of death in South Africa between 2016 and 2018.

[Adapted from www.sanews.gov.za]

2.5.1 Explain TWO ways in which tourists can take precautions from being infected with tuberculosis. (4)

2.5.2 Give ONE way in which a tuberculosis infection can be treated. (2)

[36]

QUESTION 3

3.1 Study the foreign exchange rate table and the picture below and answer the questions that follow.

- Show ALL calculations.
- Round-off the answers to TWO decimal places.

COUNTRY/REGION	BANK BUYING RATE	BANK SELLING RATE
United States of America	16,61	17,53
Great Britain (United Kingdom)	20,06	21,29
Europe	17,52	18,73

[Adapted from www.nedbank.co.za]

SPOT THE CURRENCY



3.1.1 Give the international 3-letter code for the currency in the picture above. (1)

3.1.2 Choose the symbol from the list below for the currency in the picture above. Write only the question number and the letter, e.g. 3.1.2 E. (1)

A	£	B	€	C	$	D	¥

3.1.3 Mrs Aiden is a South African diplomat preparing to work at the United Nations in New York. She needs to convert R50 000 to US dollars to use for expenses.

Calculate the amount she will receive in US dollars. (3)

3.1.4 Mr Smith, a British doctor, visits South Africa for the summer holidays. He has £1 000 in cash to spend in South Africa.

Calculate the amount in ZAR that he will receive at a bank for his £1 000. (3)

3.2 Study the information below and answer the question that follows.

TOURISM CONTRIBUTES TO THE GDP

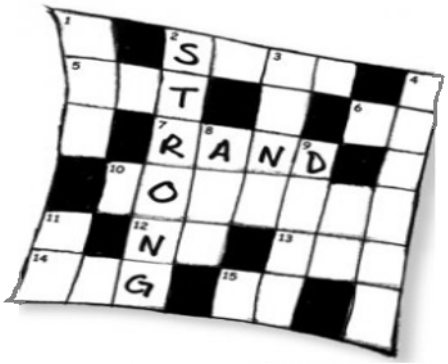


3,7%

Tourism's contribution to GDP

Inbound tourism is an important part of the tourism sector.

Tourism contributes 3,7% to South Africa's Gross Domestic Product.



Remember, a strong rand will influence both inbound tourism and the GDP.

[Adapted from www.miningweekly.com]

In a paragraph, discuss the impact of a strong rand on inbound tourism and the GDP.

Your answer should include:

- TWO impacts on inbound tourism
- ONE impact on the GDP of the country (6)

[14]

TOTAL SECTION B: 50

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

QUESTION 4

4.1 Study the pictures below, that were extracted from a travel magazine, and answer the questions that follow.

DISCOVER LONDON



A

London



B



C



D

[Source: Own creation]

4.1.1 Give the full names of the icons **A, B, C** and **D** in the pictures above. (4)

4.1.2 Name the continent on which all the icons in QUESTION 4.1.1 are located. (2)

4.1.3 Identify the icon where the crown jewels of the royal family are kept safely. (2)

4.1.4 Mention ONE important fact about icon **B**. (2)

4.1.5 "Everyone deserves to enjoy the world-famous tourist attractions we have to offer in London – people with disabilities are no exception," said the British Minister of Disabled People.

Explain TWO ways in which attractions can become universally accessible. (4)

4.2 Study the picture and the information below and answer the questions that follow.

THE KREMLIN – MOSCOW



[Source: www.bridgetomoscow.com]

Moscow has become one of the most frequently visited cities in Europe. Inbound tourism has almost doubled in the past few years before the war with the Ukraine. The well-developed facilities, good hotel services, updated public transport services, tourist events and improved public safety initiatives all work together to create an important selling point for Moscow. 7,1% more tourists visited the city after the 2018 FIFA Soccer World Cup.

Moscow continues to develop its tourist attractions:

- New services such as tourist police were put in place to help tourists find their way in the city. The police officers can speak many languages to assist tourists.
- Dial 122 for a 24-hour call centre for any tourist-related information.
- Signage to help tourists find their way in the city was specially translated into English.
- A tax-free system allows tourists to get a VAT refund on their shopping.

Russia started a full-scale invasion of the Ukraine in February 2022 which led to thousands of deaths and the displacement of many people.

[Source: www.welcome.moscow.com]

4.2.1 Complete the sentence below:

The icon in Moscow, pictured above, is the Kremlin which is located in … (country). (2)

4.2.2 Discuss ONE function of the Kremlin. (2)

4.2.3 The city has spent large amounts of money to become a destination that tourists would like to visit.

Discuss THREE ways in which the image of the city was improved to attract more tourists. (6)

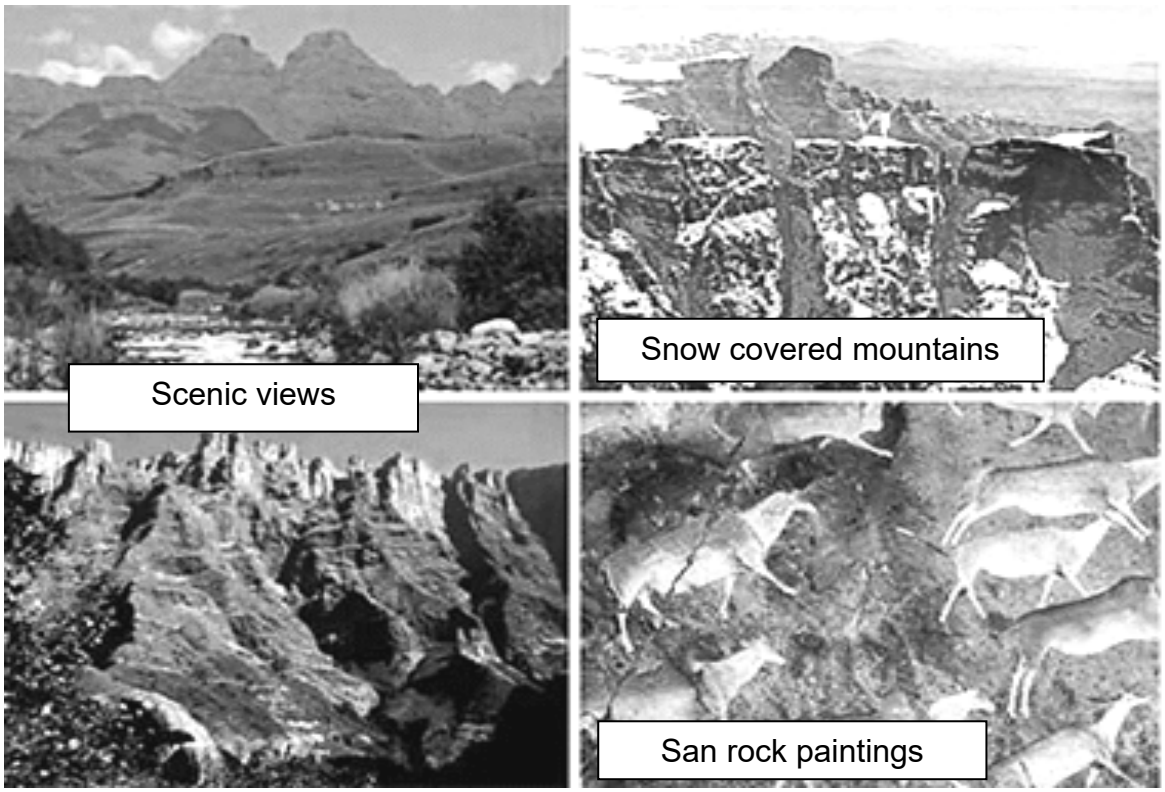
4.3 Predict TWO impacts that the invasion (attack) on the Ukraine could have on the tourism industry in the country mentioned in QUESTION 4.2.1. (4)

[28]

QUESTION 5

Study the pictures below and answer the questions that follow.

MALOTI-DRAKENSBERG PARK



Activities:

- Go hiking to enjoy one of the most panoramic (scenic) views.
- Horse riding through the amazing grasslands.
- View the best-preserved fossilised (hardened) dinosaur eggs.
- Watch a beautiful sunset on the sandstone rocks.
- See the best San rock art.
- Enjoy a 4x4 self-drive on the highest dirt (untarred) road.
- Snow on the mountain sides gives you an opportunity to ski.

[Adapted from www.kznwildlife.com]

5.1 Name the organisation responsible for awarding the status of world heritage to the attraction. (2)

5.2 Give the category under which the Maloti-Drakensberg Park was declared as a World Heritage Site. (2)

5.3 The site was officially listed according to ONE of the criteria that follows.

Select the correct criterion (**A** or **B**). Write ONLY Criterion **A** or Criterion **B**. (2)

Criterion A:
The site has remains were found at the site that show how a powerful kingdom trading with Arabia and India through East African ports (harbours) was destroyed due to damage caused by climate change.

Criterion B:
The rock art is the largest and most concentrated group of rock paintings in Africa, south of the Sahara and is outstanding both in quality and diversity (variety) to give a glimpse (look) into the culture of the San and their way of life.

5.4 The Maloti-Drakensberg Park plays an important role in South Africa's rich heritage.

Write ONE paragraph on the importance of this site in which the following aspects are discussed:

- The importance of the San rock art found in the Maloti-Drakensberg Park (1 x 2)
- The reason why the site needs to be preserved (protected) (1 x 2)
- TWO tourist activities that can be enjoyed at the site (2 x 1) (6)

[12]

QUESTION 6

Study the pictures below and answer the questions that follow.

TRAVEL TRADE SHOWS	
	
[Source: www.opendestinations.com]	[Source: www.10times.com]

6.1 The pictures represent two travel trade shows.

Give ONE difference between the travel trade shows by referring to where it takes place. (2)

6.2 Discuss TWO important roles of trade shows in marketing South Africa as a destination of choice. (4)

6.3 Some service providers, for example hotels and car rental agencies, collect tourism levies from tourists and forward it to TOMSA and TBCSA.

Explain TWO ways how the service providers benefit from being tourism levy contributors (collectors).

(4)
[10]

TOTAL SECTION C: 50

SECTION D: TOURISM SECTORS; SUSTAINABLE AND RESPONSIBLE TOURISM

QUESTION 7

7.1 Study the information below and answer the questions that follow.

BUSINESS CARD INFORMATION



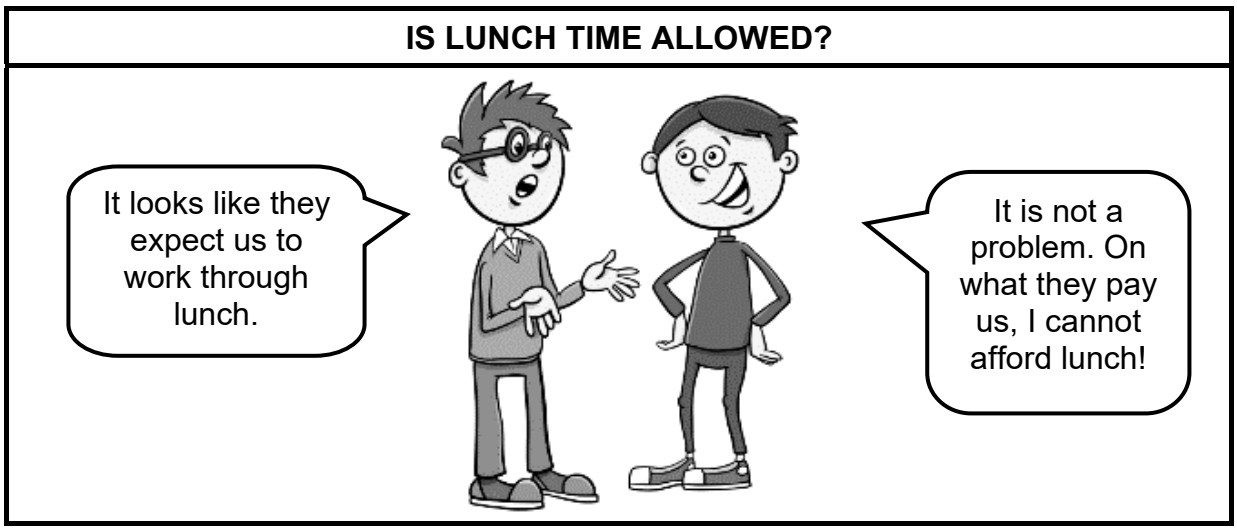
[Source: www.photoadking.com]

7.1.1 Identify TWO aspects of the business card above that indicate a professional image of the tourism business. (4)

7.1.2 Explain TWO reasons why it is important for a tourism business to have a professional image. (4)

7.2 Give ONE way in which an employee of a tourism business can use the Basic Conditions of Employment Act. (2)

7.3 Study the cartoon below and answer the questions that follow.



7.3.1 State whether the company in the cartoon above complies with the provisions of the Basic Conditions of Employment Act. (2)

7.3.2 (a) Explain, by referring to the cartoon, how the company violates (breaks) the Basic Conditions of Employment Act. (2)

(b) Give ONE regulation contained in the Basic Conditions of Employment Act with regard to lunch breaks. (2)
[16]

QUESTION 8

8.1 Read the case study below and answer the questions that follow.

GROOTBOS

Private Nature Reserve

★★★★★

A visit to Grootbos Private Nature Reserve is a prime (good) example of how to practise ecotourism principles. Grootbos has been committed to the conservation of the region's biodiversity as well as to the upliftment of the local community from the beginning. In 1991, Heiner and Eva Lutzeyer bought a big farm. This area is pristine (unspoiled) with many plants and wildlife that are protected. It is also an international 5-star eco-lodge which is regarded as a world leader in ecotourism.

The Grootbos staff have cleared all alien plants from the property, restored damaged areas and manage the land in line with strong environmental principles.

Horse riding tours through the Grootbos Private Nature Reserve are led by locally trained field guides. The local community is empowered and benefits from non-profit programmes. Grootbos employs 150 full-time staff of which 80% come from the local community.

[Adapted from www.grootbos.com]

8.1.1 Choose the correct word from those within brackets.

Ecotourism is tourism that focuses on preserving the (cultural/natural) environment. (1)

8.1.2 Give TWO ecotourism principles used by Grootbos Private Nature Reserve as a guide in their actions. (4)

8.2 Grootbos Private Nature Reserve is a prime (good) example of how to practise ecotourism principles.

Evaluate whether Grootbos Private Nature Reserve applies the triple bottom line approach.

Your answer must include:

- The THREE pillars (3 x 1)
- An explanation from the text to support EACH pillar (3 x 2) (9)

[14]

TOTAL SECTION D: 30

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

QUESTION 9

9.1 Read the information below and answer the questions that follow.

WERE HUMAN RIGHTS VIOLATED?



As the World Cup matches were underway, human rights activists were protesting against the soccer games and the Qatari officials. The reason for the unhappiness was human rights issues for the hundreds of workers who were busy with the preparation and construction of the infrastructure.

It was reported that workers were forced to work long hours in the heat and were underpaid. Some workers were also threatened by the supervisors.

Nearly 90% of the workforce in Qatar was from outside Qatar and worked in construction, in homes and in hotels.

They were not treated well and many people died during Qatar's World Cup preparations.

[***Adapted from www.abcnews.go.com***]

9.1.1 Choose the correct answer from those within brackets.

The FIFA Soccer World Cup is classified as a (summit/sporting) global event. (2)

9.1.2 Discuss ONE positive impact on the infrastrusture development as a result of the global event. (2)

9.1.3 Discuss TWO ways in which the negative publicity damaged the image of the host country. (4)

9.2 Study the picture below and answer the questions that follow.

HURRICANE IAN



[Source: www.cbsnews.com]

9.2.1 Complete the following sentence:

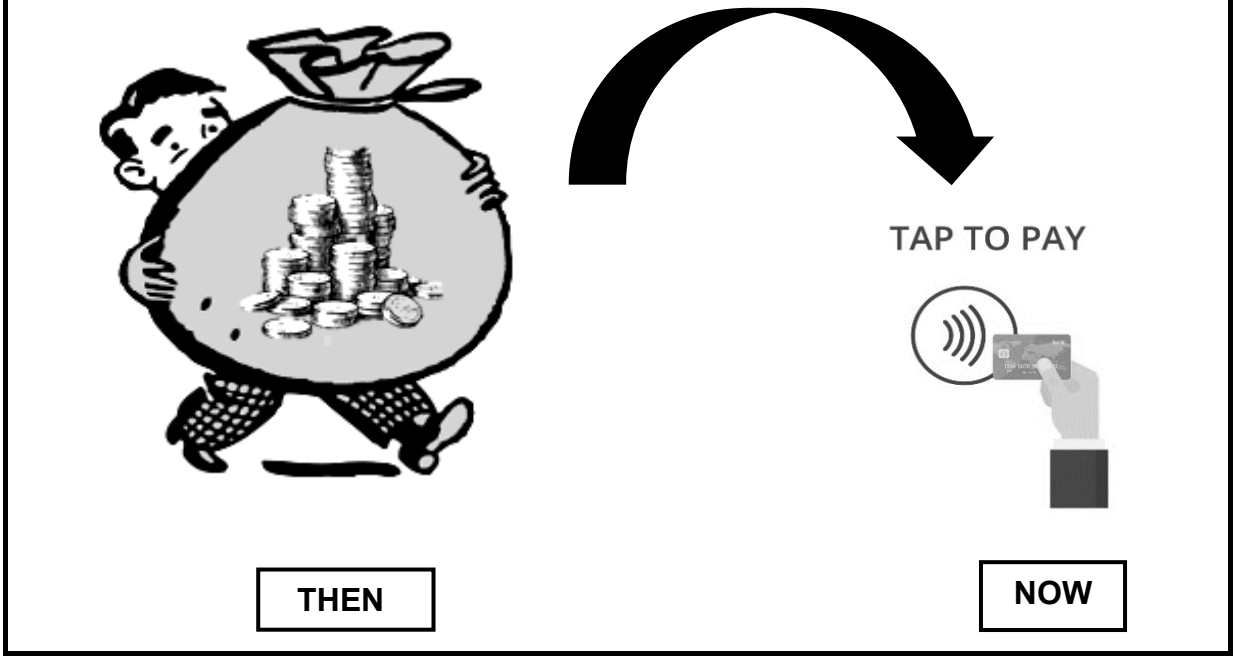
Hurricane Ian was an unforeseen occurrence and is an example of a … (2)

9.2.2 Months after Hurricane Ian hit Florida, USA, in September 2022, efforts are still ongoing to restore basic services and facilities.

Critically discuss TWO negative economic impacts that the hurricane had on the tourism industry of the affected areas. (4)

9.3 Study the cartoon below and answer the questions that follow.

THE DEVELOPMENT OF METHODS OF PAYMENT



9.3.1 Identify the TWO forms of payment shown in the cartoon. (4)

9.3.2 Refer to the method of payment that is shown at 'NOW' in the cartoon.

Discuss ONE advantage and ONE disadvantage of this form of payment. (4)

9.4 Give ONE reason why a South African tourist would prefer to use a preloaded foreign currency debit card when travelling overseas. (2)

[24]

QUESTION 10

Study the picture below and answer the questions that follow.

THE DAISY HOTEL – CUSTOMER SATISFACTION



Please rate our service



Excellent! **Good!** **Bad!** **Terrible!**



[Source: www.surveystance.com]

10.1 Identify the feedback method used by The Daisy Hotel as shown in the picture above. (2)

10.2 Ms Rowan is appointed as the new general manager at The Daisy Hotel. She is not familiar with the method of feedback as shown in the picture above. You are a consultant and Ms Rowan asked for your opinion about this method.

Give ONE advantage and ONE disadvantage of the feedback method pictured above. (4)
[6]

TOTAL SECTION E: 30

TOTAL: 200

END