GAUTENG PROVINCE
EDUCATION
REPUBLIC OF SOUTH AFRICA

PREPARATORY EXAMINATION

2026

10870

TOURISM

TIME: 3 hours

MARKS: 200

TOURISM

10870E

25 pages

X10

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 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 in blue ink only.
8. Use the table below as a guide to help you allocate your time according to each section.

SECTION	TOPICS	MARKS	TIME (MINUTES)
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 Various 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.

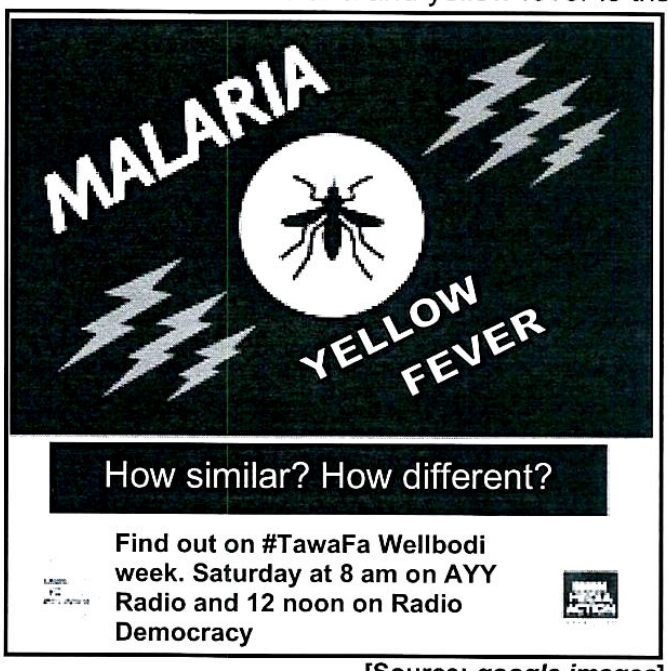
1.1.1 15° for each time zone is equal to … hour(s).

A two
B one
C three
D six

1.1.2 A … visa allows tourists to stay at the stopover airport while waiting to connect with the next flight to their destination.

A transit
B Schengen
C medical
D study

1.1.3 The main difference between malaria and yellow fever is that:



[Source: *google images*]

A Malaria is transmitted by female mosquitoes, whereas yellow fever is spread by drinking contaminated water.
B Malaria is a parasitic disease that can be treated with medication, whereas yellow fever is a viral disease that can be prevented with a vaccination.
C Malaria can be identified by blood in the urine, whereas yellow fever can result in the yellowing of the skin or the eyes.
D Malaria can be prevented by vaccination, whereas yellow fever can be prevented by using mosquito repellents.

1.1.4 The following item exceeds duty-free allowance:

A 50 ml of perfume
B 5 ℓ of wine
C 200 cigarettes
D Items worth R3 000 bought overseas

1.1.5 The following cost is important when planning a tour budget for activities:

A Airport Taxes
B Luggage weight
C Entrance fees
D Flight seat preferences

1.1.6 The term that describes the daily changes in the value of a currency is:

A Buying power
B Fluctuation
C GDP
D Bank buying rate

1.1.7 The impact on tourists visiting South Africa when the South African rand (ZAR) weakens against major foreign currencies:

A Tourist visits decrease because travelling to South Africa becomes more expensive.
B Tourist visits increase because South Africa becomes a cheaper destination.
C Tourist visits remain the same, even if exchange rates fluctuate.
D Tourist visits change randomly, without any relation to exchange rates.

1.1.8 The site which is one of the world's oldest geological structures, with volcanic and sedimentary rocks dating back 3,5 billion years:

A Maloti-Drakensberg Park
B Barberton Makhonjwa Mountains
C Khomani Cultural Landscape
D Richtersveld Cultural and Botanical Landscape

1.1.9 … is/are part of the Pleistocene Occupation Sites of South Africa.

A The Cape Floral Region Protected Areas
B The Diepkloof Rock Shelter
C The Sharpeville gravesite
D Robben Island

1.1.10 The number of World Heritage Sites currently declared in South Africa:

A 10
B 12
C 14
D 21

1.1.11 The Nelson Mandela Legacy Sites and the Pleistocene Occupation Sites of South Africa were declared in:

A 1999
B 2017
C 2024
D 2018

1.1.12 A tourism business that supports a local orphanage is an example of … responsibility.

A economic
B social
C environmental
D socio-economic

1.1.13 This form of payment is used when tourists receive money from their own home country which is deposited directly into their bank account:

A Cash
B SWIFT
C Cheque
D Debit order

1.1.14 A resort is … responsible if it uses Energy Star appliances.

A economically
B environmentally
C socially
D socio-culturally

1.1.15 Businesses that promote … support the environmental pillar of sustainable tourism.

A cultural pride
B waste management
C ownership
D employment

1.1.16 The following actions would represent a responsible tourist:

A The buying of imported items
B Refusing to buy products made from endangered species
C Bargaining with local traders for discounts
D Buying plastic products

1.1.17 FTT organisations must abide by the following criteria:

A Fair wages and fair purchasing
B Accountability and sustainability
C Transparency and fair working conditions
D Integrity and respect

1.1.18 A responsible tourism destination is recognised for its efforts by receiving a/an … award.

A UNWTO
B Green Globe
C Imvelo
D Lilizela

1.1.19 The purpose of customer feedback is to …

A terminate ineffective employees.
B change the product.
C reduce business costs.
D improve a product or service.

1.1.20 A tourism business owner that manages negative customer feedback well will contribute to a business's …

A negative public image.
B increased job losses.
C increased profitability.
D decreased profitability.

(20 x 1) (20)

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

Brand South Africa; ITB; Africa's Travel Indaba; The Getaway show; SAVRALA; TGCSA; TBCSA

1.2.1 The administrator of the tourism marketing funds

1.2.2 An international travel trade show

1.2.3 Hosted in Durban, every year in May

1.2.4 Focuses on marketing adventure-based (nature, outdoor) activities in the SADC region

1.2.5 The official logo used in tourism marketing materials (5 x 1) (5)

1.3 Choose the correct word(s) from those given in 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 Cholera.

1.3.1 When travelling from east to west across the IDL, you (gain/lose) a day.

1.3.2 The equator is the (0°/180°) imaginary line that divides the Earth into the Northern and Southern Hemispheres.

1.3.3 If it is 12:00 in London, the time in South Africa will be (14:00/02:00).

1.3.4 The (interest/commission) is the fee charged by banks when exchanging money for tourists.

1.3.5 The (exchange rate/currency code) shows the value of one currency in comparison to another when exchanging money. (5 x 1) (5)

1.4 Choose a description in COLUMN B that best matches the picture of a global event of international significance 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 	A This is an act of terrorism. B Represents a natural disaster that affected the United States C A political situation where the people of the country are dissatisfied with the government D A meeting of powerful leaders who have great economic influence and power E An example of an unforeseen occurrence that may be referred to as an accident F An example of an economic recession G A flash flood that affected Australia
1.4.2 	
1.4.3 	
1.4.4 	
1.4.5 	

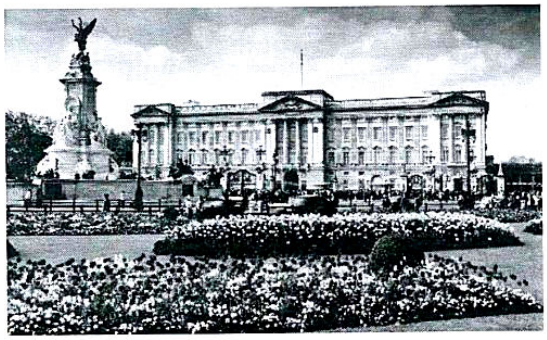
[Source: *google images*]

(5 x 1) (5)

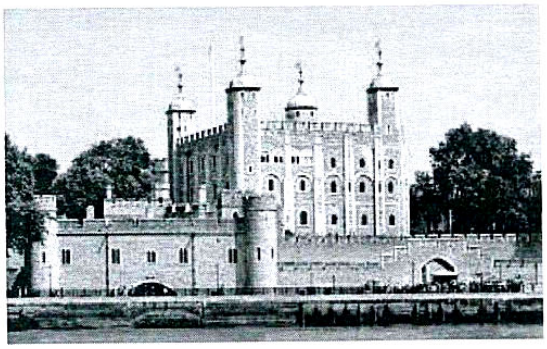
1.5 Study the icons labelled A – E in the collage below and answer the questions that follow.

WORLD TOUR 2026

A



B



C



D



E



[Source: *google images*]

1.5.1 Name the country where icon **A** is located.

1.5.2 State the full name of icon **B**.

1.5.3 Complete the sentence: Icon **C** is built across the River …

1.5.4 Name the city where icon **D** is located.

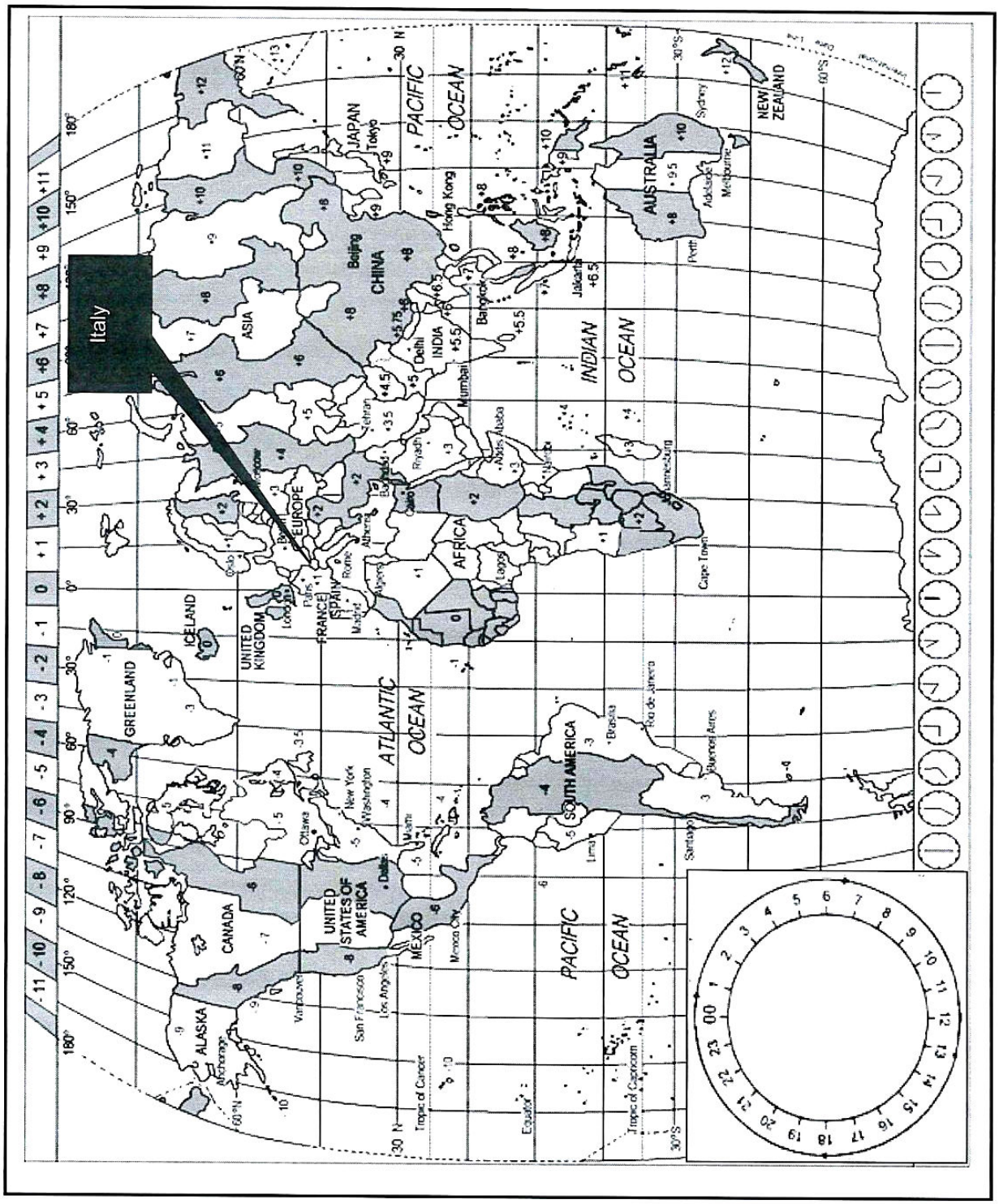
1.5.5 Name the continent where icon **E** is located. (5)

TOTAL SECTION A: 40

SECTION B: MAP WORK AND TOUR PLANNING; FOREIGN EXCHANGE

QUESTION 2

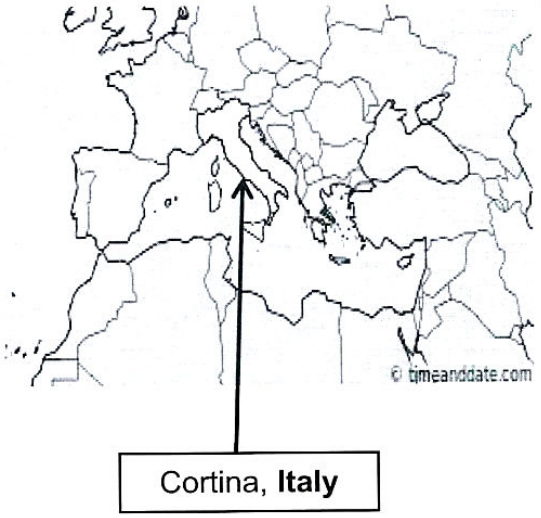
2.1 Study the World Time Zone map below and the information on the next page and answer the questions that follow.



2026 WINTER OLYMPIC GAMES

Sipho and Naledi, a married couple from Pretoria, South Africa, travelled to Cortina, Italy in February 2026 to attend the well-known Winter Olympic Games. They departed from OR Tambo International Airport (ORTIA) in Johannesburg on 31 January 2026 at 19:00 to the Milan Malpensa Airport (MXP) in Cortina, Italy. The total travelling time was 20 hours.

MILANO CORTINA 2026



[Source: *google images*]

2.1.1 Determine the time difference between Johannesburg and Cortina. (2)

2.1.2 Calculate the arrival time and date in Cortina when Sipho and Naledi's flight landed at the Milan Malpensa Airport.

Show ALL calculations. (6)

2.1.3 Sipho and Naledi arrived in Cortina, Italy and they were tired.

State the travel-related condition they experienced after their flight. (2)

2.1.4 The opening ceremony of the Olympic Games took place on 6 February 2026, at San Siro Stadium in Milan at 20:00.

Calculate the time in Johannesburg when South Africans will be able to watch the opening ceremony live on televisions.

Show ALL calculations. (4)

2.1.5 Name TWO compulsory travel documents that Sipho and Naledi needed to enter Italy. (2)

2.2

DST IN ITALY

Before their trip to Italy, Sipho and Naledi did some research about DST In Italy. They came across the following information on a website.





When local standard time was about to reach 02:00 on Sunday 30 March 2025, the clocks were turned forward by one hour to 03:00 local daylight time instead. As a result, sunrise and sunset occurred about one hour later on 30 March 2025 than on the previous day. The evening was lighter and there was less light in the morning.

[Source: *www.timeanddate.com*]

2.2.1 Write out the abbreviation DST in full. (2)

2.2.2 Explain ONE way in which Sipho and Naledi's trip was not affected by DST. (2)

2.2.3 Give TWO time-related advantages of practising DST in a country. (4)

2.3

SAFETY IN CORTINA

Cortina d'Ampezzo, Italy, is one of the most famous skiing destinations and is regarded as one of the most glamorous winter sports hubs in the world.

Naledi researched the weather conditions in February. She discovered that January and February were the harshest months, with January typically being the coldest, having average low temperature around –5 °C and high average temperature of 6 °C, while February has slightly warmer average lows (around –2 °C) and is also the peak snow season.

[Source: Examiner's text]

2.3.1 Advise Sipho and Naledi on the type of clothing that they should pack for their trip to Italy. (2)

2.3.2 Recommend TWO safety precautions that they should consider when they participate in skiing activities. (4)

2.4

SOUVENIRS FROM CORTINA

After a three-week stay in Cortina, Italy, for the 2026 Winter Olympic Games, Sipho and Naledi returned to South Africa. They bought back the following souvenirs:



CONTERNO BAROLO WINE 750ML



BIJOUX RED – MURANO GLASS EARRINGS
€105

BIJOUX RED – MURANO GLASS EARRINGS R2 069,06



DYNAFIT WOMEN'S SKIING JACKET R3 940,09

[Source: Catalogue stock images]

2.4.1 Identify the customs channel that Sipho and Naledi had to proceed through on arrival at OR Tambo International Airport. (2)

2.4.2 Give ONE reason why they had to proceed through to the customs channel named in QUESTION 2.4.1. (2)

2.4.3 Explain the difference between *duty-free* and *restricted* goods. (4)
[38]

QUESTION 3

Study the currency rate table below, as of 18 December 2025 and answer the questions that follow.

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

CURRENCY CODE	BBR	BSR
GBP	23,8404	24,5914
EUR	20,6687	21,2677
USD	17,7339	18,1383

[Source: *www.fnb.co.za*]

3.1 Identify the currency code used in Italy. (2)

3.2 Give ONE reason why the bank's selling rate is always higher than its buying rate. (2)

3.3 Calculate the amount in euros that a tourist will receive when exchanging R10 000 at OR Tambo International Airport before departing from South Africa. (3)

3.4 Calculate the amount in rands that a tourist will receive when exchanging €20 upon arrival in South Africa. (3)

3.5 Explain ONE disadvantage of a weak rand on domestic tourism in South Africa (2)
[12]

TOTAL SECTION B: 50

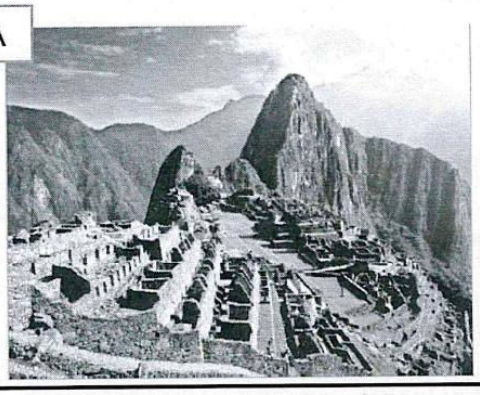
SECTION C: TOURIST ATTRACTIONS; CULTURE AND HERITAGE TOURISM; MARKETING

QUESTION 4

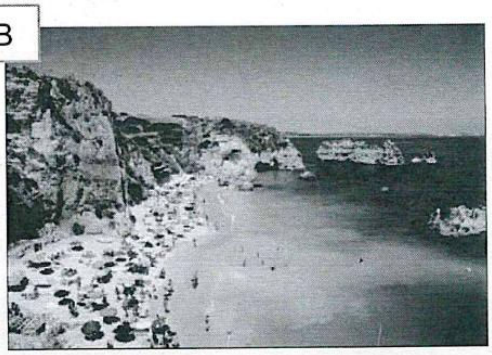
4.1 Study the icons below and answer the questions that follow.

THE HISTORIC HAVENS

A



B



C



D



[Source: *google images*]

4.1.1 Give the full names of icons **A**, **B, C** and **D** that match the following statements. Write only the name of the icon next to the corresponding letter in the ANSWER BOOK, e.g. E. Auschwitz.

A It is known as the Lost City of the Incas, located in the Andes Mountains of Peru.

B A famous stretch of coastline in Portugal and one of the most popular holiday destinations in Europe.

C This attraction was the inspiration behind Cinderella's Castle in the Walt Disney movies.

D It is a fortified complex of buildings including monumental walls, towers, cathedrals and palaces. (4)

4.1.2 Name the continent where icon **C** is located. (2)

4.1.3 Name the historic structure that is located within Moscow's Kremlin complex which is famous for its colourful onion domes. (2)

4.1.4 Explain ONE reason why icon **D** is regarded as an icon. (2)

4.1.5 Give ONE reason why a leisure tourist would visit icon **B**. (2)

4.1.6 Explain TWO reasons why icon **A** was named as one of the wonders of the world. (4)

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

THAILAND'S FLOATING MARKETS



Thailand's floating markets are a must-see! Imagine vendors selling fresh produce, street food, and souvenirs from boats on rivers and canals. There are many famous spots where you can grab a coconut or try local dishes such as pad thai while soaking up the vibrant atmosphere.

[Source: *google images*]

4.2.1 Name the continent where Thailand's floating markets are located. (2)

4.2.2 Give ONE reason why Thailand's floating markets are considered an icon. (2)

4.2.3 In a paragraph, discuss Thailand's floating markets based on the following:

- ONE environmental challenge faced by the floating markets
- ONE way in which the environmental challenge can be addressed (4)

4.2.4 Explain TWO ways in which the floating markets contribute positively to the local economy. (4)

[28]

QUESTION 5

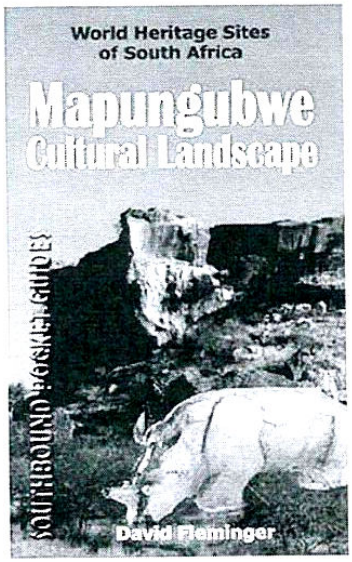
5.1 Choose the correct acronym from those given in brackets to complete the statement below.

World Heritage Sites are declared by (SAHRA/UNESCO). (1)

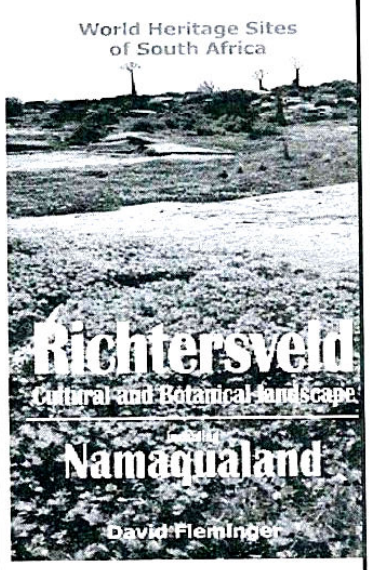
5.2 Study the pictures below and answer the questions that follow.

WORLD HERITAGE SITES OF SOUTH AFRICA SERIES

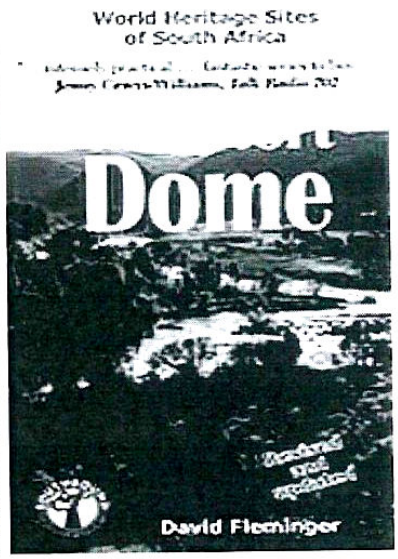
A



B



C



[Source: *googlebooks.co.za*]

5.2.1 Name the provinces in which the World Heritage Sites labelled **A**, **B** and **C** are located. (3)

5.2.2 Explain ONE reason why World Heritage Site **A** was declared. (2)

5.2.3 Explain how the Nama tribe showcase their culture to tourists visiting World Heritage Site **B**. (2)

5.2.4 Mention TWO unique facts about the World Heritage Site labelled **C**. (4)
[12]

QUESTION 6

Study the picture below and answer the questions that follow.

WTM 2026!



[Source: *google images*]

6.1 Write out the abbreviation WTM in full. (1)

6.2 Provide ONE reason why it is important to market South Africa internationally, as a destination of choice. (2)

6.3 Name the organisation that will be marketing South Africa at the 2026 WTM. (1)

6.4 Explain ONE way in which the organisation mentioned in QUESTION 6.3 acquires (gets) funding to market South Africa internationally, as a destination of choice. (2)

6.5 Discuss TWO ways in which South Africa is marketed by the organisation named in QUESTION 6.3 at the WTM. (4)
[10]

TOTAL SECTION C: 50

SECTION D: TOURISM SECTORS; SUSTAINABLE AND RESPONSIBLE TOURISM

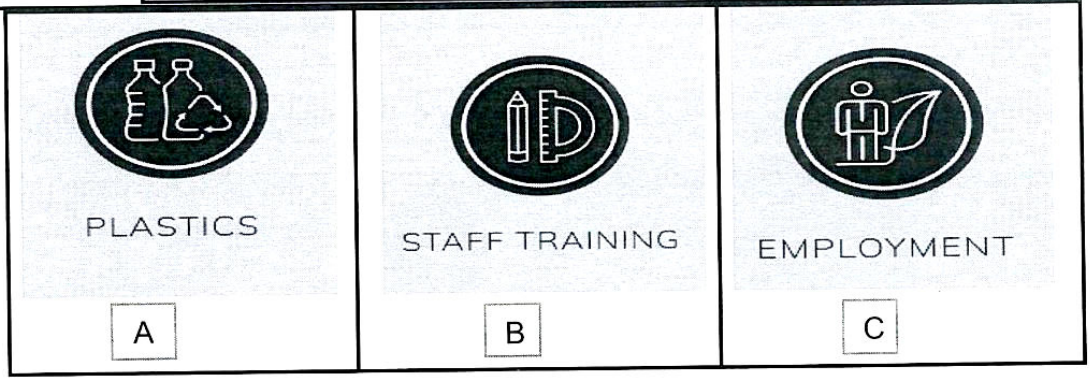
QUESTION 7

Study the infographic and the case study below and answer the questions that follow.

ISIBINDI AFRICA LODGES

the isibindi foundation
CONSERVATION partnering COMMUNITIES

philanthropic Travel



Isibindi Africa Lodges have put the following measures in place:

Reduction of single-use plastics and water conservation

- Plastic straws have been replaced with paper straws.
- Plastic bin liners replaced with brown paper liners.
- Packed lunches are no longer wrapped in plastic but are instead packed in reusable containers and greaseproof paper.
- Rhino Ridge Safari Lodge has spent R36 000 repairing pumps and water pipes that supply water to the local community.
- The foundation promotes conservation and has an environmental education facility.

Staff Training

- The construction staff were trained to become operations staff.
- Further upskilling was provided throughout the operations phase.
- Kitchen staff were trained by a professional chef.

Employment

- The community owns 63% of the buildings through the Madeco Community Trust.
- 88% of the employees of the Thongo Beach Lodge are from the local Mabibi community.
- 95% of the staff employed at the Kosi Forest Lodge are from the local community.

[Adapted from *https://isibindifoundation.org*]

7.1 Name the THREE pillars of sustainability that match pictures **A, B** and **C**. (3)

7.2 Explain the concept of the triple-bottom-line approach. (3)

7.3 Explain TWO ways in which Isibindi Lodges addresses the problem of plastic usage. (2)

7.4 In a paragraph, discuss THREE ways in which the Isibindi Foundation supports sustainable tourism. Your answer should include the three pillars of sustainable tourism, with examples from the text. (6)
[14]

QUESTION 8

Study the information below and answer the questions that follow.

FAIR TRADE TOURISM

Introduction
The mark of a good holiday! We empower the African tourism sector to operate with FTT principles embedded in their day-to-day operations, and showcase a suite of travel opportunities to connect, make a difference and tread lightly.

Page · Non-profit organisation

info@fairtradetourism.org

fairtradetourism.org

96% recommend (12 reviews)



[Source: *www.facebook.com*]

8.1 Name ONE function of the Fair Trade Tourism (FTT) organisation. (2)

8.2 List THREE FTT principles that Kosi Forest Lodge would need to implement to be re-certificated. (6)

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

KOSI FOREST LODGE



Kosi Forest Lodge is a 20-bed luxury lodge located in the Kosi Bay Nature Reserve, which forms part of the iSimangaliso Wetland Park, a UNESCO World Heritage Site in South Africa. The lodge offers comfortable accommodation in wooden, canvas (cloth) and thatch cabins with stunning views of Lake Shengeza.

Guests can enjoy activities such as guided canoe trips, walks through the Raffia Palm Forest, and birdwatching, with over 250 species of birds having been spotted in the area.

The lodge is eco-friendly, using solar power and minimising waste. It is an ideal spot for nature lovers, honeymooners, and families, with activities suitable for all ages. The lodge also supports local communities and conservation efforts.

[Source: *Isibindi.co.za*]

8.3.1 Explain ONE way in which Kosi Forest Lodge applies responsible tourism practices. (2)

8.3.2 Develop a THREE-POINT social code of conduct outlining how a tourist can support responsible tourism when visiting local markets at the Kosi Forest lodge. (6)
[16]

TOTAL SECTION D: 30

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

QUESTION 9

Study the information below and answer the questions that follow.



A TOURISM OPPORTUNITY OF GLOBAL SCALE

For the local tourism industry, the 2025 G20 is a golden opportunity. Hosting thousands of delegates, security personnel, media representatives, and civil society groups from around the world, the event will generate significant economic activity – from luxury accommodation and restaurants to guided tours and cultural experiences.

According to South African Tourism, the country anticipates over R1,2 billion in direct tourism revenue from the summit. Key attractions in and around Johannesburg – such as the Apartheid Museum, Constitutional Hill and Soweto's Vilakazi Street – are expected to feature prominently in curated summit itineraries. Hotels and lodges in Gauteng are also preparing for the influx.

[Source: *www.getaway.co.za/events*; 8 April 2025]

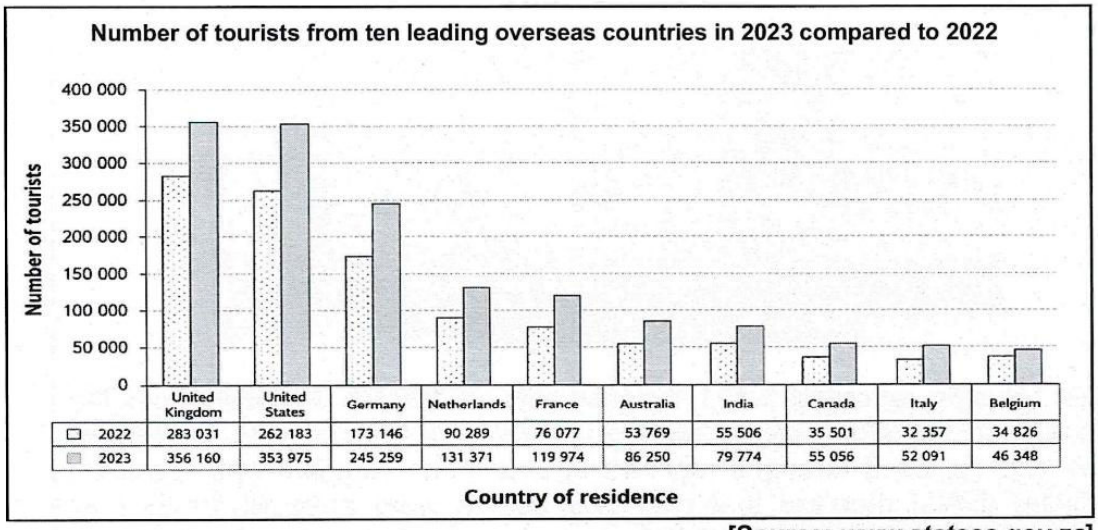
9.1 Explain the term *a global event*. (2)

9.2 The G20 Summit was held in South Africa and had a huge impact on the tourism industry of South Africa.

9.2.1 State ONE negative environmental impact of the G20 Summit on South Africa. (2)

9.2.2 Discuss TWO positive impacts of the G20 Summit on the economy of South Africa. (4)

9.3 Study the table of arrival statistics below and answer the questions that follow.



	United Kingdom	United States	Germany	Netherlands	France	Australia	India	Canada	Italy	Belgium
2022	283 031	262 183	173 146	90 289	76 077	53 769	55 506	35 501	32 357	34 826
2023	356 160	353 975	245 259	131 371	119 974	86 250	79 774	55 056	52 091	46 348

[Source: *www.statssa.gov.za*]

9.3.1 Identify the country with the number of tourists as stipulated below from the ten leading overseas countries:

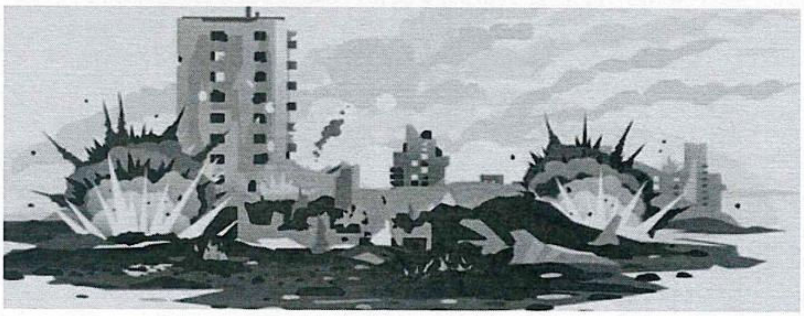
(a) The highest source market for South Africa in 2023. (2)

(b) The lowest source market for South Africa in 2023. (2)

(c) The country that displayed the highest increase in tourist numbers from 2022 to 2023. (2)

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

TERRORISM IN RUSSIA



In 2024, Russia recorded 1 191 terrorist acts, a 190,5% increase from the previous year. The North Caucasus region remains a hotspot, with six terrorist attacks and 23 foiled attempts reported in 2024. The National Anti-Terrorism Committee (NAC) reported that over 200 people were arrested for terrorist activity in the North Caucasus in 2024.

[Source: *en.wikipedia.org*]

9.4.1 Choose the correct answer from those given in brackets.

Terrorism is classified as a (political situation/global event). (2)

9.4.2 Name the continent where Russia is located. (2)

9.4.3 Explain the concept *terrorism*. (2)

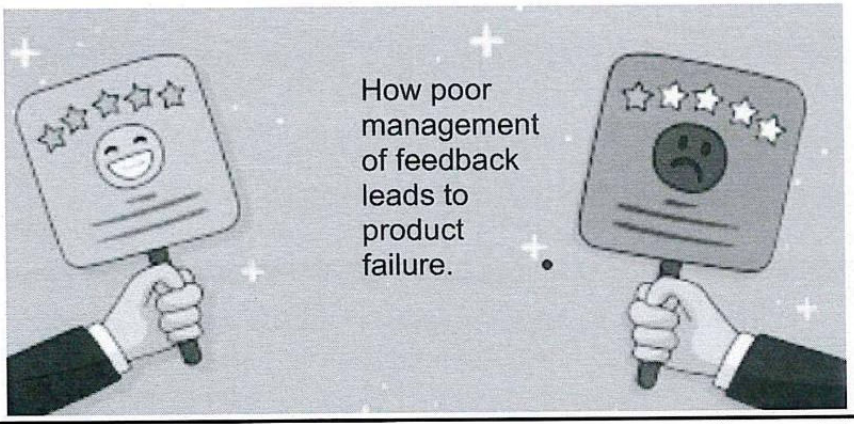
9.4.4 Discuss TWO negative impacts of terrorism on international tourism. (4)

[24]

QUESTION 10

Study the image below and answer the questions that follow.

CUSTOMER FEEDBACK



[Source: *internet image*]

10.1 Give TWO methods that tourist businesses can use to get customer feedback. (4)

10.2 Explain ONE way in which management can address customer dissatisfaction regarding the quality of products made and services offered. (2)
[6]

TOTAL SECTION E: 30

TOTAL: 200

END