GAUTENG PROVINCE
EDUCATION
REPUBLIC OF SOUTH AFRICA

PREPARATORY EXAMINATION

2025

10870

TOURISM

TIME: 3 hours

MARKS: 200

10870E

24 pages

X05

INSTRUCTIONS AND INFORMATION

Read the instructions carefully before answering the questions.

1. This question paper consists of FIVE sections.

2. Answer ALL the questions.

3. Start EACH question on a NEW page.

4. Number your answers according to the numbering system used in this 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. The table below is 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 The reason why countries practise DST:

A To get local people home late from work
B To use more electricity
C To boost the tourism industry
D To stop the triple-bottom line

1.1.2 The time for midnight:

A 12 p.m.
B 00:00
C 23:59
D 01h10

1.1.3 The travel-related condition experienced by a traveller when crossing over four time zones:

A Jet lag
B Jet stream
C Jet fatigue
D Jet phobia

1.1.4 … is a bacterial disease transmitted mainly through contaminated food and water in areas where there is poor sanitation and hygiene.

A Hepatitis
B Malaria
C Bilharzia
D Cholera

1.1.5 One way to minimise the symptoms of jet lag during a flight:

A Drink lots of water.
B Avoid sitting in sunlight.
C Drink alcohol to let the time pass.
D Take sleep medication to sleep through the flight.

1.1.6 The behaviour of inbound tourists that increases the likelihood of being exposed to TB:

A Watching an outdoor live show
B Using overcrowded public transport and accommodation
C Buying take-away food at a well-known chain restaurant
D Swimming in a swimming pool with dirty water

1.1.7 Currency symbol used for the Euro:

A ¥
B $
C €
D £

1.1.8 The national park that is part of the Cape Floral Region Protected Areas:

A Kruger National Park
B Kalahari Gemsbok National Park
C Richtersveld National Park
D Table Mountain National Park

1.1.9 The Vredefort Dome World Heritage Site is described as a:

A Volcanic crater
B Meteorite impact crater
C Geological fold
D Mountain range

1.1.10 This World Heritage Site in South Africa known for its exceptional examples of Khoikhoi rock art:

A Maloti-Drakensberg Park
B Mapungubwe Cultural Landscape
C Robben Island
D Fossil Hominid Sites of South Africa

1.1.11 Robben Island was formerly used as a:

A Luxury resort for famous actors
B Nature reserve for the extinct kwagga
C Prison for anti-apartheid activists
D Military base for training troops

1.1.12 Transparency, reliability, and sustainability are part of the 6 principles of this certification organisation:

A ITB
B WTM
C FTT
D WHO

1.1.13 Countries that belong to South Africa's land markets:

A USA, Canada, Mexico
B Nigeria, Egypt, Greece
C Zimbabwe, Lesotho, Mozambique
D Switzerland, Belgium, Great Britain

1.1.14 The practice of printing menus, brochures, and other tourist information on both sides of the paper supports the … pillar.

A social
B cultural
C historical
D environmental

1.1.15 … is achieved when natural and cultural resources are well managed to last for future generations.

A Tour planning
B Sustainability
C Poaching
D Vaccination

1.1.16 Ecotourism is the best example of:



A Health tourism
B Responsible tourism
C Mass tourism
D Dark tourism

1.1.17 Included in a tour plan for South African university students who spend the most on accommodation and retail shopping when on holiday:

A Restaurants, fast food establishments and ice cream kiosks
B Malls, designer stores and market stalls
C Spas, massage parlours and hair salons
D Grocery stores, hardware stores and magazine outlets

1.1.18 Fighting in the DRC is partly for control of the mining industry. It has a …



A negative impact on the destination image of Africa.
B positive impact on citizens being internally displaced.
C negative impact on the value of the US dollar.
D positive impact on water scarcity in the desert.

1.1.19 The cholera outbreak in Angola (2025), as pictured below, is an example of:



Cholera outbreak responsible for the deaths of more than 100 people in Angola.

A A global recession
B An epidemic
C An accident
D An economic upset

1.1.20 The third step in the analysis of customer feedback:

A Intervention process
B Study and capture data
C Categorise the complaints
D Decide on an action plan

(20 x 1) (20)

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

WTM, TBCSA, ITB, TGCSA, Meetings Africa, TOMSA, Brand South Africa

1.2.1 The industry association and administrator of the levies collected from service providers

1.2.2 A travel trade show held in March of each year, in Berlin, Germany

1.2.3 A private sector initiative created to raise additional funds by a 1% levy for marketing South Africa

1.2.4 The organisation that launched the slogan “Inspiring New Ways” in 2012

1.2.5 The council that maintains the standard of facilities and services for tourists

(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 The (multiplier effect/gross domestic product) is the measuring of all the goods and services created by a country, usually in a period of one calendar year.

1.3.2 A South African citizen will have more buying power when visiting a country with a (weaker/stronger) currency than the rand.

1.3.3 A (scheduled/general) tour plan has a timetable with set departure and arrival times.

1.3.4 Bungee jumping is an activity that is aimed at (adventure/leisure) tourists.

1.3.5 While visiting sunny destinations, tourists are always advised to (wear their SPF sun block/spend as much time as possible outside).

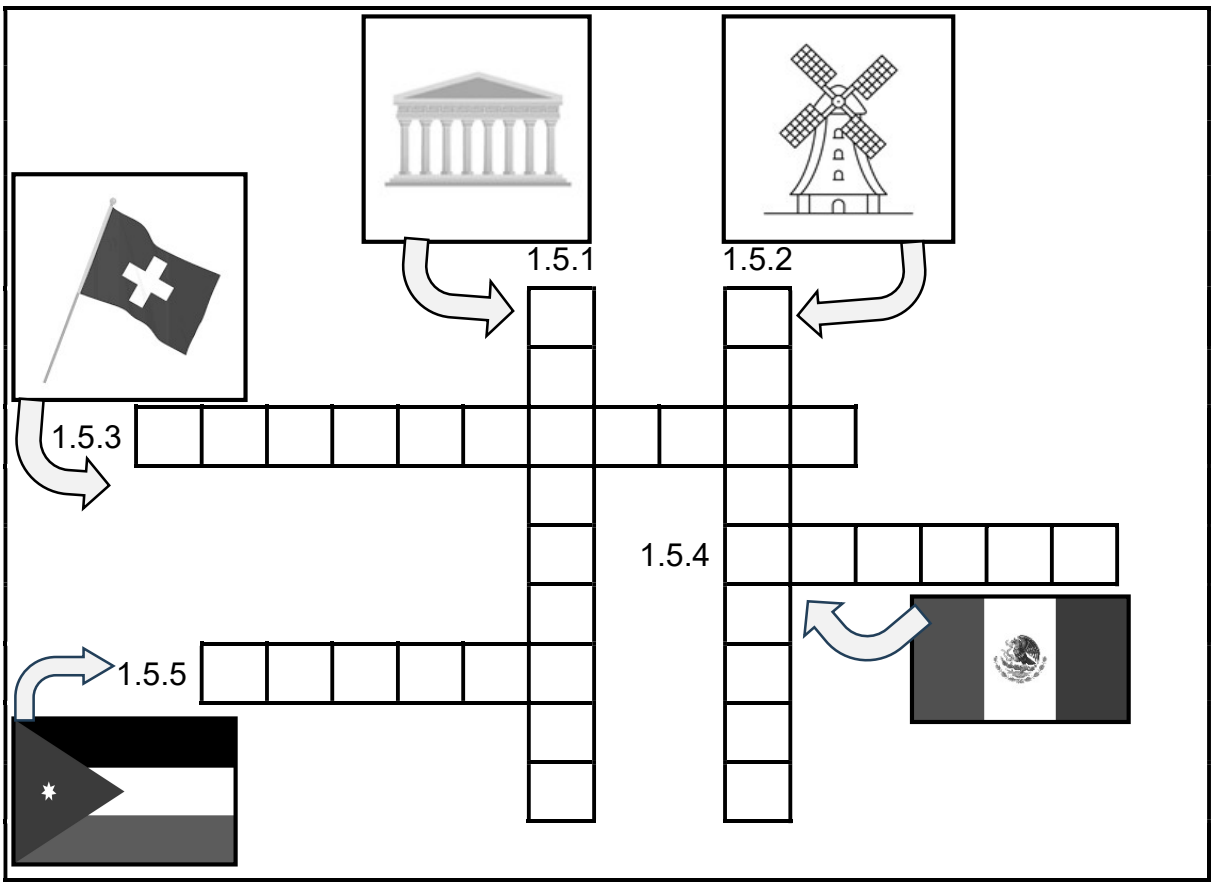
(5 x 1) (5)

1.4 Choose a description from COLUMN B that best matches a picture of a form of payment in COLUMN A. Write only the letter (A – G) next to the question numbers (1.4.1 to 1.4.5) in your ANSWER BOOK, e.g. 1.4.6 H.

COLUMN A	COLUMN B
1.4.1 	A The form of payment that cannot be replaced when lost or stolen
1.4.2 	B Pay off the balance over a specific period of time instead of paying all at once after spending during travels
1.4.3 	C This form of payment involves exchange control regulations and is used amongst banks in different countries
1.4.4 	D Cannot be made between accounts from different countries or across boundaries
1.4.5 	E Allows one to pay in foreign currency and to know the exchange rates upfront
	F Cheques made out to a specific person or company in a foreign currency
	G Payments are done from your online banking profile from your own bank account

(5 x 1) (5)

1.5 Study the pictures in the crossword puzzle below and the clues DOWN and ACROSS that follow. Complete the crossword puzzle with the name of the icon for QUESTIONS (1.5.1 to 1.5.2) DOWN, and the name of the country where the icon is found for QUESTIONS (1.5.3 to 1.5.5) ACROSS. Write only the name or country next to the question numbers, e.g. 1.5.6 France.



DOWN - Name of the icon pictured in the following country:

1.5.1 Greece

1.5.2 Netherlands

ACROSS - Country of the following icon:

1.5.3 The Swiss Alps

1.5.4 Chichen Itza

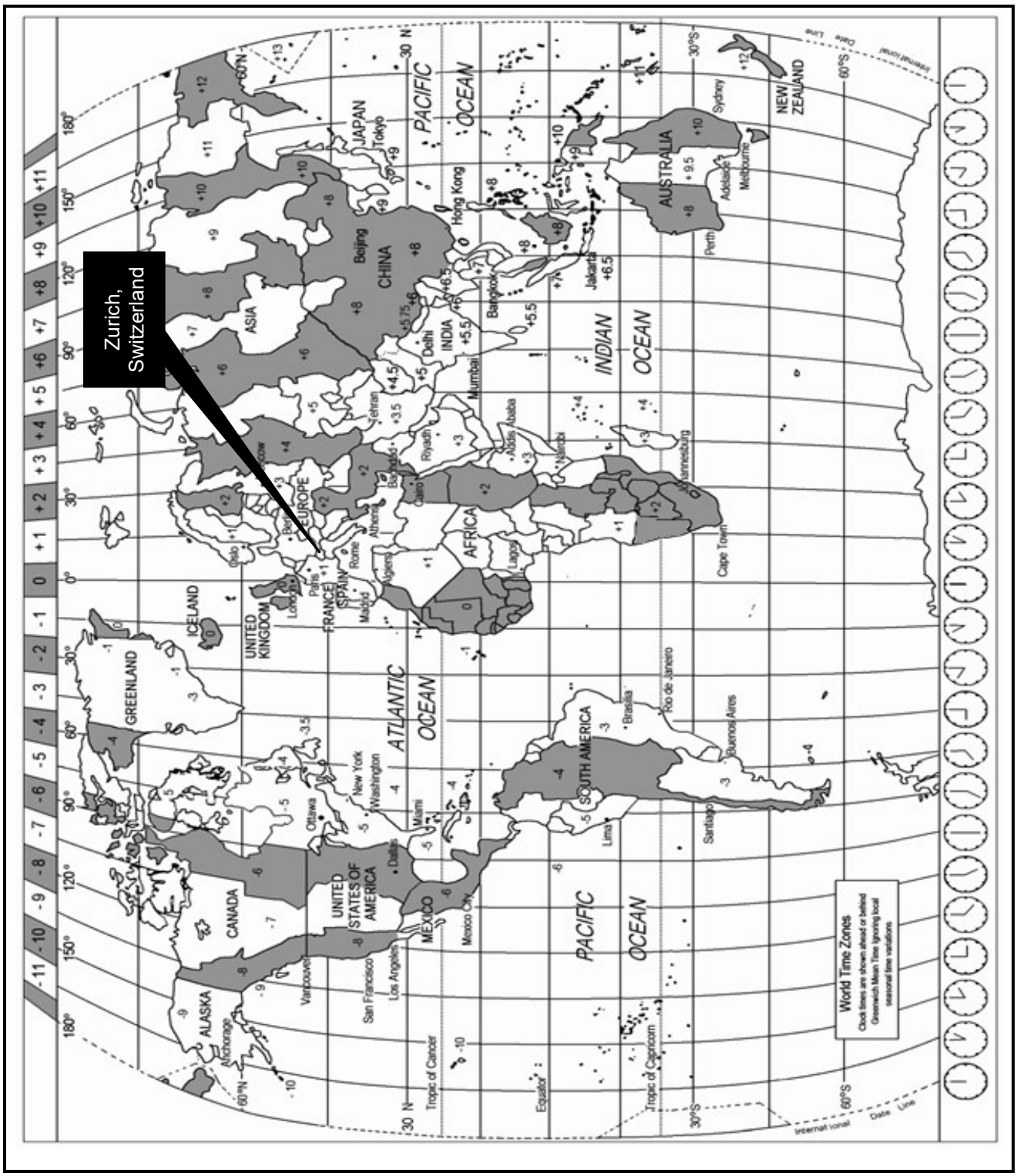
1.5.5 Petra (5 x 1) (5)

TOTAL SECTION A: 40

SECTION B: MAP WORK AND TOUR PLANNING; FOREIGN EXCHANGE

QUESTION 2

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



COMMITTEE VISITED TO ASSESS WHETHER SOUTH AFRICA CAN HOST THE OLYMPIC GAMES

South Africa is interested in hosting the Olympic and Paralympic Games in the future. Discussions have begun with the International Olympic Committee (IOC). Dr Thomas Bach, the outgoing president of the IOC, visited South Africa from Zurich, Switzerland, in October 2024 to assess the country's ability to host these Olympic Games.

Zurich, Switzerland (+1) applied DST from 30 March 2024 – 26 October 2024.

South Africa advised international visitors to get recommended vaccinations as protection against diseases such as hepatitis B.

[Adapted from *www.maroelamedia.co.za*]

2.1.1 Dr Bach made a telephone call to South Africa from his office in Zurich, Switzerland on 29 September 2024 at 10:00 to finalise his travel plans.

Calculate the time in South Africa when this phone call was received.

NOTE: Switzerland practised DST on this date. (4)

2.1.2 Explain the concept *recommended vaccination.* (2)

2.1.3 Give ONE way in which recommended vaccinations assist tourists in a destination. (2)

2.1.4 Swiss citizens travelling to South Africa do not require a visa.

Name ONE travel document that Dr Bach needed for his visit to South Africa. (2)

2.1.5 Dr Bach travelled with a 100 ml bottle of perfume, a laptop, and his tennis racket as part of his luggage.

(a) Name the correct customs channel that Dr Bach entered when he arrived at OR Tambo International Airport. (1)

(b) Give ONE reason for the answer to QUESTION 2.1.5 (a). (2)

(c) Identify ONE item exceeding the duty-free allowance that Dr Bach had as part of his luggage. (1)

(d) Explain the concept *duty-free allowance.* (2)

2.1.6 Discuss TWO safety requirements Dr Bach had to follow when he arrived at the airport in South Africa. (4)

2.1.7 Dr Bach departed from South Africa on 1 November 2024 at 21:00. The flying time from South Africa back to Switzerland was 10 hours.

Calculate the time and date of arrival in Zurich, Switzerland when his flight landed. (5)

2.2 Read the tour itinerary below and answer the questions that follow.

3-DAY TOUR OF SOUTH AFRICA

A group of sport fans decided to visit South Africa for a 3-day tour to watch a rugby match, explore the country's famous landmarks, and experience the local culture.

Day 1: Arrival in Johannesburg
Arrive at OR Tambo International Airport and transfer to the hotel (R1 200 pppn). In the afternoon, take a guided tour of Soweto, visiting Nelson Mandela's House and the Apartheid Museum (R600). Enjoy a welcome dinner at a local restaurant (R250).

Day 2: Rugby Match & Transfer to Cape Town
Spend the morning exploring Johannesburg before heading to Ellis Park Stadium for a live rugby match (R500). In the evening, fly to Cape Town (R1 800) and check into the hotel (R1 500 pppn).

Day 3: Cape Town Highlights
Visit Table Mountain in the morning and enjoy the cableway ride for panoramic views (R395). Enjoy lunch afterward, take a guided tour of Cape Point and the Cape of Good Hope (R900). Return to Cape Town in the late afternoon and depart for their home country.

2.2.1 Name THREE aspects to be included when compiling a tour itinerary. (3)

2.2.2 Explain what a *tour budget* is. (2)

2.2.3 Calculate the total cost for days 2 and 3 of the tour that a sport fan must budget for a visit to South Africa.

Draw the table below for days 2 and 3 in the ANSWER BOOK and use the table to answer the question.

Show ALL calculations.

	Example: Day 1	Day 2	Day 3
Calculations	R1 200 + R600 + R250		
Total	R2 050		
Tour Total			

(6)
[36]

QUESTION 3

3.1 Study the information and the currency rate table below and answer the questions that follow.

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

COMRADES MARATHON
Sarah Roberts, an American citizen, participated in the 2025 Comrades Marathon which took place on 8 June 2025. She had been saving money for two years. She saved $4 000 for her stay in South Africa. She exchanged her currency at OR Tambo International airport.

Currency code (and currency symbol)	BBR	BSR
USD ($)	18,1765	18,5415

3.1.1 Write the currency code USD out in full. (2)

3.1.2 Calculate the amount in rand that Sarah received when she exchanged her currency. (3)

3.1.3 After the marathon, Sarah had R22 000 left when she was about to leave South Africa for America.

Calculate the amount in dollars that Sarah received when she exchanged her rand amount at OR Tambo International Airport. (3)

3.2 In a paragraph, evaluate THREE ways in which a weak rand impacts inbound tourists who visit South Africa. (6)

[14]

TOTAL SECTION B: 50

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

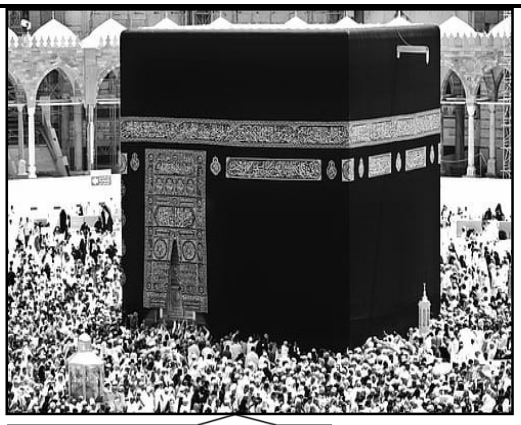
QUESTION 4

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

THE SPIRITUAL ICONS



A



B



C

[Source: *www.dynamic-media.tacdn.com*]

4.1.1 Name icons **A**, **B** and **C**.

Write only the name of the icon next to the letter (A – C) in the ANSWER BOOK, e.g. D the Wailing Wall. (3)

4.1.2 Give the cultural significance of icon **A**. (2)

4.1.3 Describe the main activity that religious tourists can experience at icon **B**. (2)

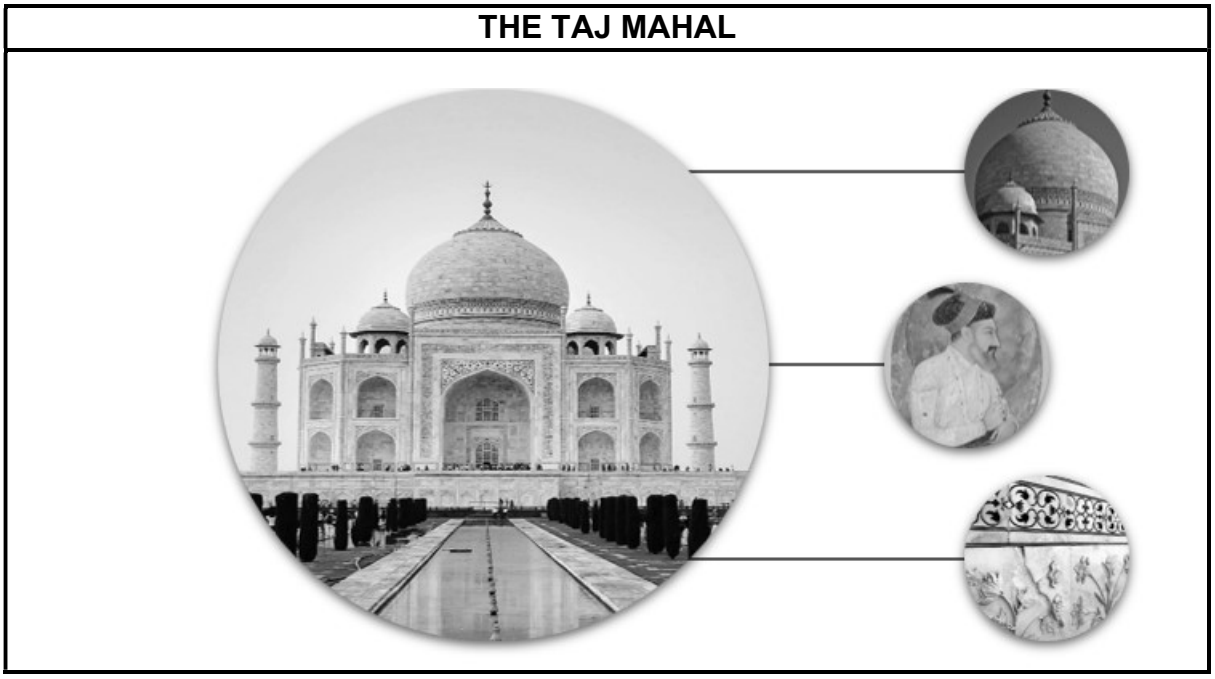
4.1.4 Describe the architectural (design) features that make icon **C** an outstanding tourist attraction. (2)

4.1.5 Explain ONE positive impact of icon **B** on Saudi Arabia's economy. (2)

4.1.6 Give ONE common characteristic that icons **A**, **B** and **C** share as tourist attractions. (2)

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

THE TAJ MAHAL



[Source: *www.tajmahaltourguide.com*]

4.2.1 Name the country and the continent where the Taj Mahal is located. (2)

4.2.2 In a paragraph, discuss the reasons why the Taj Mahal is an icon by including:

- ONE way in which it is culturally significant to the local people
- ONE architectural (design) feature (4)

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

BASE CAMP CLEAN-UP



Despite all the problems on the mountain, Mount Everest still stands alone. There will always be people who want to climb the world's highest point, because there is more to being on Mount Everest than being surrounded by crowds or confronted by heaps of trash. The mountain is so high and unique it calls upon every climber, at one time or another, to rise to his or her better self.

[Adapted from *www.education.nationalgeographic.org*]

4.3.1 Give the name of the following where Mount Everest is located:

(a) Country (1)

(b) Continent (1)

4.3.2 Give ONE reason why Mount Everest is considered an icon. (2)

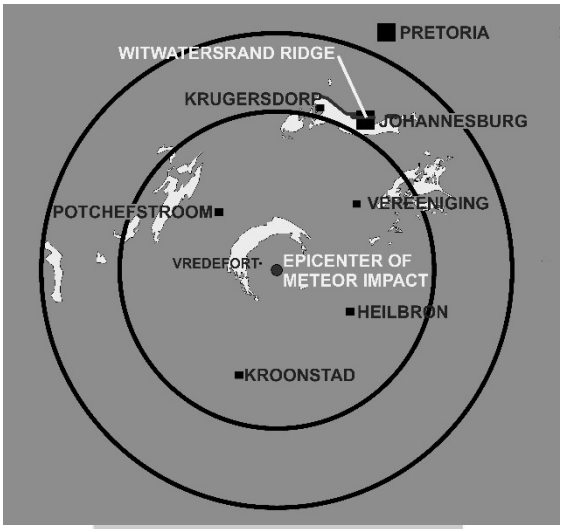
4.3.3 Discuss ONE measure that can be taken to promote sustainable tourism practices at the Mount Everest base camp. (2)

[25]

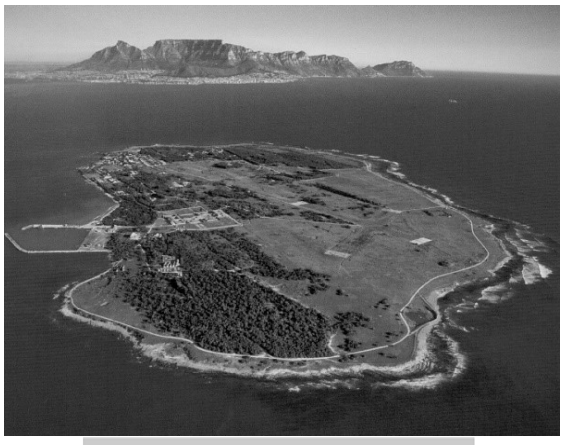
QUESTION 5

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

THREE OF SOUTH AFRICA'S WORLD HERITAGE SITES



A



B



C

[Source: *www.whc.unesco.org*]

5.1.1 Give the full names of the World Heritage Sites labelled **A**, **B** and **C**. (3)

5.1.2 State the type of World Heritage Site shown in picture **C**. (1)

5.1.3 Explain ONE reason why site **A** is considered a World Heritage Site. (2)

5.1.4 Give the name of ONE other World Heritage Site located partly in the same province as site **B**. (1)

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

THE EMERGENCE OF MODERN HUMAN BEHAVIOUR: THE PLEISTOCENE OCCUPATION SITES OF SOUTH AFRICA







These sites that were declared last year, provide the most diverse and best-preserved record known of the development of modern human behaviour, reaching back as far as 162 000 years. Examples of thinking in symbols and high-level technologies are found in evidence of ochre (range of clay colours) processing, marked patterns, decorative beads, decorated eggshells, advanced weapons, and methods for toolmaking, and microliths (small tools).

[Adapted from *www.whc.unesco.org*]

5.2.1 State the year of inscription for this new World Heritage Site. (1)

5.2.2 Name the TWO provinces where the Pleistocene Occupation Sites of South Africa are located. (2)

5.2.3 Pinnacle Point and Sibhudu Cave are two of the three sites of the World Heritage Site shown in the pictures above.

(a) Give the full name of the third site. (1)

(b) Describe ONE shared characteristic of all three sites. (2)

[13]

QUESTION 6

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

MARKETING A COUNTRY LIKE SOUTH AFRICA

South Africa

TOMSA
Tourism Marketing South Africa

ITB BERLIN
The World's Leading Travel Trade Show®

world travel market
London

AFRICA'S TRAVEL INDABA

South Africa ranks among the most popular countries for tourists on the African continent. In 2020, South Africa was a destination with close to 3.8 million international tourists, making it the most visited country in Africa that year. Millions of tourists visit South Africa annually to see its beaches, landscapes, and wildlife. As of 2024, the country has the second largest number of UNESCO World Heritage Sites on the continent. As expected, the majority of tourists visiting South Africa view the country as a holiday destination.

[Source: *www.statista.com*]

6.1 Discuss ONE important reason for marketing South Africa as a destination of choice. (2)

6.2 Describe the main purpose of international travel trade shows such as those in the logos. (2)

6.3 State ONE function of the organisation TOMSA. (2)

6.4 The core business of SA Tourism: Marketing South Africa internationally as a tourism destination of choice.

From the logos and the information above, quote a relevant sentence or fact that supports this core business. (2)

6.5 Discuss TWO similarities of Africa's Travel Indaba and Meetings Africa. (4)

[12]

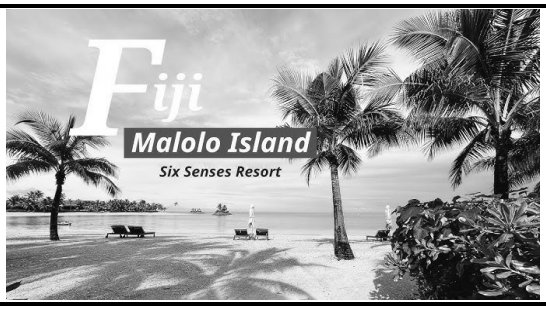
TOTAL SECTION C: 50

SECTION D: TOURISM SECTORS; SUSTAINABLE AND RESPONSIBLE TOURISM

QUESTION 7

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

SIX SENSES





A SUSTAINABLE LUXURY RESORT HOTEL IN FIJI

Six Senses Fiji, located on the tropical Malolo Island of Fiji, is a five-star resort hotel with sustainable luxury and cultural awareness at its core (main focus). The hotel runs on 100% solar power, equipped with rainwater capture and its own water-filtering facility to stop the use of single-use plastic bottles. The hotel aims to produce as little waste as possible. They encourage the principles of reuse whilst also practising recycling. The resort makes compost with a "worm-based septic (toilet) system" and grows as many of its own herbs and vegetables as possible.

All handiwork and artwork at the resort hotel have been produced by local villagers. The hotel supports the Rise Beyond the Reef Charity which aims to bridge "the divide between remote (far away from others) communities, government and the private sector in the South Pacific region, sustainably creating a better world for women and children."

[Adapted from *www.sixsense.com*]

7.1 Water is becoming a scarce resource.

Explain THREE ways how a hotel can reduce water usage. (6)

7.2 List the THREE sustainable practices (three Rs) used during the waste management process. (3)

7.3 Discuss how the luxury resort hotel in Fiji follows the triple-bottom-line approach.

The answer must include the three pillars of sustainable tourism with examples from the case study. (6)

[15]

QUESTION 8

Study the information below and answer the questions that follow.

RESPONSIBLE TRAVEL: YOUR GUIDE TO ETHICAL ADVENTURES

In a world that increasingly values the desire to travel and to explore, responsible travel is a beacon of hope for more sustainable, ethically conscious ways to see the world.

Responsible Holiday Destinations
A growing number of destinations around the world are committed to ethical, sustainable, and environmentally-friendly tourism.



Here is a list of destinations known for their efforts in responsible tourism:

Norway: Norway's green tourism approach and environmental sustainability initiatives make it an attractive destination for responsible tourists.

Rwanda: With a commitment to gorilla conservation and sustainable tourism, Rwanda provides travellers with unique and ethical wildlife experiences.

Switzerland: Switzerland promotes green tourism and emphasizes eco-friendly transport options, making it a responsible tourism destination.

[Adapted from *www.bolt.eu*]

8.1 Select a concept from the information that is similar in meaning to *responsible tourism*. (1)

8.2 Explain the concept of *responsible tourism* by also referring to the words written on the tourist sign in the picture. (2)

8.3 Compile a three-point tourist code of conduct when travelling to any ONE of the responsible tourism destinations listed.

Include the name of the chosen destination in the answer. (4)

8.4 List any TWO eco-friendly transport options that may be available at responsible tourism destinations. (2)

8.5 Give THREE examples of how a tourist can support responsible tourism. (6)

[15]

TOTAL SECTION D 30

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

QUESTION 9

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

BRAZIL TO HOST COP30 CLIMATE SUMMIT IN THE AMAZON IN 2025



The United Nations has chosen Brazil to host the international climate meeting, COP30, in the Amazonian city of Belém in 2025, according to the country's president.

[Adapted from *www.cnn.com*]

9.1.1 Give the name for the acronym COP30. (2)

9.1.2 Explain the term *summit*. (2)

9.1.3 Discuss TWO positive economic impacts of the summit on the host country. (4)

9.1.4 Give TWO negative impacts for Brazil as the host of the summit. (4)

9.2 Name THREE other global events of international significance. (3)

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

COMPARING MARCH 2024 ARRIVAL STATISTICS					
SA's Top 10 Source Markets	**Arrivals in March 2019**	**Arrivals in March 2023**	**Arrivals in March 2024**	**% of March 2023**	**% of March 2019**
United Kingdom	44 772	36 811	41 896	113.7%	93.5%
United States	35 125	30 196	35 302	116,9%	100,5%
Germany	33 940	28 382	35 714	125,8%	105,2%
The Netherlands	10 364	9 247	9 591	103,7%	92,5%
France	17 451	10 862	11 915	109,6%	68,2%
Australia	9 320	8 150	7 953	97,5%	85,3%
India	7 046	5 302	5 203	98,1%	73,8%
Canada	7 148	5 608	6 217	110,8%	86,9%
Italy	4 305	2 900	3 609	124,4%	83,8%
Belgium	4 689	3 485	4 812	138,0%	102,6%

[Adapted from *www.tourismupdate.co.za*]

9.3.1 Identify the country with the following tourist arrivals to South Africa:

(a) The highest in 2024 (1)

(b) The lowest in 2024 (1)

9.3.2 State the type of market found in the countries in QUESTION 9.3.1. (2)

9.3.3 Identify TWO countries that showed a continuous drop in tourist arrivals between 2019, 2023 and 2024. (4)

9.3.4 Suggest ONE reason for the decrease in arrival numbers from the countries in the answer to QUESTION 9.3.3. (2)

[25]

QUESTION 10

Study the picture below and answer the questions that follow.

CUSTOMER FEEDBACK



[Source: *www.shutterstock.com*]

10.1 Explain why a tourism business needs feedback from customers. (2)

10.2 Give THREE ways in which a tourism business can improve customer satisfaction after receiving negative feedback. (3)
[5]

TOTAL SECTION E: 30

TOTAL: 200

END