GAUTENG PROVINCE
EDUCATION
REPUBLIC OF SOUTH AFRICA

GAUTENG DEPARTMENT OF EDUCATION

PREPARATORY EXAMINATION

2021

10870

TOURISM

TIME: 3 hours

MARKS: 200

29 pages

10870E

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 correct answer and write only the letter (A−D) next to the question number (1.1.1 to 1.1.20) in the ANSWER BOOK, for example, 1.1.21 D.

1.1.1 A small budget for accommodation will most likely appeal to … tourists.

A business and gap year
B backpacker and incentive
C business and incentive
D gap year and backpacker

1.1.2 To wear long-sleeved shirts and long trousers during a holiday in the Kruger National Park forms part of the precautions against …

A bilharzia.
B cholera.
C malaria.
D HIV/AIDS.

1.1.3 One time zone is … degrees.

A 10
B 15
C 20
D 30

1.1.4 A tourist profile for a … tourist will most likely include Kosher food as a dietary requirement.

A Buddhist
B Jewish
C Islamic
D Hindu

1.1.5 The time zone (+3) for Moscow is …

A 30˚ East.
B 30˚ West.
C 45˚ West.
D 45˚ East.

1.1.6 Quarter past eleven at night is indicated internationally as … on a 24-hour clock.

A 11:15
B 11h15
C 23:15
D 23h15

1.1.7 The type of tourist that will be more time-sensitive and less budget sensitive when choosing an itinerary.

A Leisure tourist
B Visiting friends and relatives
C Health tourist
D Business tourist

1.1.8 One way to minimize the effect of the South African summer sun is …

A wearing long-sleeved clothing when outside.
B vaccination against skin cancer.
C swimming between 12:00 and 15:00.
D switching a heater on indoors.

1.1.9 The picture on the right shows a (an) … in the exchange rate of the Euro and the Dollar currencies.



A increase
B decrease
C stability
D fluctuation

1.1.10 Europe and North America are known as … markets of South Africa.

A emerging
B source
C new
D land

1.1.11 The document that helps to create a cooperative and a collaborate atmosphere in the workplace, is the …

A code of conduct.
B contract of employment.
C code of global ethics.
D fair trade policy.

1.1.12 The AVIS car rental company's staff look professional in their uniforms. They contribute to the company's …

A garden maintenance.
B corporate image.
C triple bottom line.
D pricing structure.

1.1.13 Sustainable and responsible management plans refer to …

A ethical behaviour when doing a job.
B marketing plans to promote tourist attractions.
C conserving and efficient use of resources.
D efficient customer services in the workplace.

1.1.14 TOMSA refers to a …

A ten percent levy when applying for a visa.
B twelve percent levy for booking a cruise liner.
C five percent levy for some Uber rides in Gauteng.
D one percent levy for a confirmed booking at a hotel.

1.1.15 An example of a positive effect of sustainable tourism is ...

A an increase in criminal activities at attraction sites.
B a displacement of local communities from their area.
C an increase in the price of goods and service.
D when local communities are consulted and employed.

1.1.16 This is one of Africa's leading outdoor lifestyle and adventure marketing events.

A Getaway show
B TOMSA
C Travel Indaba
D ITB

1.1.17 As part of their Corporate Social Investment, a tourism business …

A provided uniforms to their staff members.
B updated their website and branding.
C offered bursaries to students for their studies.
D trained their staff on service delivery.

1.1.18 Uniforms in the workplace contribute to …

A increased individuality in the business.
B a decreased sustainability of the business.
C a better professional image of the staff.
D less teamwork among the staff.

1.1.19 The type of feedback method used by this hotel to encourage their customers to evaluate their services is a/an …



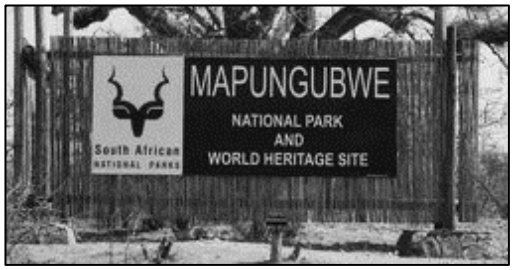
A Web-based response.
B SMS message.
C Feedback card.
D WhatsApp comment.

1.1.20 The last step in an analysis to determine the trend in customer feedback.

A Determine the most common complaints.
B Launch the intervention process.
C Study and capture the feedback data.
D Decide on an action plan to use.

(20 x 1) (20)

1.2 Choose a description of the World Heritage Site from COLUMN B that best matches the picture in COLUMN A. Write only the letter (A−G) next to the question number (1.2.1 to 1.2.5) in your ANSWER BOOK, for example 1.2.6 H.

COLUMN A	COLUMN B
1.2.1 	A This site has remains of the Iron Age that indicate the trade in gold and ivory with China. B This mixed world heritage site contains the largest rock painting collection of Khoisan people. C This site is a large crater resulting from an impact of a meteorite many years ago. D This site is known for its rich diversity of habitats and ecosystems which includes lakes, coastal dunes and sandy beaches. E The site where political prisoners were imprisoned for treason F This site contains fossils of early mankind including Mrs Ples. G This site has eight protected areas which contain 9 600 species of flora including the Protea and Fynbos.
1.2.2 	
1.2.3 	
1.2.4. 	
1.2.5. 	

(5)

1.3 Choose the correct word(s) from those given in brackets. Write only the word(s) next to the question number (1.3.1 to 1.3.5) in the ANSWER BOOK, for example, 1.3.6 Passport.

1.3.1 The exact time for a destination or country is (local/summer) time.

1.3.2 Travel Wallet is an example of a preloaded foreign currency (debit/credit) card.

1.3.3 DST refers to the time when watches and clocks are changed 1 hour (forward/backward).

1.3.4 The use of (telegraphic transfers/traveller's cheques) is phased out gradually as a form of payment for holidays.

1.3.5 Riots because of service delivery in a country are classified as (unforeseen occurrences/political situations). (5)

1.4 Identify the international icons pictured below. Write only the name of the icon next to the question number (1.4.1 to 1.4.5) in your ANSWER BOOK, for example 1.4.6 Eiffel Tower.

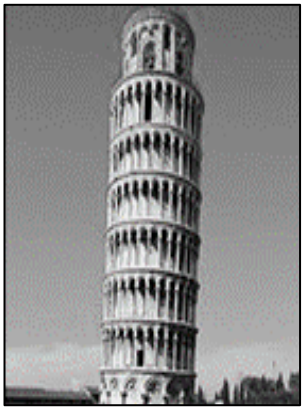
1.4.1



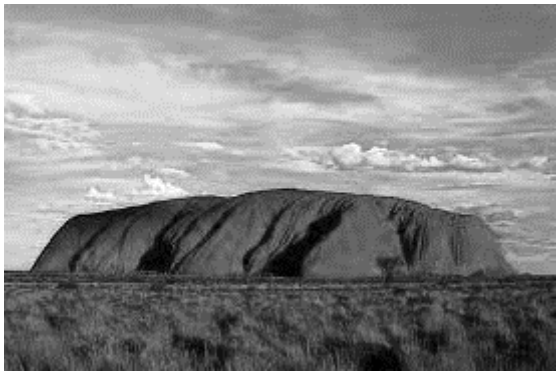
1.4.2



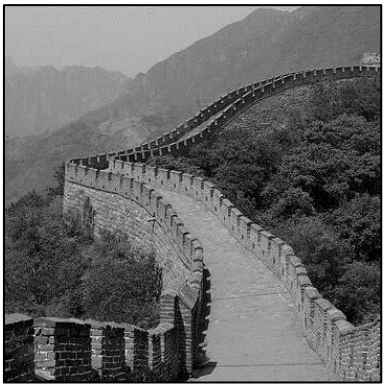
1.4.3



1.4.4



1.4.5



(5 x 1) (5)

1.5 Study the logos/pictures of the organisations in 1.5.1 to 1.5.5. Select the travel related documents listed in the box below that a tourist can obtain from the numbered organisations. Write only the name of the document next to the question number (1.5.1 to 1.5.5) in your ANSWER BOOK, for example 1.5.6 Identity Document.

passport; boarding pass; international driver's permit; visa; health certificate

1.5.1

Travel Care
MEDICAL

1.5.2

home affairs
Department:
Home Affairs
REPUBLIC OF SOUTH AFRICA

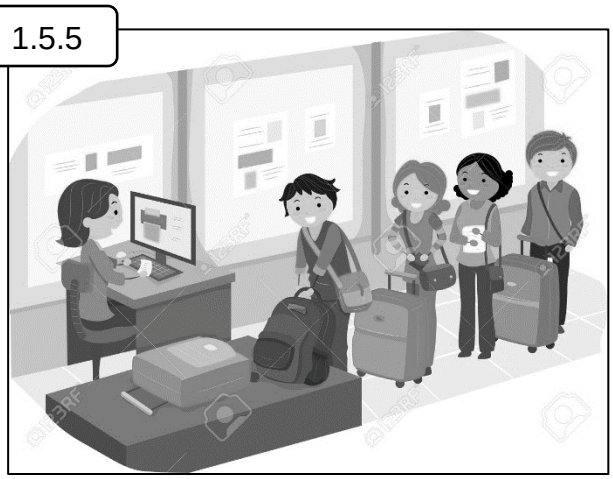
1.5.3

AA

1.5.4

Liberté • Égalité • Fraternité
RÉPUBLIQUE FRANÇAISE
AMBASSADE DE FRANCE
EN AFRIQUE DU SUD
THE EMBASSY OF FRANCE
IN SOUTH AFRICA

1.5.5



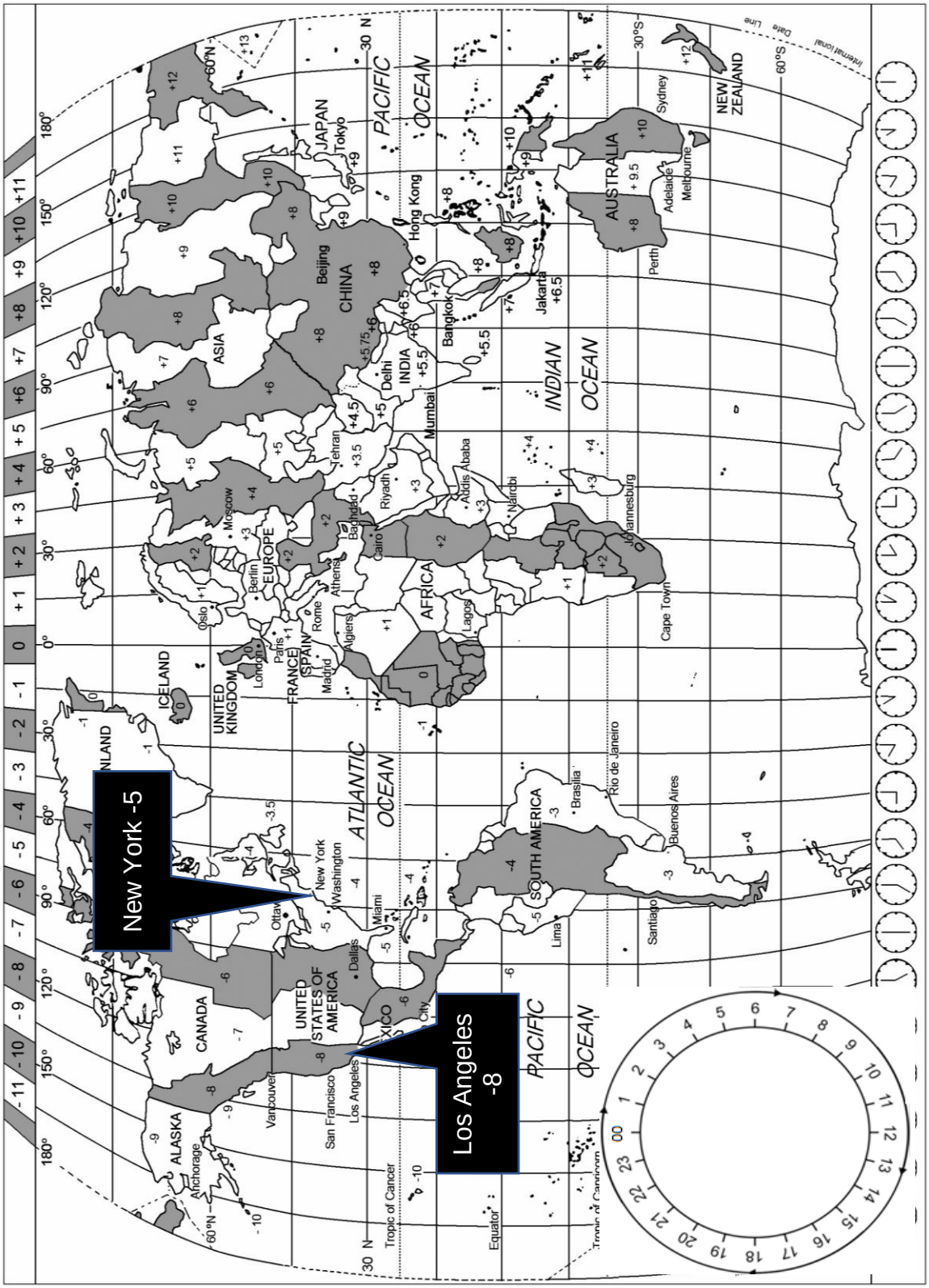
(5)

TOTAL SECTION A: 40

SECTION B: MAP WORK AND TOUR PLANNING; FOREIGN EXCHANGE

QUESTION 2

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





Mr and Mrs Gordon visit their daughter, Roxy, in Los Angeles. They fly from Johannesburg to New York. They have a stopover in New York and then fly from New York to Los Angeles. Find the details of the flights below.

Johannesburg to New York	**Stopover time in New York**	**New York to Los Angeles**
16 hours of flying time	5 hours stopover	6 hours and 30 mins of flying time

2.1.1 The flight departs from Johannesburg on 4 October 2021 at 05:00. Calculate the arrival time and date in New York.
(NOTE: New York practises DST.) (5)

2.1.2 Mr Gordon promises Roxy to phone her just before they leave New York. Calculate the time Roxy receives the telephone call in Los Angeles. (NOTE: Ignore DST because both cities apply DST.) (4)

2.1.3 Calculate the total duration of the Gordon couple's trip from their departure from Johannesburg to their arrival in Los Angeles. (2)

2.1.4 Read the statement below and answer the questions that follow.

Mr and Ms Gordon suffer from jet fatigue on arrival in New York.

a) Critically evaluate the statement above.
Refer to the East-West flight path and prove that the condition they suffer from is NOT jet fatigue. (2)

b) Mention ONE symptom of jet lag. (2)

c) Study the pictures below. Select TWO pictures and explain how the Gordon couple can minimize the effects of jet lag, during and/or after the flight related to each picture. Write the letter of the selected picture (A to D) and your explanation. (4)

<table>
<tr>
<td>A
</td>
<td>B

</td>
</tr>
<tr>
<td>C
</td>
<td>D

Time in New York</td>
</tr>
</table>

2.2 The couple has a 5-hour stopover in New York. Advise them on TWO ways to keep their luggage safe at the airport during stopovers. (4)

2.3 Roxy's parents would like to take some 'Proudly South African' products to their daughter. They selected all her favourites.
The products include:

- 3 x 750 ml wine
- 1 kg Biltong
- 2 x 500g SAFARI dried fruit
- 1 box of Cadbury chocolates



2.3.1 Advise the couple on which channel to take at customs when they arrive. (1)

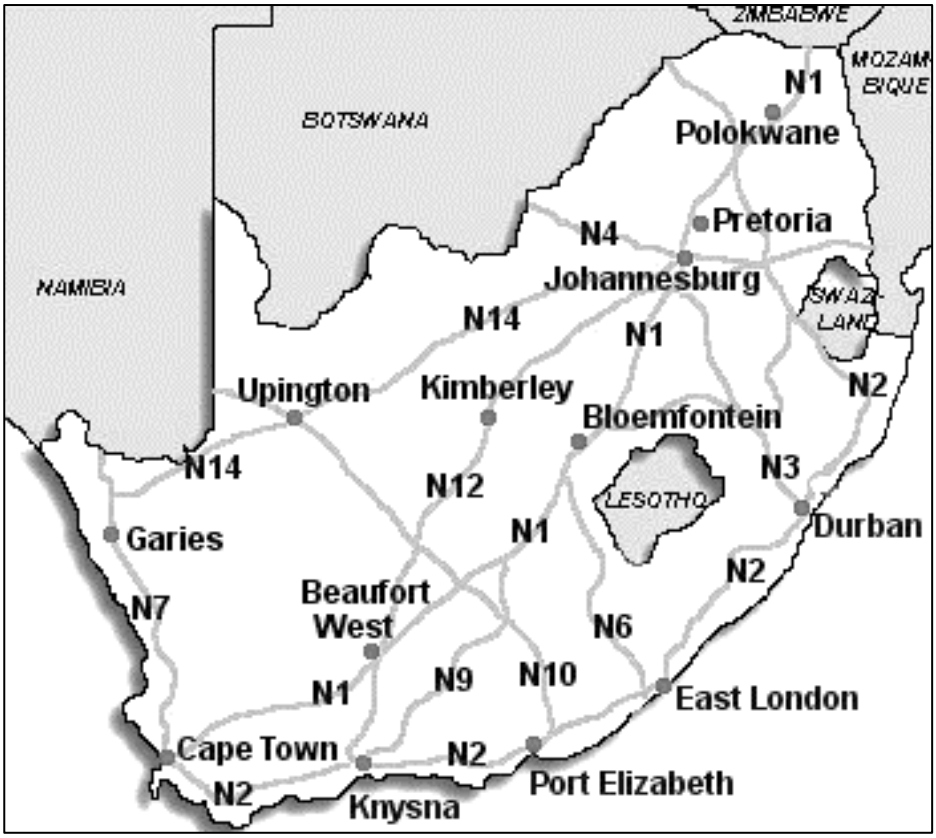
2.3.2 Motivate the channel in your answer to QUESTION 2.3.1 by giving a reason for each of the products mentioned in the scenario. (4 x 2) (8)

2.3.3 Name the organisations at OR Tambo International Airport that are responsible for the following actions on their return to South Africa:

a) Verification of travel documentation (1)

b) Collection of duty (1)

2.4 Study the map of South Africa and answer the questions that follow.



Peter, his wife and two children live in Durban. He wants to take his family on a self-drive holiday to visit some of their dear friends in Cape Town. They want to first visit their grandparents in Johannesburg and then enjoy some of the beauty of Namaqualand in Garies before travelling to Cape Town. Peter wants to follow the national roads.

2.4.1 Mention, in the correct sequence, the national roads that Peter should take during the self-drive holiday. (4)

2.4.2 Mention TWO aspects of the transport costs that Peter should keep in mind when compiling a budget for this holiday. (2)

[40]

QUESTION 3

Study the forex table below, as at 8 July 2021 and answer the questions that follow.

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

Foreign Exchange Rate Table		
Currency	**BBR**	**BSR**
USD	13.90	14.69
GBP	19.09	20.29
JPY	0.12	0.13

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

3.1 Mr Graham budgeted R45 500 for a journey to Texas.
Calculate the amount in US Dollars. (3)

3.2 Refer to the foreign exchange rate table above and compare the exchange rates of the currencies.

Write a paragraph which reflects the following:

- Strongest currency against the rand
- Weakest currency against the rand
- Compare the buying power for inbound tourists for the currencies mentioned as the strongest and weakest against the rand. (4)

3.3 List THREE ways in which inbound tourism benefits the economy of South Africa. (3)

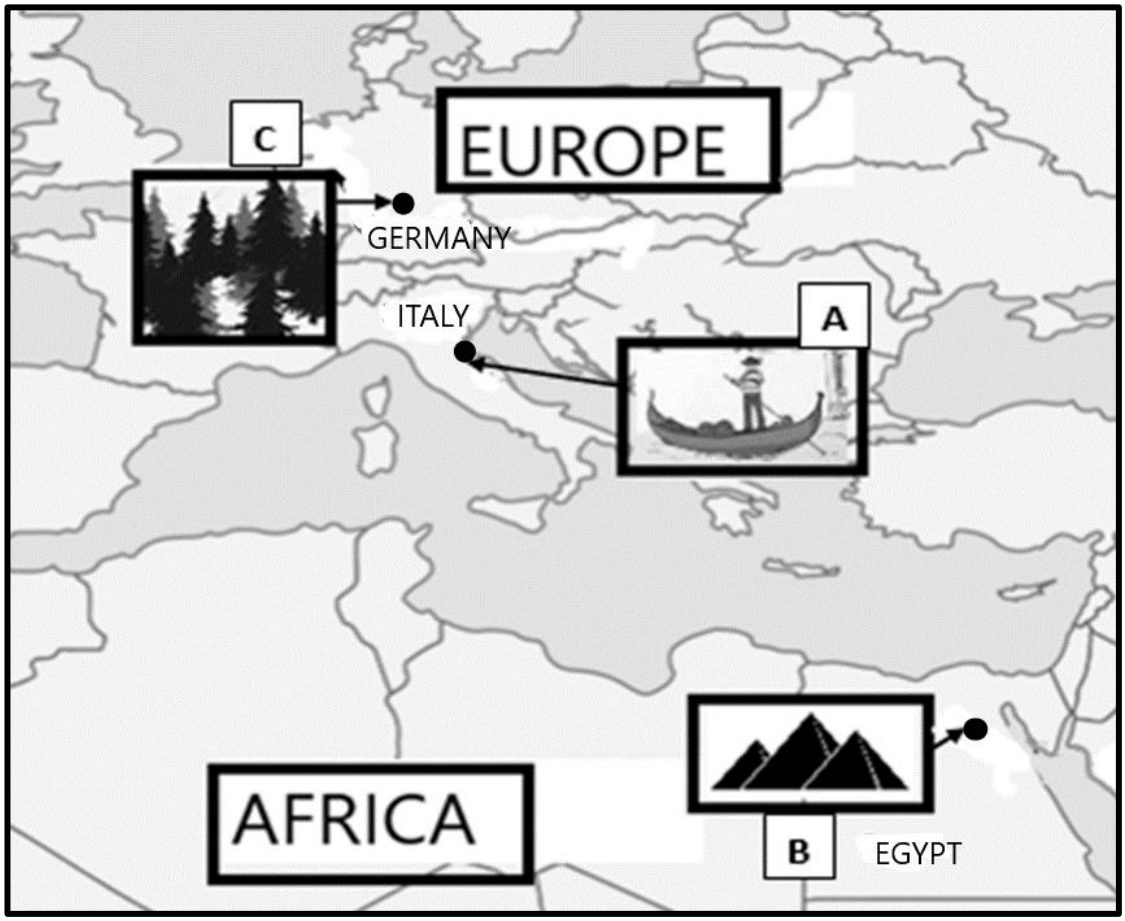
[10]

TOTAL SECTION B: 50

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

QUESTION 4

4.1 Study the outline map of Europe and North Africa below where the locations of THREE world icons are indicated and answer the questions that follow.



[Adapted from *lahistoriaconmapas.com*]

4.1.1 Identify the THREE world icons labelled **A**, **B** and **C**. Write the name of the world icon next to the letter **A**, **B** and **C** in the ANSWER BOOK. (3)

4.1.2 Draw and complete the table below regarding the THREE world icons on the map, in your ANSWER BOOK.

World icon	Brief description
A	ONE structural fact
B	ONE historical fact
C	ONE geological fact

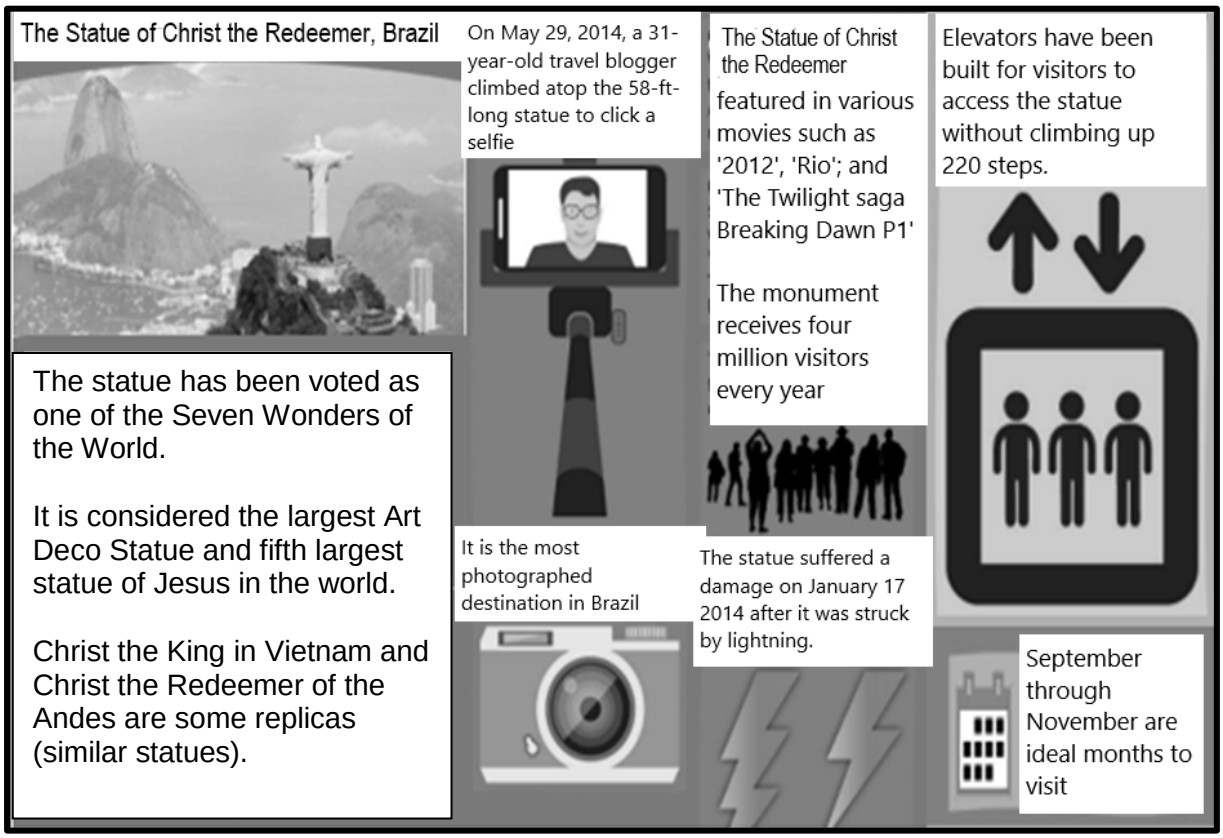
(6)

4.2 Compare the Berlin Wall and the Great Wall of China as follows:

4.2.1 Suggest ONE similarity between the Berlin Wall and the Great Wall of China. (2)

4.2.2 Suggest ONE difference between the Berlin Wall and the Great Wall of China. (2)

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



[Source:*mapsoftheworld.com*]

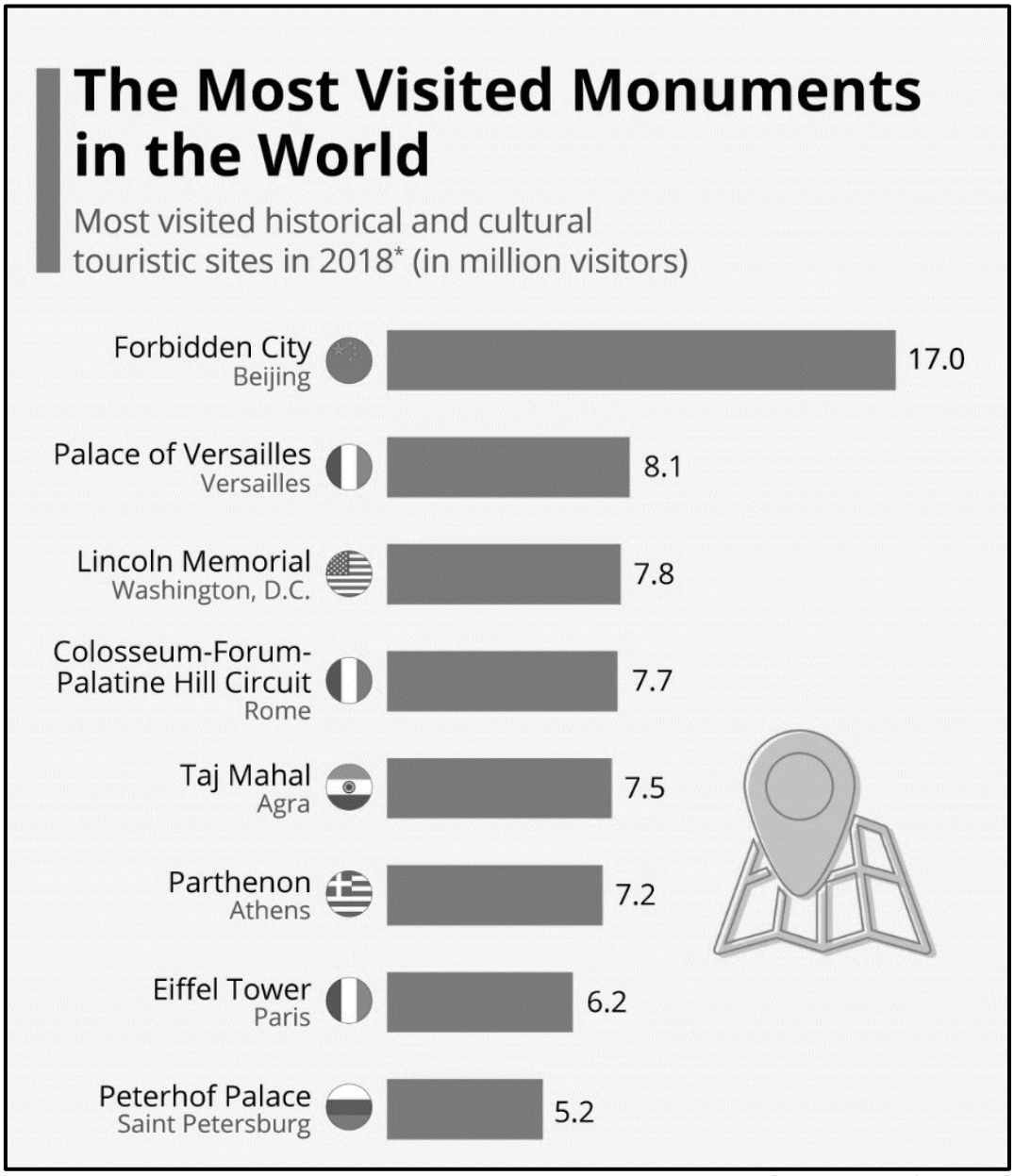
4.3.1 Give the full name of the world icon in the infographic above. (1)

4.3.2 Name and discuss TWO characteristics that make the icon named as the answer to QUESTION 4.3.1 a successful attraction. (4)

4.3.3 a) Identify THREE factors that may have contributed to the success of the world icon. (3)

b) Give an example from the infographic above for every factor mentioned in the answer to QUESTION 4.3.3 a). (3)

4.4 Refer to the graph on the most visited monuments in the world below and answer the questions that follow.



[Source: *statista.com*]

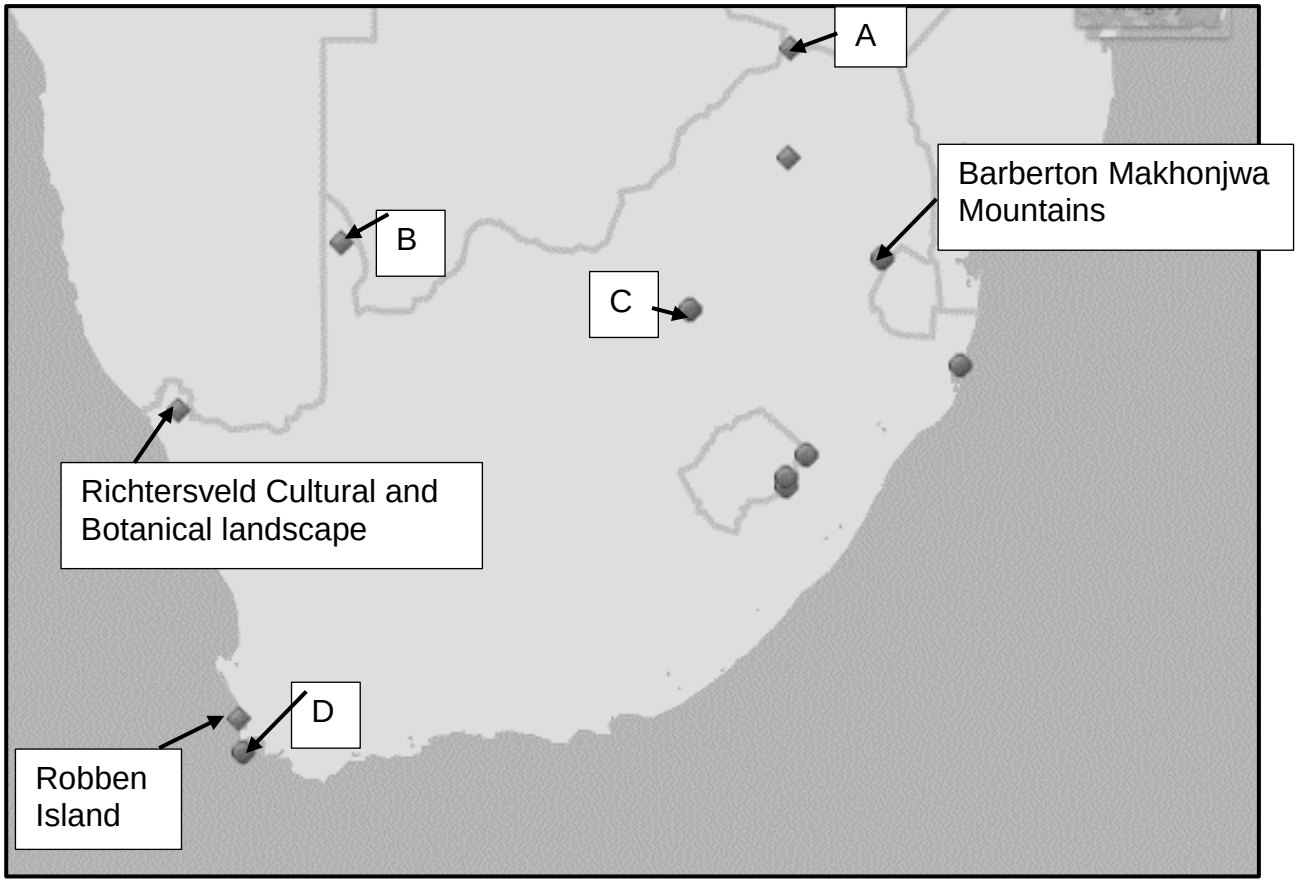
4.4.1 Identify the world icon in Italy that received the most tourists. (2)

4.4.2 Give ONE reason why the icon identified in QUESTION 4.4.1 is so popular. (2)

[28]

QUESTION 5

Study the map below and answer the questions that follow.



[Source: *whc.unesco.org*]

5.1 Study the World Heritage Sites labelled A to D on the map and identify the following:

5.1.1 TWO cultural World Heritage Sites (2)

5.1.2 ONE natural World Heritage Site (1)

5.2 Draw and complete the table below regarding the World Heritage Sites listed in the table, in your ANSWER BOOK.
For 5.2.1−5.2.3 state the province where each World Heritage Site is situated.
For 5.2.4−5.2.6 explain how each of these sites meet the UNESCO criteria.

Name of the Site	Province	How each of these sites meet the UNESCO criteria
Barberton Makhonjwa Mountains	5.2.1 (1)	5.2.4 (2)
Richtersveld Cultural and Botanical landscape	5.2.2 (1)	5.2.5 (2)
Robben Island	5.2.3 (1)	5.2.6 (2)

(9)
[12]

QUESTION 6

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

WTM London was virtual – November 2020



WTM Virtual took place from 9−1 November 2020. It offered delegates the chance to arrange one-to-one virtual meetings to do business, attend conference sessions and round tables, take part in speed networking and more.

The live show was set to take place in London (2−4 November 2020); however, the continuing travel restrictions, imposition of quarantine requirements and local lockdown across Europe meant that the event was a fully virtual experience.

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

6.1.1 Write out the abbreviation WTM in full. (2)

6.1.2 Explain the meaning of *WTM Virtual*. (2)

6.1.3 Provide ONE reason for the changes in the WTM shows in 2020. (2)

6.1.4 SATourism usually exhibits at WTM.

State TWO responsibilities of SA Tourism. (4)
[10]

TOTAL SECTION C: 50

SECTION D: TOURISM SECTORS; SUSTAINABLE AND RESPONSIBLE TOURISM

QUESTION 7

7.1 Refer to the picture below on aspects of the Basic Conditions of Employment Act (BCEA) and answer the questions that follow.



7.1.1 State FOUR aspects that should be included in the contract of employment. (4)

7.1.2 Explain how the following aspects of the BCEA shown in the picture above will be applicable to a travel agent working full time at a travel agency:

a) Working hours (2)

b) Sick leave (2)

c) Annual leave (2)

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



[Adapted from *www.cartoonstock.com*]

The cartoon shows poor customer service.

Discuss TWO ways how customer service policies may contribute to the professional image of this tourism business. (4)

[14]

QUESTION 8

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

Hotel Verde (South Africa: Western Cape)



Hotel Verde, situated at the Cape Town International Airport has recently been certified by Fair Trade Tourism − a respected award for both Hotel Verde and tourism in South Africa, showing that they are leaders in the growing 'green experience' tourism market.

The hotel was praised as "Africa's Greenest Hotel". Since opening in 2013, they proved that luxury and sustainability can go hand-in-hand. The hotel earned its spot as one of the most sustainable hotels in the world.

The Fair Trade Tourism certification brings new weight to Hotel Verde's commitment to responsible tourism principles, proving the sustainable practices of more than just the hotel's design and building operations.

The certification focused on aspects such as fair wages and working conditions, fair purchasing and operations, equitable (fair) distribution of benefits and respect for human rights, culture, and the environment.

Mario and Annemarie Delicio, the owners of Hotel Verde, started a local community 'Eco Outings' to educate school and university students. They show that they are passionate about sustainability.

[Adapted from *www.travindy.com*]

8.1.1 List FOUR criteria that Hotel Verdi met to receive a Fair Trade Tourism certificate. (4)

8.1.2 Explain the significance for this hotel of having the "Africa's Greenest Hotel" status. (2)

8.1.3 Explain how the Fair Trade Tourism certification can influence the target markets of this hotel. (2)

8.2 Refer to the infographic below and answer the questions that follow.



8.2.1 Explain the term 'local' as used in the infographic. (2)

8.2.2 List the three pillars of sustainable tourism and next to each pillar write down ONE element from the infographic which it suits. (6)

[16]

TOTAL SECTION D: 30

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

QUESTION 9

Read the extract on the 2019/2020 Australian bushfires below and answer the questions that follow.

Australian bushfires: 5 things to know about the crisis



Thousands of residents and tourists have been forced to flee or take shelter as flames destroy towns in Australia.

1. Area burned
As of 2 January 2020, more than 12 million acres had burned – an area six times the size of the 2018 California wildfires.

2. Loss of wildlife
One study found about 480 million animals, including the endangered koala, may have been killed already, either during the fire or afterwards from lack of food, water and shelter.

3. Choking on smoke
For months, dangerous bush fire smoke has from time to time covered heavily populated areas (areas where a lot of people live), including Sydney, Melbourne and Canberra. Clouds of smoke, dust and ash are visible from space and have even drifted thousands of kilometres east to New Zealand, causing skies to turn orange.

4. CO_2 emissions
The bush fires are calculated to have pumped 350 million tonnes of CO_2 into the air. It may take a 100 years or more for forests to absorb (trees to take up) the CO_2 released so far during this season's fires.

5. Heat and drought
The country is experiencing one of its worst droughts in about 10 years and a heatwave in December broke the record for highest nationwide average temperature of 41,9°C. Scientists have warned that climate change increases the chances of wildfires.

[Adapted from *www.weforum.org*]

9.1 9.1.1 Classify the bushfires as a type of event with international significance. (1)

9.1.2 a) Refer to the five main impacts of the bushfires. Identify the pillar of sustainability that the catastrophe affected the most. (1)

b) Motivate your answer to QUESTION 9.1.2 a). (2)

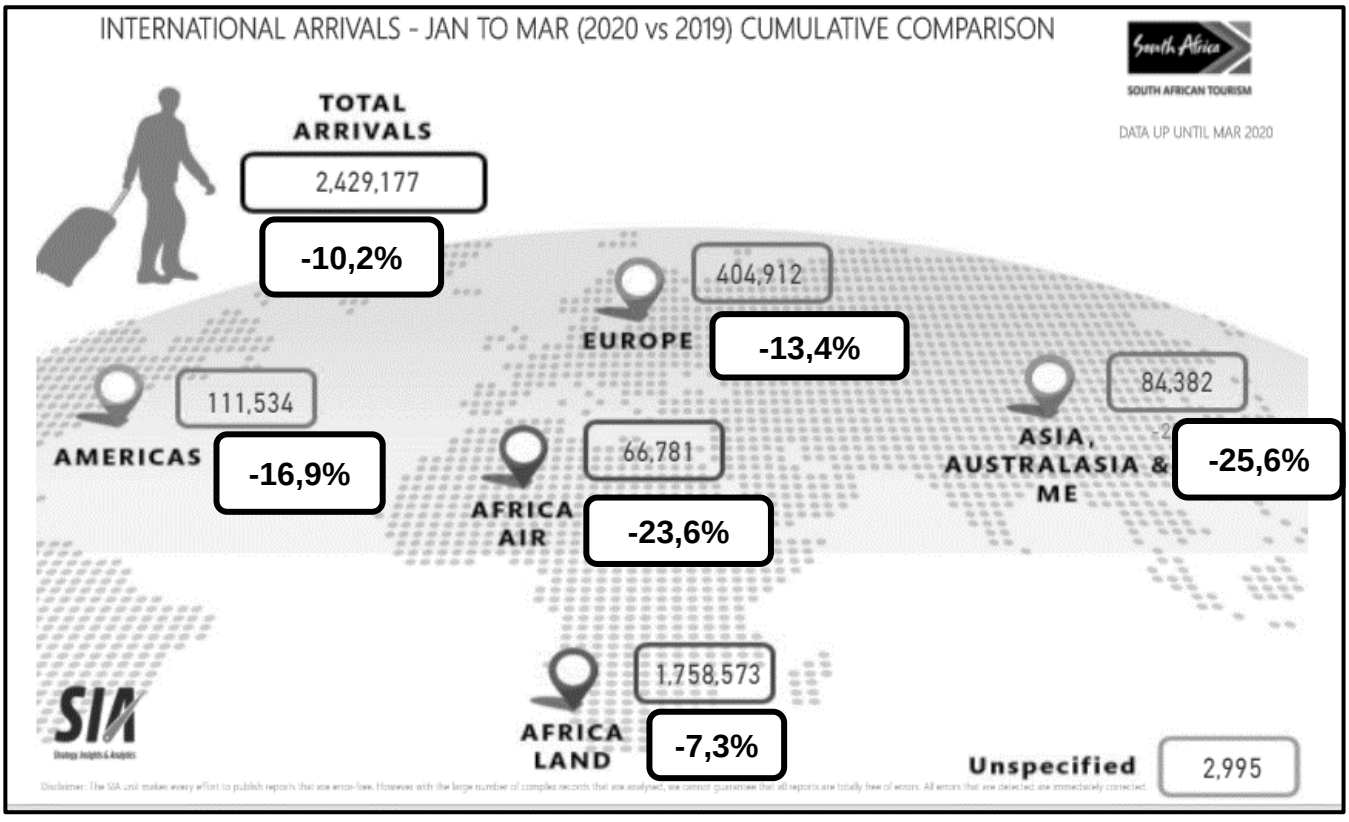
9.1.3 Select and explain TWO impacts that will remain long after the damage of the bushfires. (4)

9.2 Refer to the opening paragraph of the extract, "Thousands of residents ..."

9.2.1 Predict TWO negative impacts of the bushfires on the tourism industry of Australia. (4)

9.2.2 Discuss TWO impacts of the bushfires on the economy of Australia. (4)

9.3 Refer to the statistics for South Africa below and answer the questions that follow.



[Source: *www.southafrica.net*]

9.3.1 Read the statement below together with the statistics above and answer the question that follows.

South Africa went in lockdown on 27 March 2020 because of the COVID-19 pandemic.

Suggest ONE reason why the international arrival statistics to South Africa show a decline (a drop) BEFORE the end of March 2020. (2)

9.3.2 a) Explain why the statistics from Africa has been split into Africa land markets and Africa air markets. (2)

b) Suggest ONE reason why the total arrivals from Africa land markets are higher compared to Africa air markets. (2)

9.3.3 Identify the continent/region that indicates the …

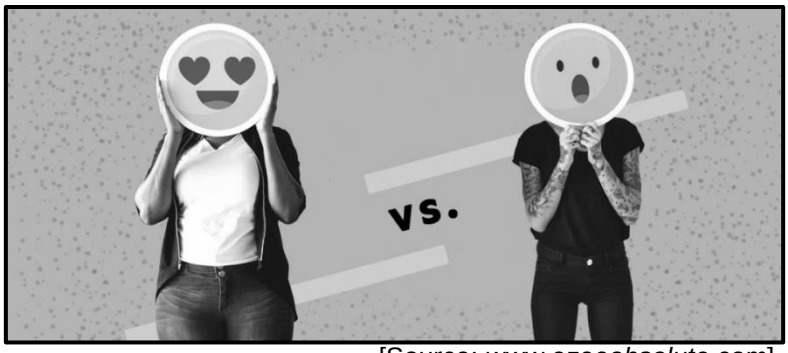
a) highest percentage decline in arrivals to South Africa (Not Africa). (1)

b) lowest percentage decline in arrivals to South Africa (Not Africa). (1)

[24]

QUESTION 10

Refer to the image below and answer the questions that follow.



[Source: *www.ezeeabsolute.com*]

10.1 Suggest TWO feedback methods that a tourism business can use involving personal contact between the employee and the customer. (2)

10.2 Write a short paragraph to explain how customer feedback can lead to excellent service delivery in a tourism business. (4)

[6]

TOTAL SECTION E: 30

TOTAL 200

END