Find Plenty of Free Study Resources at www.studypapers.co.za

basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

TOURISM

NOVEMBER 2021

MARKS: 200

TIME: 3 hours

This question paper consists of 25 pages.

Downloaded from www.studypapers.co.za

Copyright reserved

Find Plenty of Free Study Resources at www.studypapers.co.za

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. In QUESTION 3.1, round off your answers to TWO decimal places.
5. Show ALL calculations.
6. You may use a non-programmable calculator.
7. Use the mark allocation of each question as a guide to the length of your answer.
8. Write neatly and legibly.
9. The table below is a guide to help you allocate your time according to each section.

SECTION	TOPIC	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**

Downloaded from www.studypapers.co.za
Copyright reserved

Find Plenty of Free Study Resources at www.studypapers.co.za

SECTION A: SHORT QUESTIONS

QUESTION 1

1.1 Various options are provided as possible 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 A plan used to make a journey logical and timesaving:

A Meal plan
B Budget plan
C Route plan
D Credit plan

1.1.2 A … itinerary is designed according to a tourist's needs.

A personalised
B general
C group
D segmented

1.1.3 Tourists are vulnerable to crime-related incidents. As a safety precaution at the airport, tourists must …

A avoid using registered transport services.
B ensure luggage is securely locked.
C never talk on their cellphones.
D use facilities for the disabled.

1.1.4 Preventative advice given by travel clinics to tourists travelling to destinations with extremely high temperatures:

A Take hot showers to keep cool.
B Consume sugary drinks to keep hydrated.
C Wear reading glasses for protection against the harsh sunlight.
D Use sunscreen containing a high sun protection factor.

1.1.5 A document required when obtaining an international driving permit (IDP):

A Valid South African driving licence
B Eight identical photographs
C Set of fingerprints
D Copy of the return ticket

1.1.6 The Berlin Wall was built to divide this country into west and east:

A China
B Brazil
C Italy
D Germany

Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

1.1.7 The statue of Christ The Redeemer and the Vatican City have the following in common:

Both …

A have religious significance.
B are statues made of cement.
C are symbols of independence.
D have natural significance.

1.1.8 The Fossil Hominid Sites of South Africa consist of three sites called the Makapan Valley, the Taung Skull Fossil Site and the …

A Cape Floral Region Protected Areas.
B #Khomani Cultural Landscape.
C Mapungubwe Cultural Landscape.
D Cradle of Humankind.

1.1.9 The Vredefort Dome World Heritage Site meets this UNESCO criterion:

A Biological evidence of human developmental stages
B Geological evidence of a meteorite impact structure
C An outstanding example of a human settlement
D An outstanding example of a unique type of building

1.1.10 Marketing South Africa internationally will lead to a/an …

A increase in travel diseases.
B increase in tourist volumes.
C decrease in arrival numbers.
D decrease in destination development.

1.1.11 This factor contributes to the professional image of an employee working in the tourism industry:

A History of the company
B Termination of service
C Travel benefits
D Positive interaction with customers

1.1.12 A reason why people may want to apply for jobs in the airline industry:

A They will enjoy fringe benefits such as discounted travel.
B Everyone will earn above average salaries.
C They will automatically become shareholders in the airline.
D Everyone will have high-profile positions.

Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

1.1.13 The image below shows internet-based platforms where tourism businesses have an online presence. These platforms are known as …

A corporate social investment.
B social responsibility.
C social media.
D social distancing.

1.1.14 This document guides staff on the expected behaviour in the performance of their duties and staff members faced with ethical challenges:

A Basic Conditions of Employment Act, 1997 (Act 75 of 1997)
B Tourism Act, 2014 (Act 3 of 2014)
C The King III report on sustainability
D Code of conduct

1.1.15 The manner in which a company presents its products to customers, which will contribute to a professional image:

A Good environmental policies
B Personal hygiene of staff
C Interaction with suppliers
D Packaging design

1.1.16 The year 2020 had unprecedented (never experienced before) political and social uprisings. This type of occurrence is referred to as a …

A world war.
B natural disaster.
C protest action.
D global disaster.

Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

1.1.17 A negative impact of Covid-19 on major soccer events:

A Media coverage was banned.
B Soccer stadiums were empty.
C Teams continued practising.
D Interest in soccer increased.

1.1.18 Participating countries took this decision to prevent the spread of Covid-19 during the World Economic Forum (WEF) in January 2021:

A The WEF was held by means of a virtual platform.
B All participants wore masks during the virtual WEF.
C Countries flew their delegates to the WEF.
D Many countries did not participate in the WEF.

1.1.19 African land markets refer to inbound tourists arriving …

A from Transatlantic destinations.
B from intercontinental destinations.
C from neighbouring provinces.
D through South Africa's border posts.

1.1.20 An example of an electronic customer feedback tool:

A Writing in a guest journal at a hotel
B Dropping a note in a suggestion box
C Speaking to the manager of the business
D Liking a Facebook post on a business' web page (20 x 1) (20)

Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

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

health certificate; passport; PPE; tourist visa; PDP; Covid-19 test; tax certificate; transit visa; Schengen Visa

1.2.1 A tourist will need this document to do sightseeing at a stopover city en route to the final-destination country

1.2.2 This document for tourists provides evidence of vaccination against yellow fever

1.2.3 This document issued by the Department of Home Affairs allows South Africans to travel internationally

1.2.4 Countries would require these results from tourists travelling internationally during the 2020–2021 global pandemic

1.2.5 This document may be required to allow certain countries entrance to Europe (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 passport.

1.3.1 Good (environmental/social) practices include resource and waste management.

1.3.2 The responsible attitude of a tourism business towards the people and environment it affects, is referred to as (CSI/GDP).

1.3.3 Tourism companies that conduct business in a sustainable manner may be certified by (FTT/TGCSA).

1.3.4 (Environmentally/Politically)-conscious tourists support businesses who subscribe to the three pillars of the TBL.

1.3.5 The procurement of local goods and services by tourism companies contributes to (wellness programmes/economic growth) in the local area. (5 x 1) (5)

Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

1.4 Choose a term in COLUMN B that matches the basic conditions of employment 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	The salary an employee receives for work done	A	working hours
		B	core duties
1.4.2	A contribution made by an employer so that an employee appears presentable at work, according to the business policy	C	remuneration
		D	deductions
1.4.3	The decision made by a business when employees are no longer required to fulfil their duties	E	termination of service
		F	grooming
		G	uniform allowances
1.4.4	The contractual time an employee must be present at the place of employment		
1.4.5	The key responsibilities of an employee while at work		

(5 x 1) (5)

1.5 Read the scenario below and answer the question that follows.

Mr Xondo won R10 million in the South African National Lottery. He has never travelled before and his dream has always been to stop working and travelling around the world. He will plan his own trip. He therefore has to consider the following steps of the travel planning process when compiling (putting together) his itinerary:

THE STEPS OF THE TRAVEL PLANNING PROCESS
(in no particular order)

- Buy a flight ticket/Book accommodation
- Do research on the countries to be visited
- Apply for a visa
- Buy foreign currency
- Decide on the travel period

Mr Xondo needs help with the correct order of the planning process for his world trip.

Write the FIVE steps in the CORRECT logical order in the ANSWER BOOK.
Example: STEP 6 – Posting photos of the trip on social media (5 x 1) (5)

TOTAL SECTION A: 40

Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

SECTION B: MAP WORK AND TOUR PLANNING; FOREIGN EXCHANGE

QUESTION 2

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

WORLD HEALTH ORGANISATION AND TIKTOK* JOIN FORCES

The World Health Organisation (WHO) is trying to reach as many people as possible with accurate information on the Covid-19 pandemic. They have partnered with various social media platforms, such as TikTok, to stop the spread of misinformation occurring online.

The World Health Organisation is working towards:

- Containing the spread of the virus
- Advising people on measures to take to protect themselves from the virus
- Directing people to the organisation's website and social media platforms for additional information on the virus

Google, Facebook, Twitter and Instagram are also being used by the WHO to fight off misinformation. The WHO is convinced that TikTok will effectively communicate informational content on the pandemic based on its current worldwide popularity.

*TikTok – a social media networking platform consisting of video clips

[Adapted from www.theverge.com]

2.1.1 From the case study above, state the World Health Organisation's main role in the Covid-19 pandemic. (2)

2.1.2 Name TWO social media platforms (apart from TikTok) that the World Health Organisation is using to update the global nation on the virus. (4)

2.1.3 Explain TWO reasons why the World Health Organisation is confident that joining forces with TikTok will assist in educating the world on the virus. (4)

Downloaded from www.studypapers.co.za

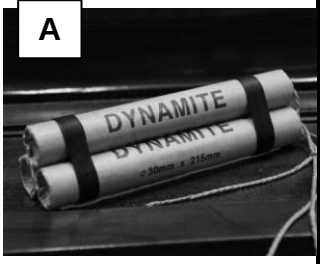
Find Plenty of Free Study Resources at www.studypapers.co.za

2.2 Refer to the information and pictures below and answer the questions that follow.

ASSIST ME IN A PROBLEM-FREE ARRIVAL!

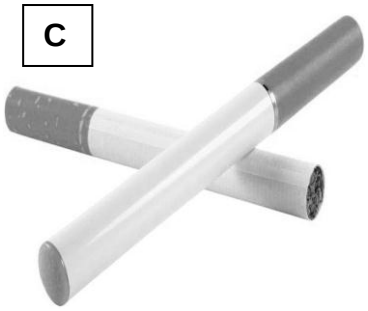
Jerome is returning to South Africa from South Korea. He will have to pass through customs where his luggage will be inspected. He does not want his goods, purchased at the duty-free shops, to be seized (taken away) or face prosecution (legal action).

A

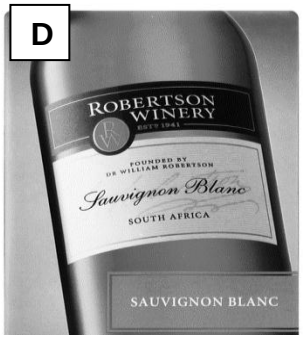


B

C



D



E

Five pairs of gold bangles

F

[Source: www.allowances.co.za]

2.2.1 Choose FOUR duty-free items from the options given above that Jerome will be permitted to bring into South Africa.

Write only the letters (A–F) in your ANSWER BOOK. (4)

2.2.2 Give the approved allowances (quantities) for any TWO of the permitted items chosen in QUESTION 2.2.1. (4)

2.2.3 The items selected in QUESTION 2.2.1 fall within the duty-free allowances.

Name the channel Jerome must pass through after collecting his luggage. (2)

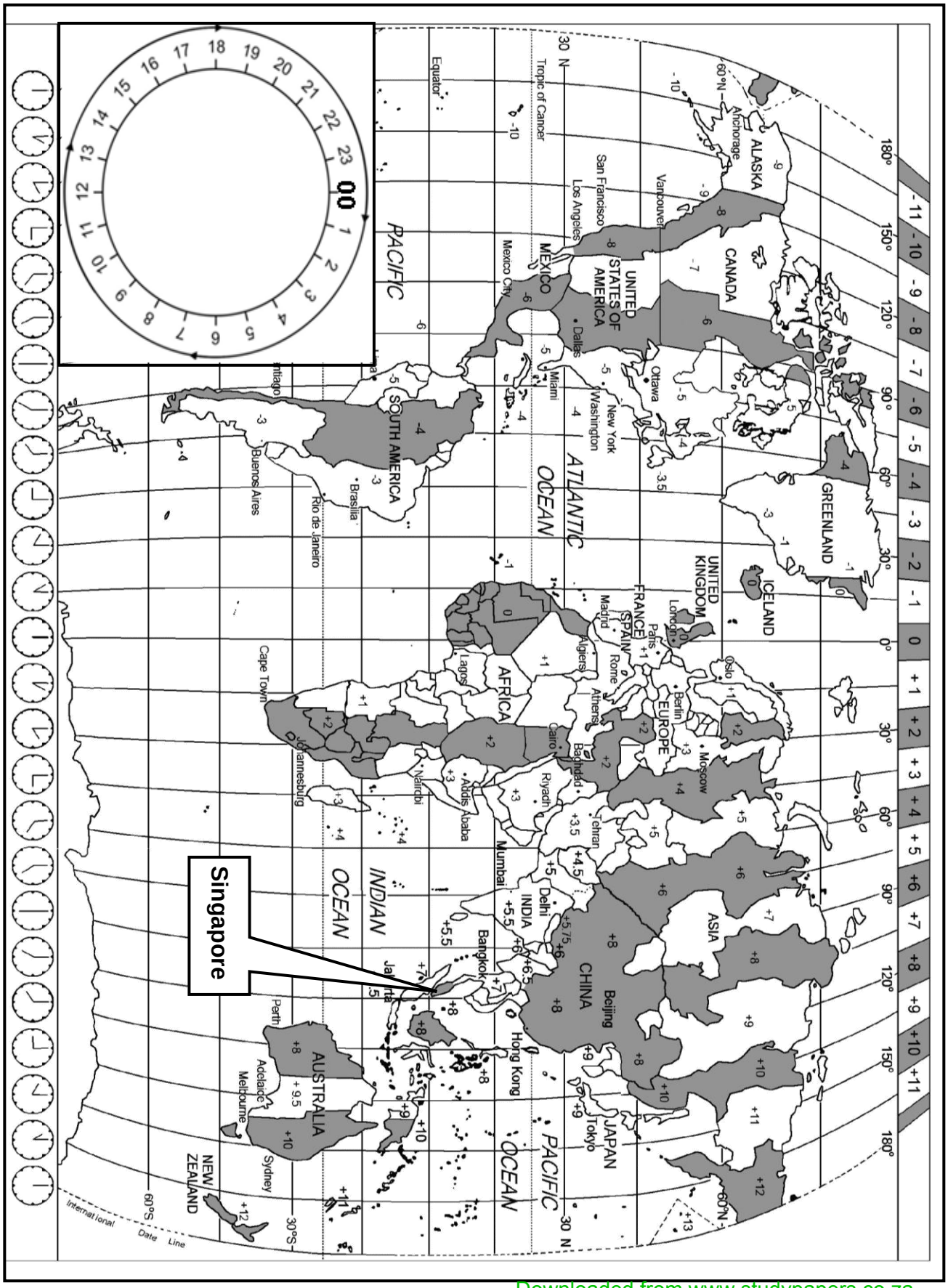
2.2.4 (a) Explain the term *prohibited goods*. (2)

(b) Identify the prohibited item in the pictures above. (2)

Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

2.3 Study the World Time Zone map and the information below and answer the questions that follow.



Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

ON MY WAY …
Mrs Abadi flew from OR Tambo International Airport (Johannesburg) to Tullamarine International Airport (Melbourne, Australia) to attend the wedding of her niece. The flight had a stopover at Changi International Airport in Singapore. • The flight from OR Tambo International Airport (+2) departed at 10:00 on 10 August. • Mrs Abadi then caught a connecting flight at Changi International Airport (+8) to Tullamarine International Airport (+10). • The flying time from OR Tambo International Airport to Changi International Airport was 10 hours. • The stopover time at Changi International Airport was 4 hours. • The flying time from Singapore to Melbourne was 7 hours.

2.3.1 Calculate the time in Singapore when Mrs Abadi departed from OR Tambo International Airport at 10:00 on 10 August.

Show ALL calculations. (3)

2.3.2 Calculate Mrs Abadi's time of departure from Changi International Airport on 11 August.

Show ALL calculations. (4)

2.3.3 Calculate Mrs Abadi's time of arrival at Tullamarine International Airport in Melbourne.

Show ALL calculations. (5)

2.4 Mrs Abadi experienced the following symptoms during the first few days in Melbourne after her long-haul flight.

[Source: www.bodyclock.co.za]

2.4.1 Identify the travel-related condition that Mrs Abadi experienced. (2)

2.4.2 Recommend ONE way in which Mrs Abadi could overcome the symptoms of the travel-related condition above. (2)

[40]

Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

QUESTION 3

3.1 Read the information, study the exchange rate table below and answer the questions that follow.

Laila visited her sister in Los Angeles in the USA. She saved R20 000 for her holiday.

EXCHANGE RATE

COUNTRY	CURRENCY CODE	BBR	BSR
United States of America	USD	15,97	16,87

3.1.1 Use the exchange rate table above to calculate the amount in US dollars that Laila had saved for her holiday. Round off your answer to TWO decimal places. (3)

On the last day of shopping, Laila had to choose between two Lakers basketball jackets for her son. She sent a picture on WhatsApp of both jackets for her son to make the final choice. She had USD303,50 left to spend.

JACKET A

PRICE: USD100

JACKET B

PRICE: USD120

3.1.2 Laila's son chose Jacket A.

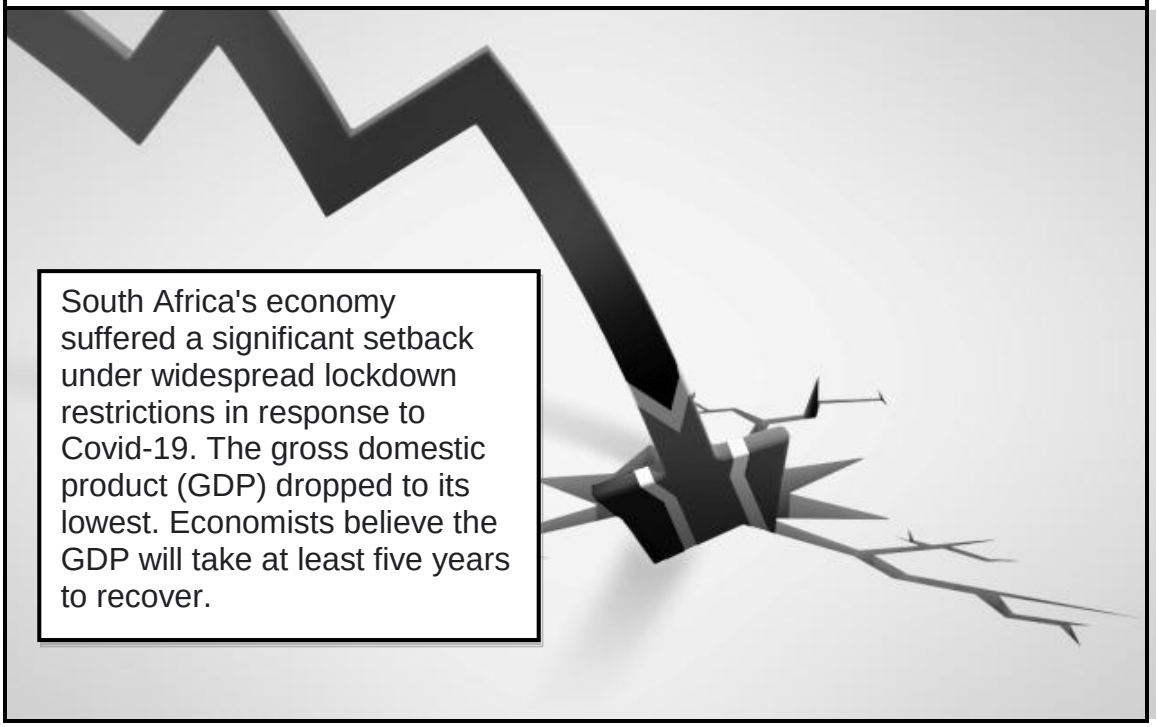
Calculate the amount in rand she had left after she had purchased Jacket A. Round off your answer to TWO decimal places. (5)

Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

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

NOT FOR BETTER BUT FOR WORSE!



[Source: www.statssa.gov.za]

Covid-19 resulted in a steep decline in the South African economy.

Discuss ONE impact of the weakening GDP on the South African economy. (2)
[10]

TOTAL SECTION B: 50

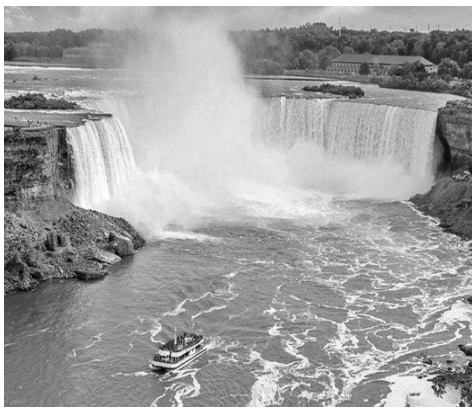
Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

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

QUESTION 4

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

A		The majority of the 13 million tourists that visit this icon each year are domestic tourists. Three million cross the border from the United States and one million are international tourists.
B		Approximately 20 million tourists visit this city annually and this number increases each year. This city is built on 118 small islands with water canals instead of roads.
C		More than 10,9 million tourists visit this art centre in the harbour city annually.

[Source: www.tripadvisor.com]

4.1.1 (a) Identify icons **A** to **C** above. (3)

(b) Name the continent where EACH of icons **A** to **C** is located. (3)

4.1.2 Refer to the visitor numbers of icon **A**.

Identify the main source market visiting this icon. (2)

4.1.3 Compare the visitor numbers for icons **B** and **C**.

Give ONE reason why icon **B** is more popular than icon **C**. (2)

Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

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

IMPROVING TOURISM AT AN ANCIENT SITE

Tourists visiting the Great Pyramids travel to a desert area, the Giza Plateau. As part of an upgrade of the 4 500-year-old site, a new international airport was built close-by, roads were improved and a new entrance with a visitor centre was planned.

- The new visitor centre will have 15 specially allocated ticket windows to people with special needs, Egyptian citizens, foreigners and students.
- The information centre will also have a 150-seat theatre, 18 gift shops, a café, restaurant, clinic and bathrooms.
- Visitor vehicles will not be allowed in the archaeological areas and visitors must use camel and horse rides, electric cars and electric tour buses to visit the sites.
- Local vendors like craftsmen, horse and camel owners, traders and photographers will receive training and designated stalls to operate from.
- Training will ensure quality products and services at competitive prices without vendors offending visitors.

[Adapted from www.enterprise-press.com]

4.2.1 (a) Name the country where the Great Pyramids are located (1)

(b) Name the continent where the Great Pyramids are located. (1)

4.2.2 Explain ONE reason why the Great Pyramids of Giza are considered a burial site. (2)

4.2.3 Complete the statement: The body of the Sphinx is in the shape of a … (2)

4.2.4 The Great Pyramids can be operated as a successful tourist attraction.

Discuss TWO examples EACH of how:

(a) Sustainable and responsible management plans are implemented (4)

(b) Staff behaviour will be efficient and ethical (4)

4.2.5 From the case study, provide evidence that the Great Pyramids:

(a) Cater for both local and international tourists (2)

(b) Have a positive impact on the local community (2)

[28]

Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

QUESTION 5

Study the following information and answer the questions that follow:

HELPING OR INTERFERING WITH NATURE?

The iSimangaliso Wetland Park was listed as one of South Africa's first World Heritage Sites in December 1999 in recognition of its spectacular natural beauty, unique natural values and biological wealth.

This World Heritage Site includes lakes (natural dams) with Africa's largest estuary (river mouth that flows into the sea). The river mouth has been gradually blocked by sand over the years. This interfered with the natural flow of water and animals between the river-lake system and the sea.

In January 2021 heavy equipment was used to remove the sand and open up the river mouth. This resulted in local residents, fishermen and owners of water-based tourism businesses being excited to revive (restore) their operations.

However, some environmentalists and scientists were upset about the human intervention. They would have preferred that nature takes its course.

[Adapted from www.iol.co.za and www.timeslive.co.za]

5.1 Name the province in which the iSimangaliso Wetland Park is located. (1)

5.2 Choose the correct type of World Heritage Site in brackets:

iSimangaliso Wetland Park is a (natural/cultural/mixed) World Heritage Site. (1)

5.3 Sand that blocked the river and lake from flowing into the sea was removed in January 2021.

5.3.1 Name the organisation responsible for World Heritage Sites that might be concerned about the January activities at the iSimangaliso Wetland Park. (2)

5.3.2 Explain ONE reason why the organisation named in QUESTION 5.3.1 will be concerned with these activities. (2)

Downloaded from www.studypapers.co.za

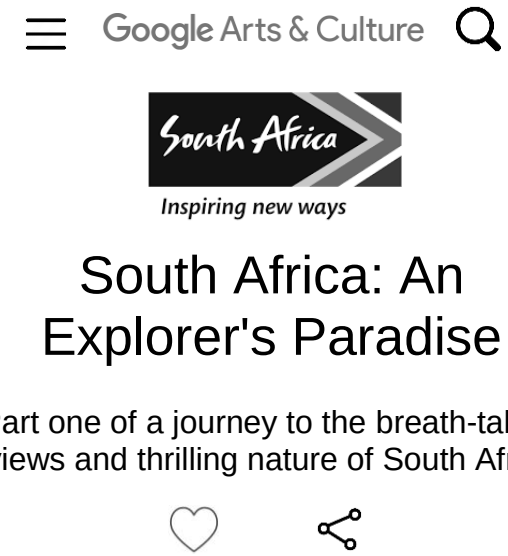
Find Plenty of Free Study Resources at www.studypapers.co.za

5.3.3 Discuss TWO ways in which the removal of the sand to open up the river mouth will benefit the local tourism industry around the iSimangaliso Wetland Park. (4)

5.4 Name the other World Heritage Site located in the same province as the iSimangaliso Wetland Park. (2)
[12]

QUESTION 6

Study the information and the online page below to answer the questions that follow.

NEW GOOGLE ARTS AND CULTURE APP/ONLINE PAGE	
Google Arts and Culture and SATourism launched the online exhibition, South Africa: An Explorer's Paradise, in February 2021. Visitors from all over the world can explore South Africa virtually through a collection of 500 images and videos, 55 street views and 20 digital stories. The online exhibition is the first phase in celebrating South Africa's diverse people, its rich cultural heritage and its breath-taking landscapes.	

[Adapted from www.mediaxpose.co.za]

6.1 Identify the organisation responsible for reigniting the local tourism industry through innovative marketing of South Africa as an international destination of choice. (2)

6.2 Explain TWO ways in which the online exhibition will fulfil the core function of coordinating marketing activities. (4)

6.3 Identify ONE branding strategy on the online page above. (2)

6.4 Branding and online marketing are expensive.

Discuss ONE way in which the organisation identified in QUESTION 6.1 receives private-sector funding. (2)
[10]

TOTAL SECTION C: 50

Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

SECTION D: TOURISM SECTORS; SUSTAINABLE AND RESPONSIBLE TOURISM

QUESTION 7

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

e-PROFESSIONALISM

Presenting Your Business on Social Media

The social media profile of the business, its owners and employees must match the image the business wants to convey to its customers.

In today's relationship-focused, highly connected world of work, understanding the value of social media is a requirement for success. Whether staff is meeting with people online, on the cellphone or computer, those all-important human interaction skills make a big difference. It is all about making the right impression with your knowledge and ability to use good manners, business and social etiquette, netiquette, protocol, politeness and charm. This takes skill, practice and constant commitment to maintain a professional online presence.

[Source: https://expertbeacon.com]

7.1.1 Explain what is meant by the *image* of a business. (2)

7.1.2 From the extract above, identify the term that is used to describe acceptable online behaviour. (2)

7.1.3 Discuss ONE consequence for a business if it disregards the importance of its professional online presence. (2)
[6]

Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

7.2 Read the extract below and answer the questions that follow.

SOCIAL MEDIA DISPUTE

Mr Williams, an employee at a well-known hotel, made frequent references to his workplace as the 'Hotel from Hell' on social media. He was reported to the hotel management by his 'social media friend' (who also happened to be his work colleague) for being in violation of the hotel's code of conduct, which included a strict social media policy. The colleague also accused Mr Williams of negatively influencing other staff members who were also his online friends.

Mr Williams was given written warnings, but continued to make comments about how he disliked where he worked – even though the hotel was not mentioned by name. He failed to stop posting adverse (insulting) comments and even made harassing and bullying social media comments against the colleague he suspected of reporting him. After an internal disciplinary hearing, Mr Williams was immediately dismissed as a result of his social media postings.

[Source: Own source]

7.2.1 Explain how Mr Williams was in violation of the hotel's social media policy. (2)

7.2.2 Mr Williams' social media friend (work colleague) reported his posts to the hotel management.

If had you been in the same position at work, would you also have reported Mr Williams' conduct? Choose from YES or NO.

Give TWO reasons for your answer. (4)

7.2.3 The value of a code of conduct is to create a cooperative, collaborative atmosphere that promotes integrity in the workplace.

Explain THREE ways in which the hotel's code of conduct served its purpose in the scenario above. (6)
[12]

Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

QUESTION 8

8.1 Study the sustainability initiative, RAIN, of an international beverage company and answer the questions that follow.

rain
WATER FOR AFRICA™
LIVE POSITIVELY

[Adapted from https://wash4work.org]

RAIN provides access to safe drinking water, sanitation and hygiene for more than 300 000 school children to improve their education environment. They are also providing sanitation to more than 350 000 people in 37 countries.

Community hygiene programmes continued during the Covid-19 pandemic in African countries, where the international beverage company built 5 000 hand-washing stations.

In **South Africa**, RAIN is collaborating with the Department of Basic Education and H2O for Life to provide clean drinking water, sanitation facilities and hygiene education to 100 schools. This initiative advantages an estimated 60 000 learners throughout the country. RAIN Water for Schools also seeks to develop a sustainable model for operations and maintenance of infrastructure that the national government can expand on.

[Adapted from www.coca-colacompany.com/sustainable-business]

8.1.1 Name the pillar of the triple bottom line practised by RAIN, the international beverage company in the extract above. (2)

8.1.2 Explain ONE reason why this initiative could be considered the beverage company's CSI initiative. (2)

Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

8.2 8.2.1 The beverage company focuses on THREE key areas in their RAIN Water for Schools initiative in South Africa.

In a paragraph, discuss the benefits of these key areas for the schools.

Your paragraph must include the following key focus areas:

- Provide clean drinking water
- Sanitation facilities
- Hygiene education (6)

8.2.2 Give your opinion on why the beverage company built 5 000 hand-washing stations during the Covid-19 pandemic, as opposed to simply handing out sanitisers to communities. (2)
[12]

TOTAL SECTION D: 30

Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

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

QUESTION 9

9.1 Study the information below taken from the TBCSA's Covid-19 protocols for the tourism industry and answer the questions that follow.

The tourism business council of South Africa (TBCSA) compiled Covid-19 protocols for all tourism businesses in order to standardise safety measures and operational procedures to protect staff and customers and to shield the sector from economic ruin.

COVID-19 PROTOCOLS FOR THE TOURISM INDUSTRY	
FOR CUSTOMERS	**FOR STAFF**
• Medical declaration • Access and capacity controls • Physical distancing standards • Customer PPE • Temperature monitoring	• Designated health and safety officer • Staff training and information • Physical distancing standards • Staff PPE • Temperature monitoring

[Adapted from www.tourism.gov.za]

9.1.1 Name the type of unforeseen occurrence caused by Covid-19. (2)

9.1.2 Explain why the TBCSA had to specify these protocols for tourism businesses. (2)

9.1.3 Name FOUR protocols in the information above that would impact the staff at tourism businesses. (4)

9.1.4 Discuss TWO ways in which the protocol of access and capacity controls (compulsory screening and limiting numbers) had negative consequences for the accommodation sector. (4)

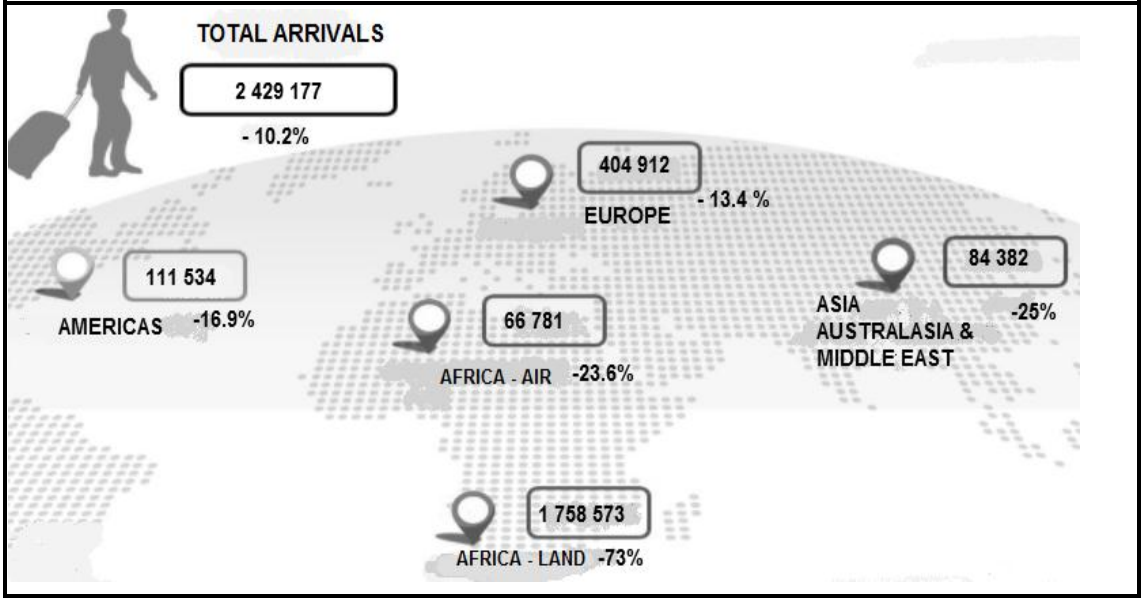
9.2 Give TWO reasons why host countries insist on proof of a negative Covid-19 test result before allowing tourists to enter their country. (4)

Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

9.3 Study the information on South Africa's foreign tourist arrivals below and answer the questions that follows.

SOUTH AFRICA'S FOREIGN TOURIST ARRIVALS JANUARY TO MARCH (2020 versus 2019)



[Source: www.southafrica.net]

9.3.1 Identify the trend in all the inbound tourist markets in South Africa in 2020. (2)

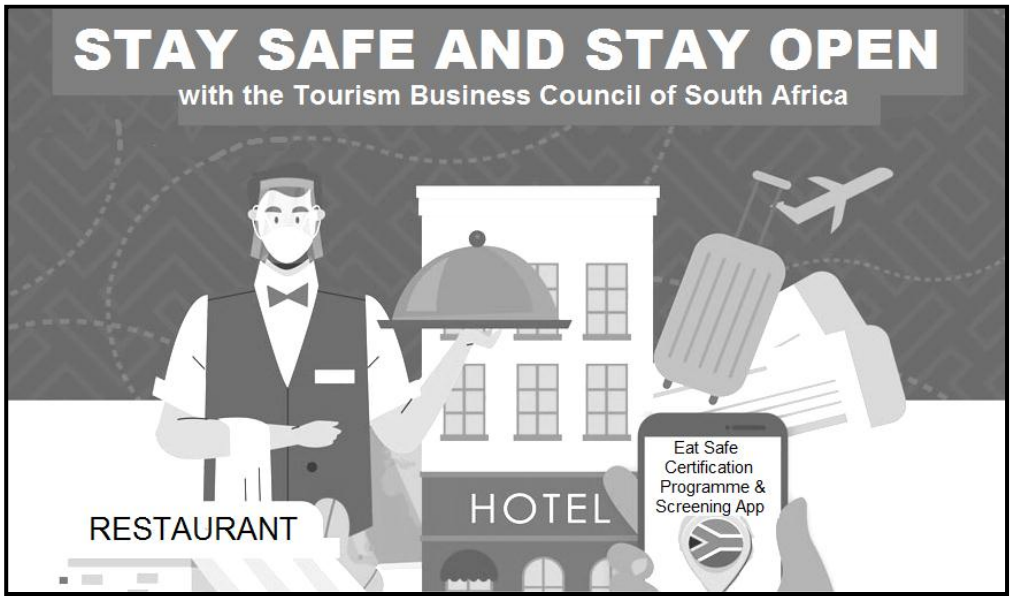
9.3.2 In a paragraph, recommend FOUR ways in which SATourism can rejuvenate and reignite the tourism industry to recover from the Covid-19 crisis. (8)
[26]

Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

QUESTION 10

Study the picture below and answer the questions that follow.



[Adapted from: www.tbcsa.travel]

10.1 Name the application (app) in the picture above that will be useful to customers during Covid-19 conditions. (2)

10.2 Explain ONE reason why tourists will react positively to the app named in QUESTION 10.1. (2)
[4]

TOTAL SECTION E: 30
GRAND TOTAL: 200

Downloaded from www.studypapers.co.za
Copyright reserved