GAUTENG PROVINCE
EDUCATION
REPUBLIC OF SOUTH AFRICA

PREPARATORY EXAMINATION

2022

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 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 for 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 options are provided as possible answers to the following questions. Choose the correct answer and write only the letter (A – D) next to the question numbers (1.1.1 to 1.1.20) in the ANSWER BOOK, for example 1.1.21 D

1.1.1 The purpose of obtaining customer feedback is to …

A dismiss staff that do not perform.
B get a tax reduction for all staff.
C know where the problem areas are.
D ignore the complaint of the tourist.

1.1.2 This type of feedback from visitors at a hotel can be done by visiting the internet site of a company:

A Comment card
B Mystery customer
C SMS message
D Web–based response

1.1.3 The South Africa brand logo is designed to …

A represent Gauteng, Western Cape and Limpopo provinces.
B create a single image to market South Africa internationally.
C market the partnership between government and corporates.
D give designers the opportunity to show off their creative talent.

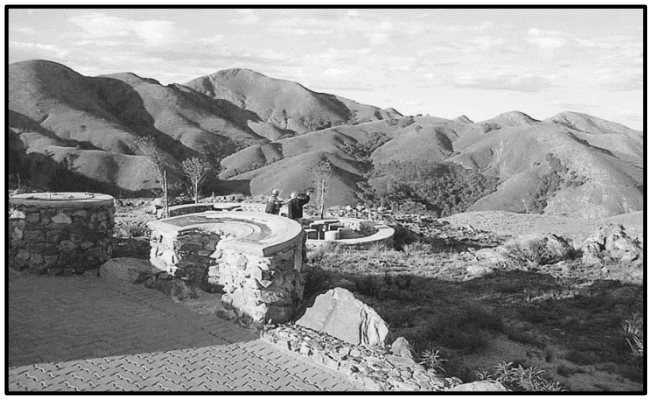
1.1.4 Core markets refer to …

A attractive markets with many tourists visiting South Africa.
B markets with low numbers of tourists wanting to visit South Africa.
C less attractive markets but with an opportunity to grow.
D future markets considered important with a healthy growth.

1.1.5 The Cape Floral Region Protected Areas World Heritage Site …

A conserves the history of the Nama tribe.
B displays evidence of human fossils.
C is regarded as a biodiversity hotspot.
D has both natural and cultural features.

1.1.6 South Africa's 10th World Heritage Site, situated in Mpumalanga pictured below, is called the ...

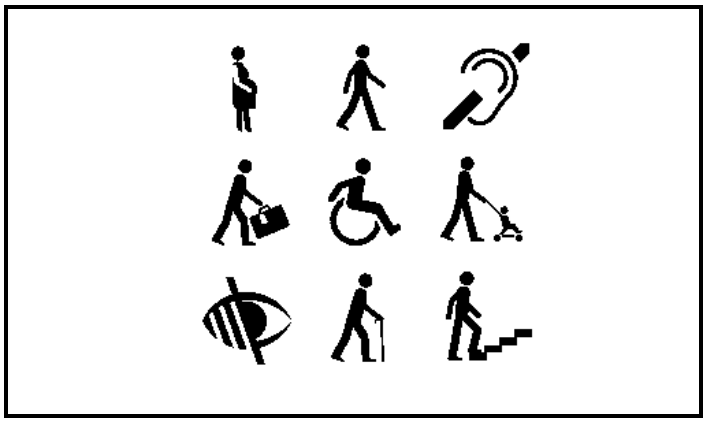


A Mapungubwe Cultural Landscape.
B Maloti Drakensberg Park.
C iSimangaliso Wetland Park.
D Barberton Makhonjwa Mountains.

1.1.7 The FIFA Soccer World Cup to be held in Qatar in 2022 can be described as a/an …

A political situation.
B unforeseen occurrence.
C earth summit.
D sporting event.

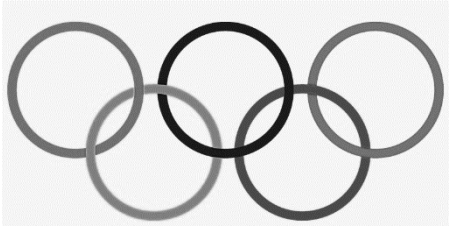
1.1.8 The image below represents …



A wet floors.
B adapted access.
C building sites.
D danger ahead.

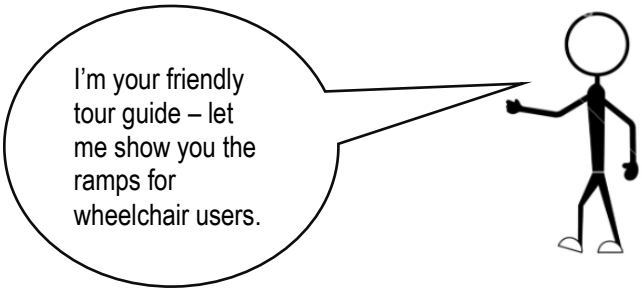
1.1.9 A positive economic impact of hosting the global event below is that:

The Olympic Games, a multi-billion rand event



A Investment opportunities will be possible.
B There will be over-investment in the event.
C There will be increased demand for natural resources.
D There will be enhanced appreciation of the cultural diversity.

1.1.10 A factor that contributes to the success of an attraction like Table Mountain, is:



A More visitors than expected
B Consider the needs of people with disabilities
C Consider more shops that sell souvenirs
D Higher income than expected

1.1.11 The time in San Francisco (-8) is …, if it is 14:00 in Paris (+1).

A 07:00
B 05:00
C 23:00
D 21:00

1.1.12 The COVID-19 pandemic resulted in many changes, when travelling internationally. A possible new requirement is a/an …

A international driver's permit.
B vaccination certificate.
C return flight ticket.
D valid passport.

1.1.13 Items that are regarded as restricted goods at customs control at a South African airport are:

A Habit forming drugs
B Explosives
C Military weapons
D Endangered plants

1.1.14 Fair Trade Tourism is known for …

A the grading of accommodation establishments.
B the international marketing of South Africa.
C recognising responsible tourism practices.
D the declaration of World Heritage Sites.

1.1.15 The 37 customs offices in South Africa are managed by …

A TGCSA.
B TBCSA.
C SARS.
D WHO.

1.1.16 The economic pillar is supported when …

A the procurement and ownership of products are locally based.
B the community's cultural resources are protected.
C the resources in the environment are well managed.
D the local community is offered skills and training opportunities.

1.1.17 A written legal document that sets out the terms and conditions of a job position is called a …

A code of conduct.
B fringe benefit.
C contract of employment.
D termination of service.

1.1.18 This type of leave is a period of paid time off, granted by employers to employees to be used for whatever the employee wishes:

A Maternity leave
B Uniform allowances
C Family responsibility
D Annual leave

1.1.19 A receptionist is considered well-groomed and projects a professional image of the company when he/she …

A has very long, manicured nails.
B is wearing very strong perfume.
C has fresh breath and clean teeth.
D has his/her hair styled to cover his/her face.

1.1.20 A strong rand will result in …

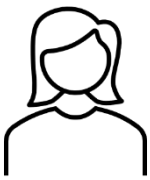
A a decline in Gross Domestic Product.
B more purchasing power for inbound tourists.
C limited international visitors to South Africa.
D limited international travel to Europe.

(20 x 1) (20)

1.2 Study the information and the icons provided in the table below. Fill in the missing words to complete the paragraphs that follow. Write the name of the correct icon next to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK.

As international borders opened after the COVID-19 pandemic, Rosie wanted to go on a trip to visit some icons that she always wanted to see. She started planning an itinerary which included some of the world's most famous icons.

the Windmills	the Eiffel Tower
the French Riviera	the Swiss Alps
the Parthenon	the Taj Mahal





Rosie's bucket list trip

I'm so excited. It's finally coming true. I am going to see the ancient Greek structure that was built for the Goddess Athena. I will make my way up to this old temple, (1.2.1) … which was once the centre of religious life and a sign of huge wealth.

Thereafter I will travel to the most romantic city in the world. I will visit the famous twisted iron framework (1.2.2) … which attracts millions of visitors a year. Next on my list is the Mediterranean coastline where I will enjoy a few days of sunshine along (1.2.3) …

The next stop will take me to the country of beautiful mountains, known for its breath-taking ski slopes (hills) known as (1.2.4) … Yes, I will try my hand at skiing down these hills – what an adventure it will be!

My trip will not be complete without crossing the border to the Netherlands. This world heritage site is a must see. Of course, I will walk between (1.2.5) … and admire the ancient (very old) water engineering system.

Oooh. I can't wait!

(5 x 1) (5)

1.3 Choose the correct word(s) in brackets. Write only the word(s) next to the question numbers (1.3.1 to 1.3.5) in the ANSWER BOOK, for example, 1.3.6 passport.

1.3.1 (Visas/IDPs) are documents that give a tourist permission to enter a country.

1.3.2 Clocks are moved (backward/forward) by one hour during summer when daylight saving time is applied.

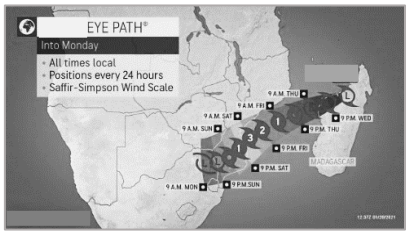
1.3.3 When a tourism organisation sponsors a learner's trip to the coast of KwaZulu-Natal, they address the (environmental/social) pillar of sustainable tourism.

1.3.4 A viral disease that is spread by contaminated food or water and attacks the liver is called (Hepatitis A/Yellow fever).

1.3.5 A (code of conduct/job description) is a set of rules that guide employees on their behaviour at work.

(5 x 1) (5)

1.4 Choose an example of a natural disaster from COLUMN B that best matches the picture of the disaster in COLUMN A. Write only the letter (A – F) next to the question numbers (1.4.1 to 1.4.5) in your ANSWER BOOK, for example 1.4.6 G.

COLUMN A		COLUMN B
1.4.1		A Floods in KwaZulu-Natal B Cyclone Eloise in Southern Africa C Volcanic eruption in the Philippines D Bush fires in Australia E COVID-19 pandemic F Tornado over Texas, USA
1.4.2		
1.4.3	 South of Durban	
1.4.4		
1.4.5		

(5 x 1) (5)

1.5 Choose the correct channel for five tourists to follow on entering at a South African airport. Use the list below numbered 1.5.1 to 1.5.5 indicating the item/s each of the five tourists has in their possession. Write only 'Red channel' or 'Green channel' next to the question numbers (1.5.1 to 1.5.5) in the ANSWER BOOK, for example, 1.5.6 green channel.

NOTE: 'Red channel' or 'Green channel' may be used more than once.

RED CHANNEL



GREEN CHANNEL



1.5.1 A set of golf clubs

1.5.2 50 ml bottle of perfume

1.5.3 Prescription medicine – two months' supply

1.5.4 400 cigarettes

1.5.5 A pot plant

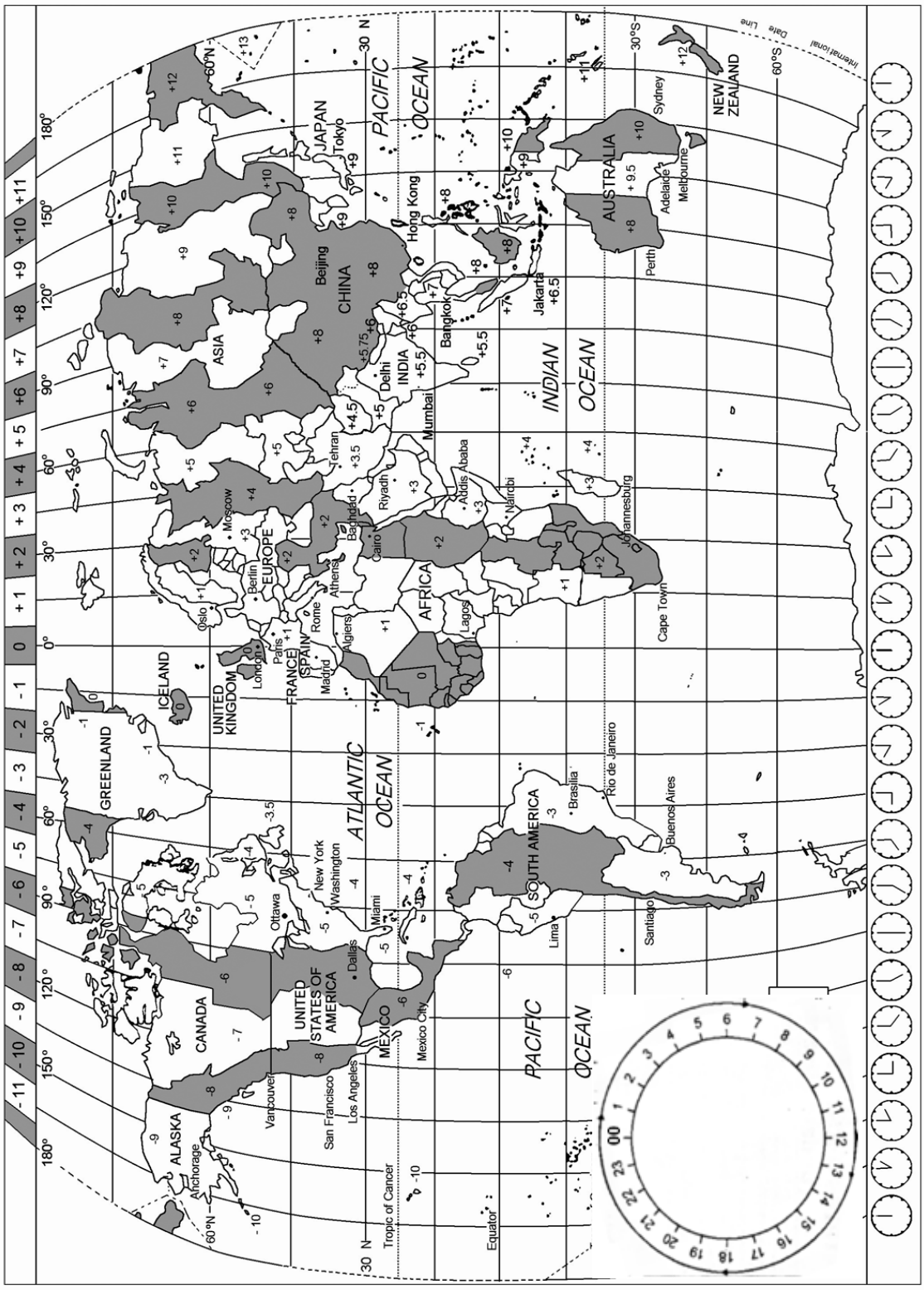
(5 x 1) (5)

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 scenario on the next page and then answer the questions that follow.



GLOBAL YOUTH TOURISM SUMMIT



The first Global Youth Tourism Summit (a United Nations initiative) took place in Sorrento, Italy from 13:00 on 15 August 2022. The organisers of the event invited children and youth between the ages of 12 and 18 to interact with the United Nations' (UN) government officials and various tourism industry stakeholders.
Karabo Kgobile from South Africa was invited to attend. Karabo departed from Johannesburg at 17:00 on 13 August 2022. Her flying time to Rome, Italy was 13 hours and 30 minutes. She took an Uber from Rome to Sorrento.

2.1.1 Calculate the time and the date that Karabo's flight arrived in Rome, Italy ahead of the Global Youth Tourism Summit 2022.

NOTE: Italy practises DST. (4)

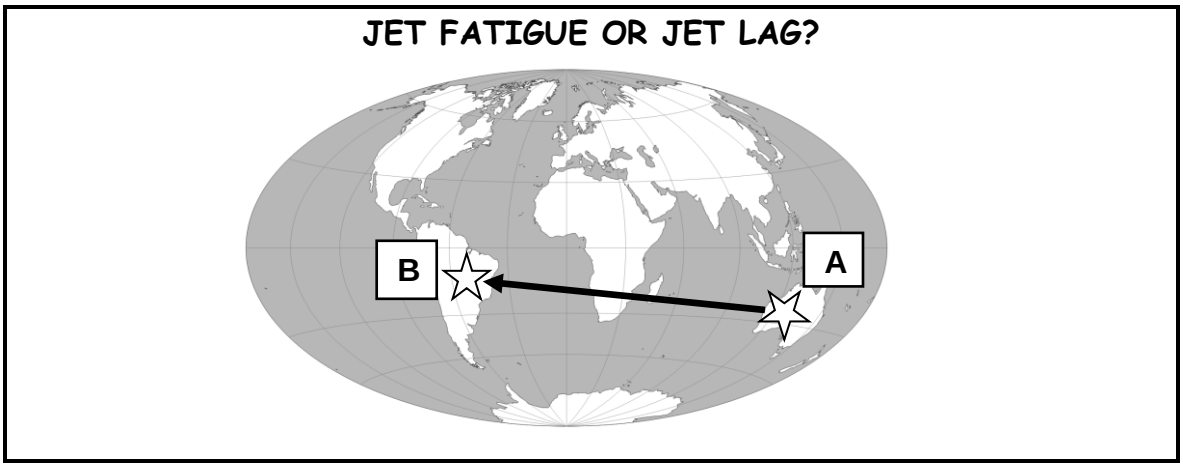
2.1.2 Since the Global Youth Tourism Summit was a global event, youth from other countries were invited to participate virtually (online). Alison Brackenwell from London attended the summit online.

Calculate what time and date it was in London when Alison joined the summit online. The summit started in Sorrento, Italy at 13:00.

NOTE: DST can be ignored as both cities practise DST. (4)

2.1.3 Karabo Kgobile attended the summit personally. Advise her on TWO safety precautions that she should take in the hotel room. (2 x 2) (4)

2.2 Refer to the map of the world below and answer the questions that follow



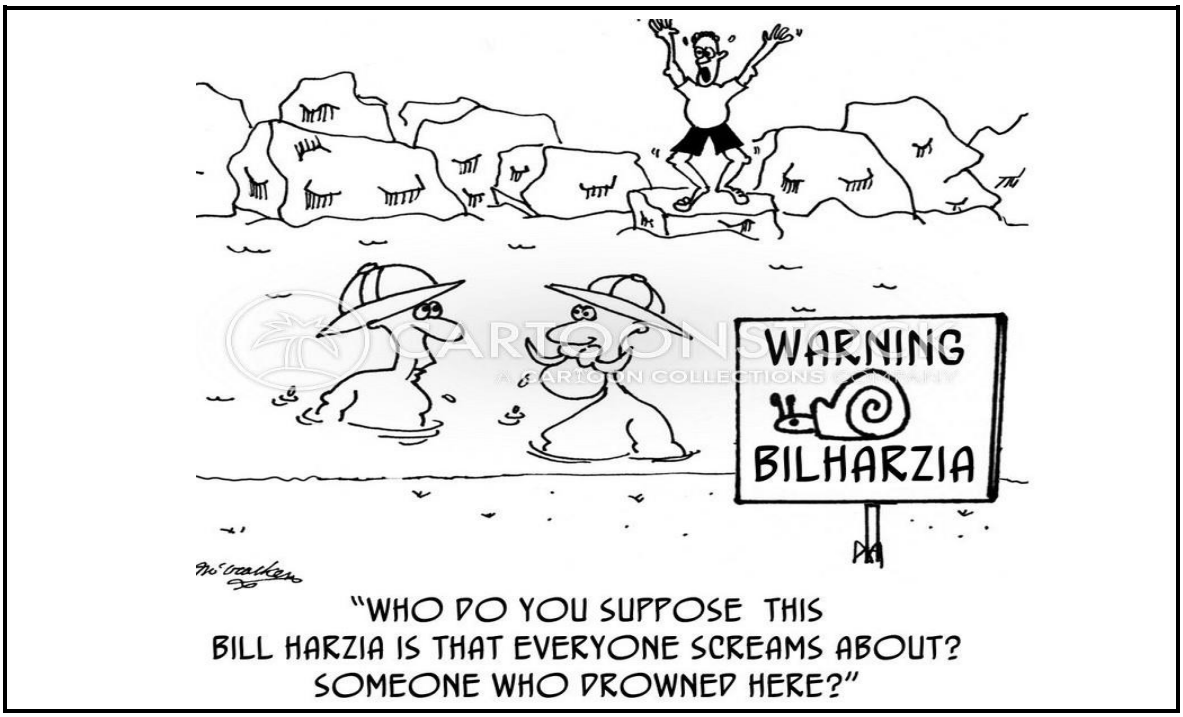
2.2.1 (a) Determine whether a tourist will experience jetlag or jet fatigue on flight **AB**. (1)

(b) Motivate ONE reason your answer to QUESTION 2.2.1 (a). (2)

2.2.2 (a) List any TWO symptoms that a tourist may experience after flight **AB**. Refer to your answer in QUESTION 2.2.1. (2)

(b) Give any TWO ways to reduce the impact of the symptoms that may be experienced in QUESTION 2.2.2 (a). (2)

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



[Source: www.cartoonstock.com]

2.3.1 (a) Write a paragraph in response to the question asked by the two men in the cartoon. Include the following in the paragraph:

- The cause of bilharzia (2)
- TWO preventative measures (2)
- ONE treatment option (1) (5)

(b) List any TWO health precautions that should be taken by tourists when swimming or sunbathing. (2)

2.3.2 Read the information below and answer the question that follows.

Every country in the world has its own regulations with regards to COVID-19 vaccinations and the travel industry. It is a much debated (discussed) topic.
Should the vaccinations be compulsory?
Should the vaccinations just be a recommendation?

Your friend wants to travel overseas, but he does not understand the difference between the two words.



Explain the difference between *compulsory vaccinations* and *recommended vaccinations*. (2)

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



2.4.1 List FOUR items from the images above that are classified as prohibited goods. (4)

2.4.2 Explain why animals, e.g. cats and dogs, should be held in quarantine (isolation) for a certain time before they are allowed to be taken across the border to another country. (2)

2.5 Tourists buy many duty-free goods at the airport.

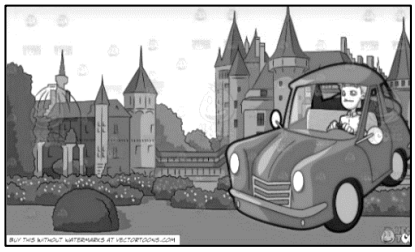


2.5.1 Explain the concept *duty free goods.* (2)

2.5.2 Give TWO examples of duty-free goods that may be brought onto an airplane or to an airport. (2)

[Source: www.stock.adobe.com]

2.6 Study the scenario in the picture below and answer the questions that follow.



Joseph will be travelling to Spain for a business conference. He will be hiring a rental car for the weekend to explore the city of Barcelona.

2.6.1 Mention the document that Joseph will need to be allowed to drive in a foreign country. (1)

2.6.2 Name the organisation that will issue this travel document referred to in QUESTION 2.6.1. (1)

[40]

QUESTION 3

3.1 Study the currency rate table as at 9 May 2022 below and answer the questions that follow.

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

Currency and currency code	BBR	BSR
EURO (EUR)	16,59	16,65
Great British Pound (GBP)	19,86	20,01
Mauritian Rupee (MUR)	0,8	0,41

[Source: www.businesstech.co.za]

3.1.1 Select the following from the currency rate table above:

(a) The strongest currency (1)
(b) The weakest currency (1)

3.1.2 Mr and Mrs Mtshali would like to spend their honeymoon in Mauritius. The couple saved ZAR 35 000 for their trip. Calculate the amount in Mauritian Rupees. (3)

3.2 The GDP of a country is an indication of the size of the economy of the country.

3.2.1 Write the abbreviation GDP in full. (1)

3.2.2 Write a paragraph explaining ONE impact and a reason for such an impact of a strong rand on each of the following:

- Domestic tourism
- Buying power

Your paragraph must include ONE impact and ONE reason for the impact. (4)
[10]

TOTAL SECTION B: 50

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

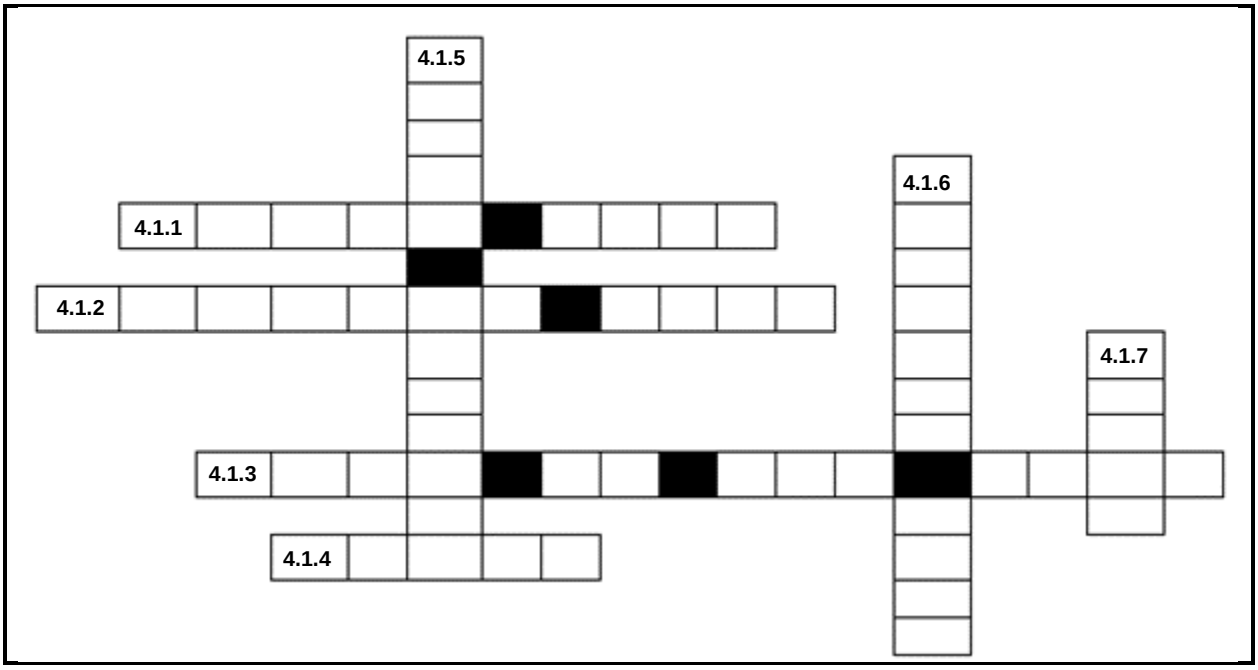
QUESTION 4

4.1 Study the crossword puzzle below in which the names of some world icons will fit.

Please keep the following in mind:

- ACROSS refers to horizontal words in the crossword puzzle
- DOWN refers to vertical words in the crossword puzzle
- A shaded block means that no letter is required for the block and indicates the space between two words e.g. DOWN 4.1.5 consists of two words, the first word has 4 letters, and the second word has 7 letters.
- The first letter of your answer must begin IN the block of the question number.

Complete the crossword by writing your answer next to the question numbers (4.1.1 to 4.1.7) in your ANSWER BOOK e.g. 4.1.8 Eiffel Tower.



CLUES
ACROSS

4.1.1 This attraction is an active volcano. (1)

4.1.2 These structures are evidence linked to the Mayan civilization. It is located in the Yucatan Peninsula, Mexico. (1)

4.1.3 An Islamic shrine built in the old city of Jerusalem (1)

4.1.4 This ancient city is carved from rock. (1)

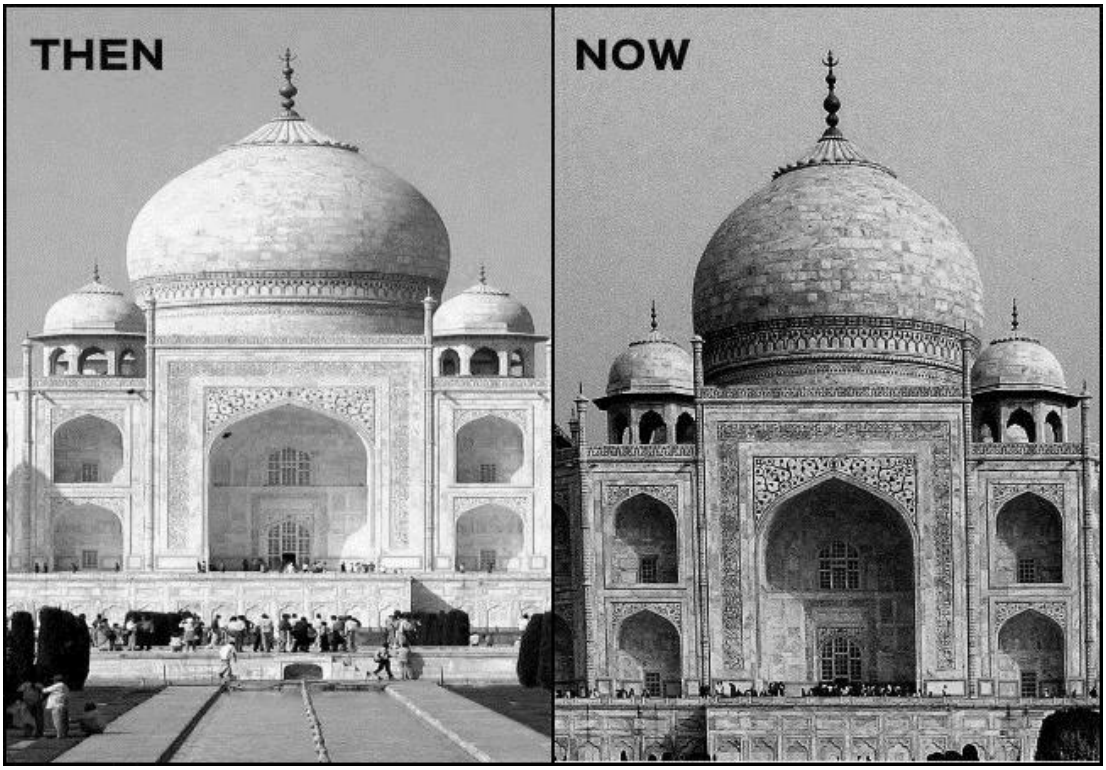
DOWN

4.1.5 The world's highest mountain. (1)

4.1.6 A sacred place to the Jewish people and used as a place of prayer. Little pieces of papers with prayers are buried in the walls. (1)

4.1.7 The centre of the annual Hajj pilgrimage. (1)

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



[Source: www.medium.com]

4.2.1 Choose the correct option from the words in brackets:

The World Heritage Icon pictured above is classified by UNESCO as a (natural/cultural) World Heritage Site. (1)

4.2.2 Name the city in which this icon is located. (1)

4.2.3 Explain ONE reason why this icon was built. (2)

4.3 Refer to the extract from a magazine article below and answer the questions that follow.

SHOULD THE TAJ MAHAL BE DEMOLISHED?

Years of smog (air pollution), tourists and insects are damaging India's iconic mausoleum (tomb), the Taj Mahal, causing parts of the exterior (outside) to turn yellow-green. Some people in India have demanded that the government either restore the Taj Mahal or demolish it (break it down).

[Adapted from www.discovermagazine.com]

4.3.1 Describe ONE way how pollution affects the physical appearance of the Taj Mahal. (2)

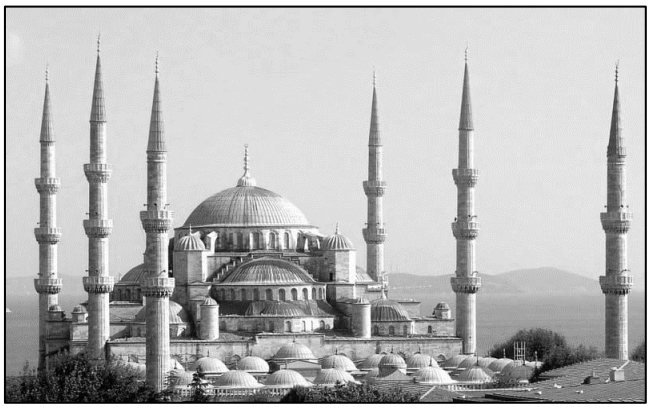
4.3.2 Briefly explain in a paragraph, the implications to tourists and the tourism industry if the Taj Mahal was to be demolished.
Include the following points:

- Economic impact of this site on tourism
- The importance of protecting this World Heritage Site
- Motivation in favour of or against demolishing this site (6)

4.3.3 Many icons' survival are under threat from mass tourism.

Predict the future of the Taj Mahal if mass tourism is not controlled.
(2 x 2) (4)

4.4 Study the picture of the world icon below and answer the questions that follow.



[Source: www.thetravelbunny.com]

4.4.1 Identify the world icon pictured above. (1)

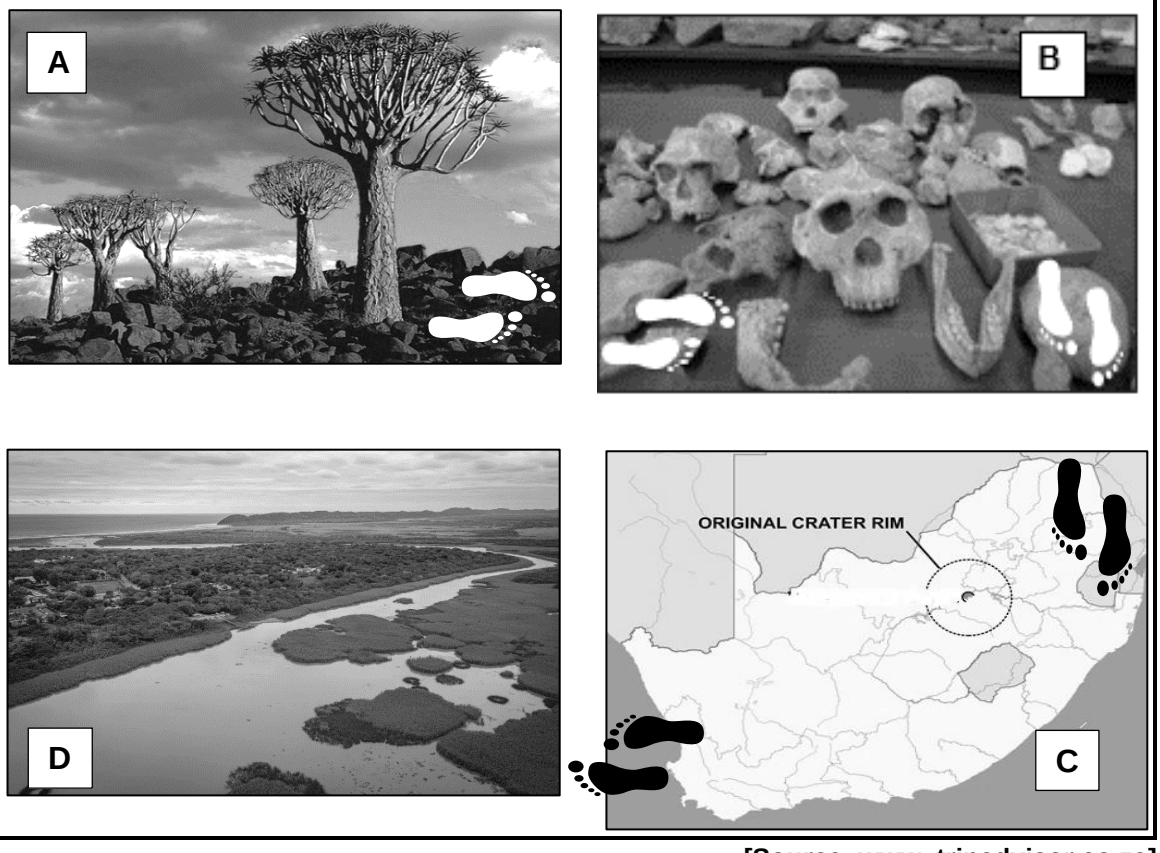
4.4.2 The icon in QUESTION 4.4.1 was built centuries ago and is admired by architects from across the world.

Mention ONE factor that can contribute to the success of this attraction. (2)
[26]

QUESTION 5: CULTURE AND HERITAGE TOURISM

5.1 Study the infographic below and answer the questions that follow.

Let's visit FOUR of our World Heritage Sites to see how they are upholding the status according to which they were classified.



[Source: www. tripadvisor.co.za]

5.1.1 Name the province where World Heritage Site, labelled **A**, is located. (1)

5.1.2 Determine the category under which this World Heritage Site was inscribed (included officially) by UNESCO. (1)

5.2 Read the following information and answer the questions that follow.

> Waste from decaying carcasses (dead animal bones), high levels of toxic minerals (being full of poison) and rubbish run into the same river that forms part of the valuable Cradle of Humankind World Heritage Site.
>
> **[Adapted from: Mail and Guardian, 2021]**

5.2.1 The Cradle of Humankind forms part of a World Heritage Site that includes all the other discovery areas.

Give the new name of this World Heritage Site, labelled **B** in the infographic. (1)

5.2.2 Name TWO provinces that share the World Heritage Site mentioned in QUESTION 5.2.1. (2)

5.2.3 Discuss THREE ways in which the environmental concern mentioned will affect the influx (inflow) of tourists to the Cradle of Humankind. (3)

5.3 Give a short description of how, according to scientists, World Heritage Site labelled **C** was formed. (2)

5.4 Refer to the site labelled **D**.

5.4.1 Identify the site labelled **D** which was South Africa's first World Heritage Site. (1)

5.4.2 Suggest ONE way in which the economy of the province benefits because the site in QUESTION 5.4.1 is located there. (2)

[13]

QUESTION 6: MARKETING

6.1 Study the logo below and answer the questions that follow.



[Source: www.sukume.com]

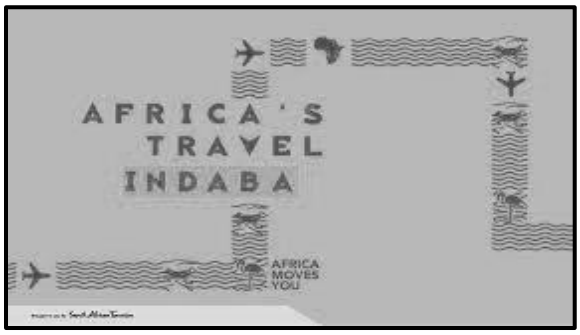
6.1.1 Name the organisation that makes use of the above logo to market South Africa. (1)

6.1.2 Explain which funds are used for the marketing of South Africa by the organisation mentioned in QUESTION 6.1.1. (2)

6.1.3 A big portion of the total number of tourists that enjoy travelling in South Africa are domestic tourists.

Discuss THREE ways in which the organisation mentioned in QUESTION 6.1.1 can assist in increasing the number of domestic tourists. (3 x 2) (6)

6.2 Study the logo below and answer the question that follows.



[Source: www.theevent.co.za]

Africa's Travel Indaba Trade Show is a dynamic (active) marketing opportunity for South African tourism businesses.

Briefly explain ONE way in which Africa's Travel Indaba Trade Show can promote tourism to South Africa. (2)

[11]

TOTAL SECTION C: 50

SECTION D: TOURISM SECTORS; SUSTAINABLE AND RESPONSIBLE TOURISM

QUESTION 7

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



[Source: www.stageandscreen.com]

The picture above shows a professional image of the company.

Identify THREE aspects of the picture that contribute to the professional image of the company. (3)

7.2 Study the picture below and answer the question that follows.

Explain ONE reason why the use of uniforms by the staff in the picture plays an important role in the success of a tourism business.



(2)

[Source: www.vecteezy.com]

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

Shernique Adams is newly appointed as a secretary for a hotel manager. After two months, her schedule changed, and new job responsibilities were added. She was instructed to report for work on public holidays without extra pay and her lunch break was used for work meetings. Shernique also worked more than the specified hours per week.

7.3.1 Mention the document to which Shernique should refer for guidance on her job circumstances at the hotel. (2)

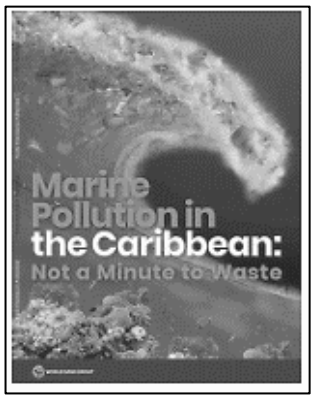
7.3.2 (a) State whether Shernique's work conditions are in compliance with the document referred to in QUESTION 7.3.1. (2)

(b) Give THREE reasons for your answer to QUESTION 7.3.2.(a) (6)

[15]

QUESTION 8

8.1 Read the article below and answer the questions that follow.



"Marine Pollution in the Caribbean: Not a Minute to Waste"

World Bank report

There are as many as 200 000 pieces of plastic per square kilometre in the north-eastern Caribbean. These pieces will eventually break down into microplastics (very small pieces). More litter was discovered on beaches and coastal areas. This poses a threat to the local population and to the future of the region's tourism development.

The Tourism and Food Service Industries have been identified as major contributors to plastic waste.

[Adapted from www.unep.org]

8.1.1 Identify the pillar of sustainable tourism highlighted in the article above. (1)

8.1.2 In a paragraph, explain how pollution influences the development of the tourism industry in the Caribbean region. (3 x 2) (6)

8.1.3 Recommend TWO ways in which hotels can manage their plastic usage to minimise their contribution to pollution. (4)

8.2 Study the logo below and answer the questions that follow.

FAIR TRADE TOURISM

Fair Trade Tourism assesses tourism businesses according to a set of criteria. Compliance with these criteria by the tourism businesses leads to FTT certification.

Discuss TWO ways in which FTT certification benefits the tourism business. (4)

[15]

TOTAL SECTION D: 30

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

QUESTION 9

9.1 Study the information and pictures below and answer the questions that follow.

The destruction caused by Hurricane Ida – Louisiana, USA

Hurricane Ida reached the coast of Louisiana on 29 August 2021.



BEFORE



AFTER

[Adapted from www.dogonews.com]

9.1.1 Complete the sentence: Hurricane Ida can be categorised as a … (1)

9.1.2 Explain TWO negative impacts of Hurricane Ida on the economy of the affected area. (4)

9.1.3 Suggest ONE way in which tourism businesses in the area can be assisted to recover from the destruction of the hurricane. (2)

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



[Source: www.impactonezero.com]

9.2.1 COP26 was jointly hosted by two countries.

Name the continent that hosted the conference. (2)

9.2.2 Outline the purpose of the COP26 Conference. (2)

9.2.3 Predict TWO negative impacts of climate change on the tourism industry globally. (4)

9.3 Study the information on foreign market share below and answer the questions that follow.

MARKET SHARE OF INTERNATIONAL TOURIST ARRIVALS BY COUNTRY BEFORE COVID-19 COMPARED TO DURING COVID-19
Foreign Market Share: South Africa

Pre-COVID-19 Market share		Region	During COVID-19 Market share	
Average Monthly	(%)		Average Monthly	(%)
10 234	1,1	Australia	298	0,2
10 033	1,1	C. & S. America	404	0,3
3 824	0,4	Middle East	461	0,3
35 389	2,8	Asia	2 685	2
35 389	3,9	North America	2 555	1,9
29 552	3,3	Africa Air	5 462	4,1
158 208	17,5	Europe	11 039	8,3
633 285	69,9	Africa Land	110 750	82,9

[Adapted from www.statssa.gov.za]

9.3.1 Define the term *market share*. (2)

9.3.2 (a) Identify the market with the highest number of foreign arrivals to South Africa pre-COVID-19. (1)

(b) Calculate the difference in the number of tourist arrivals of the market mentioned in QUESTION 9.3.2 (a) when comparing the figures from pre COVID-19 to those during COVID-19. (Show all calculations.) (2)

(c) State ONE possible reason for the downward trend shown by the statistics in the infographic above. (2)

[22]

QUESTION 10

10.1 Study the cartoon below which is based on customer feedback and answer the questions that follow.



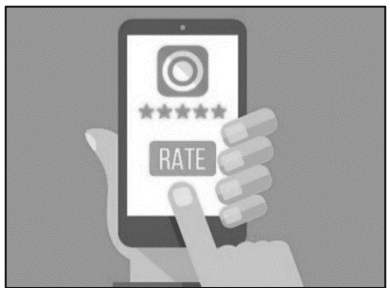
"… and 85% said we could improve our customer service by going out of business"

[Adapted from www.glasbergen.com]

10.1.1 Explain the meaning of the comment in the cartoon above in terms of service delivery. (2)

10.1.2 Discuss TWO advantages of how customer feedback can improve the profitability of a tourism business. (4)

10.2 Study the image below and answer the question that follows.



[Source: www.infoq.com]

There are several methods available to get customer feedback.

Suggest ONE advantage of using the method of feedback in the image above. (2)
[8]

TOTAL SECTION E: 30

TOTAL: 200

END