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basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

TOURISM

NOVEMBER 2022

MARKS: 200

TIME: 3 hours

This question paper consists of 23 pages.

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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	TOPICS	MARKS	TIME (minutes)
A	Short Questions	40	20
B	Map Work and Tour Planning; Foreign Exchange	50	50
C	Tourism Attractions; Culture and Heritage Tourism; Marketing	50	50
D	Tourism Sectors; Sustainable and Responsible Tourism	30	30
E	Domestic, Regional and International Tourism; Communication and Customer Care	30	30
	TOTAL	**200**	**180**

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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 recent Covid-19 requirement for international travel:

A Visa application
B Proof of vaccination
C Cholera certificate
D International driver's licence

1.1.2 Ms Jones purchased jewellery to the value of R50 000 on a recent overseas trip. On arrival at South African customs, this purchase would fall under …

A items to be declared.
B items not to be declared.
C duty-free allowances.
D prohibited items.

1.1.3 Sydney (+10) is … hours ahead of Johannesburg (+2).

A 0
B 9
C 8
D 6

1.1.4 Jet fatigue is a travel-related condition caused by travelling …

A across many time zones.
B on a long-haul flight.
C at odd times of the day.
D only at night

1.1.5 The bank selling rate is always … the bank buying rate.

A lower than
B higher than
C equal to
D double

1.1.6 The famous wall in Israel used for prayers and confessions:

A Berlin Wall
B Southern Wall
C Wailing Wall
D Eastern Wall

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1.1.7 Petra is located in this Middle Eastern country:

A Israel
B Jordan
C Lebanon
D Turkey

1.1.8 The Swiss Alps are known as …

A a sacred mountain range for locals.
B a range of mountains in Nepal.
C a mountain range popular for skiing holidays.
D the highest mountain range in the world.

1.1.9 The Vredefort Dome and iSimangaliso Wetland Park have the following in common:

A Both are located in KwaZulu-Natal.
B Both are natural sites.
C Both are cultural sites.
D Both are located in North West.

1.1.10 The current brand image of South Africa:

A	**B**
C	**D**

1.1.11 Guidelines regulating uniforms and other clothing to be worn during working hours:

A Dress code
B Media policy
C Packing policy
D Currency code

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1.1.12 A basic condition of employment included in a contract of employment:

A Financial challenges
B Product packaging
C Names of businesses
D Core duties

1.1.13 Many responsible tourism businesses adopt a pledge that will …

A maximise the negative effects of crime.
B decrease the benefits from tourist visits.
C increase poaching in a protected area.
D minimise the impact on the environment.

1.1.14 Airline staff receive flight tickets at a discounted rate as a/an …

A travel benefit.
B urban legend.
C mystery client.
D customs requirement.

1.1.15 A sustainable practice when a lodge is built in an environmentally sensitive area:

A Trees are chopped down to build the lodge.
B Bricks are imported from a foreign country.
C Large areas are cleared to build the lodge.
D Wooden walkways are built around existing trees.

1.1.16 The G20 (Group of Twenty) gathering that took place in Bali, Indonesia, in November 2022, is an example of a/an …

A global summit.
B local occurrence.
C political situation.
D unforeseen occurrence.

1.1.17 … is not a safe payment option when travelling internationally.

A A Diners Club debit card
B An EFT electronic payment card
C Carrying large amounts of cash
D A pre-loaded foreign exchange debit card

1.1.18 An example of a political situation that can impact on tourism:

A Diseases
B Earthquakes
C Tsunamis
D Civil wars

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1.1.19 The Cape Town Cycle Tour, one of the world's largest timed cycle races, is an example of a ... event.

A religious
B global
C trade
D summit

1.1.20 The Covid-19 pandemic is an example of a/an …

A political situation.
B natural disaster.
C unforeseen occurrence.
D terror attack. (20 x 1) (20)

1.2 Give ONE word/term 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 bank buying rate.

physical appearance of the business; signage; promotes integrity; social gathering of the workers; company stationery; uniform allowances; grooming

1.2.1 Branded paper and pens that improve the image of the hotel

1.2.2 Cleanliness of the travel agency and the surrounding gardens

1.2.3 Acceptable haircut and short nails for male employees

1.2.4 The value of a code of conduct for tourist guides

1.2.5 Airlines contributing to the cost of the cabin crew's work wear (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 An example of recycling is (re-visiting/re-using) plastic crates in which vegetables are delivered to a restaurant.

1.3.2 Using energy efficient light bulbs in a museum is an example of sustainable (management of resources/preservation of artifacts).

1.3.3 The removal of (alien plants/indigenous animals) is beneficial to the natural environment.

1.3.4 A tourism business making use of (grey water/sea water) for gardening purposes will attract environmentally conscious tourists.

1.3.5 A responsible tourist will pay a fair price for (mass-produced/ handmade) souvenirs. (5 x 1) (5)

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1.4 Choose a destination from COLUMN B that matches a global natural disaster in COLUMN A. Write only the letter (A–F) next to the question numbers (1.4.1 to 1.4.5) in the ANSWER BOOK, e.g. 1.4.6 G.

COLUMN A		COLUMN B	
1.4.1	Many tourists had to cancel their holidays to this South African coastal province due to severe flooding in 2022	A	Philippines
1.4.2	The January 2021 landslides caused major damage and disruptions in this Southern African neighbouring country	B	Madagascar
1.4.3	Tropical storm Megi caused severe damage in this Southeast Asian country in April 2022	C	Ecuador
1.4.4	In February 2022, Cyclone Emnati caused devastation in this Indian Ocean island	D	KwaZulu-Natal
1.4.5	Flights were delayed due to ash eruptions from Wolf Volcano in this South American country	E	Texas
		F	Eswatini

(5 x 1) (5)

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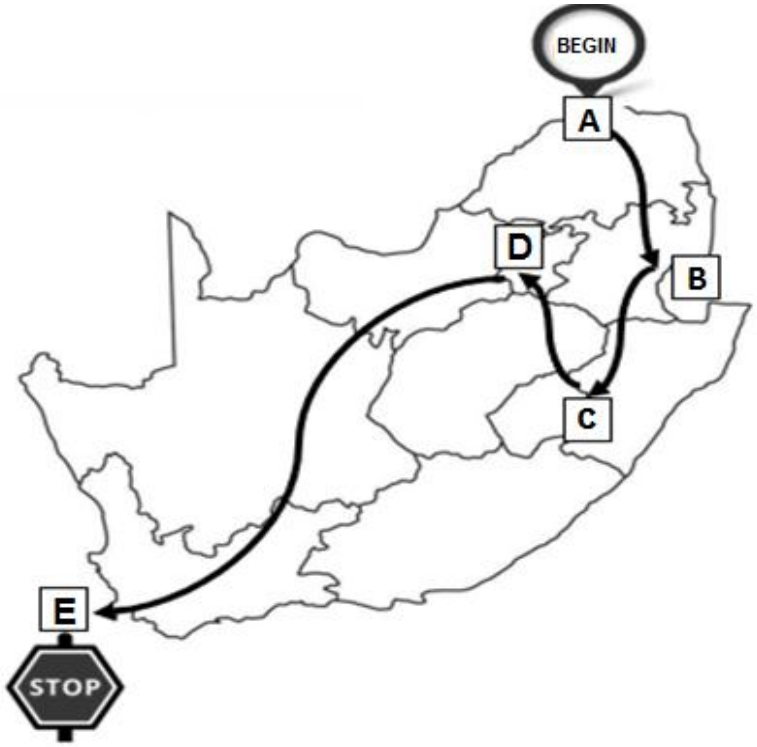
1.5 A tourist interested in South Africa's World Heritage Sites would like to visit sites **A**, **B**, **C**, **D** and **E** shown on the map below. The tour starts at **A** and ends at **E**.

Study the map and answer the questions that follow.

SOUTH AFRICA'S WORLD HERITAGE SITES
DISCOVER OUR TREASURES



[Source: Own creation]

Identify the World Heritage Sites described in QUESTIONS 1.5.1 to 1.5.5 below.

Write only the name of the World Heritage Site next to the question numbers (1.5.1 to 1.5.5) in the ANSWER BOOK, e.g. 1.5.6 Vredefort Dome.

1.5.1 World Heritage Site **A** is associated with the golden rhinoceros.

1.5.2 World Heritage Site **B** exposes tourists to ancient mountainous landscapes in Mpumalanga.

1.5.3 World Heritage Site **C** is South Africa's only mixed World Heritage Site.

1.5.4 World Heritage Site **D** displays evidence of the origins of mankind.

1.5.5 A former South African president was imprisoned at World Heritage Site **E**. (5 x 1) (5)

TOTAL SECTION A: 40

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SECTION B: MAP WORK AND TOUR PLANNING; FOREIGN EXCHANGE

QUESTION 2

2.1 Read the information below and answer the questions that follow.

PHILAN-TOURISM: A GROWING TREND
Mr Murdock is from Canada. He is a philanthropist***** and travels to destinations in need of tourism development. He travelled to the flood-affected areas in KwaZulu-Natal to help rebuild the damaged tourism infrastructure. He is following the growing *philan-tourism* trend, a new term that comes from a combination of the words 'philanthropy' and 'tourism'. The aim of p*hilan-tourism* is to travel to destinations to have a positive impact on both the local community and the environment. In KwaZulu-Natal he stayed at local B&Bs and used public transport. ***Philanthropist:** a person who cares about the community by assisting with projects and making financial contributions

[Adapted from www.malaymail.com]

2.1.1 Name ONE way, in the extract above, how Mr Murdock is involved in *philan-tourism*. (2)

2.1.2 Tourists from Canada do not require a visa when travelling to South Africa.

Name the compulsory travel document Mr Murdock would require to enter South Africa. (2)

2.1.3 Mr Murdock may be required to present proof of a Covid-19 vaccination.

Name the global organisation responsible for regulating the Covid-19 vaccinations. (2)

2.1.4 Recommend ONE health precaution to Mr Murdock when he visits the flood-affected area. (2)

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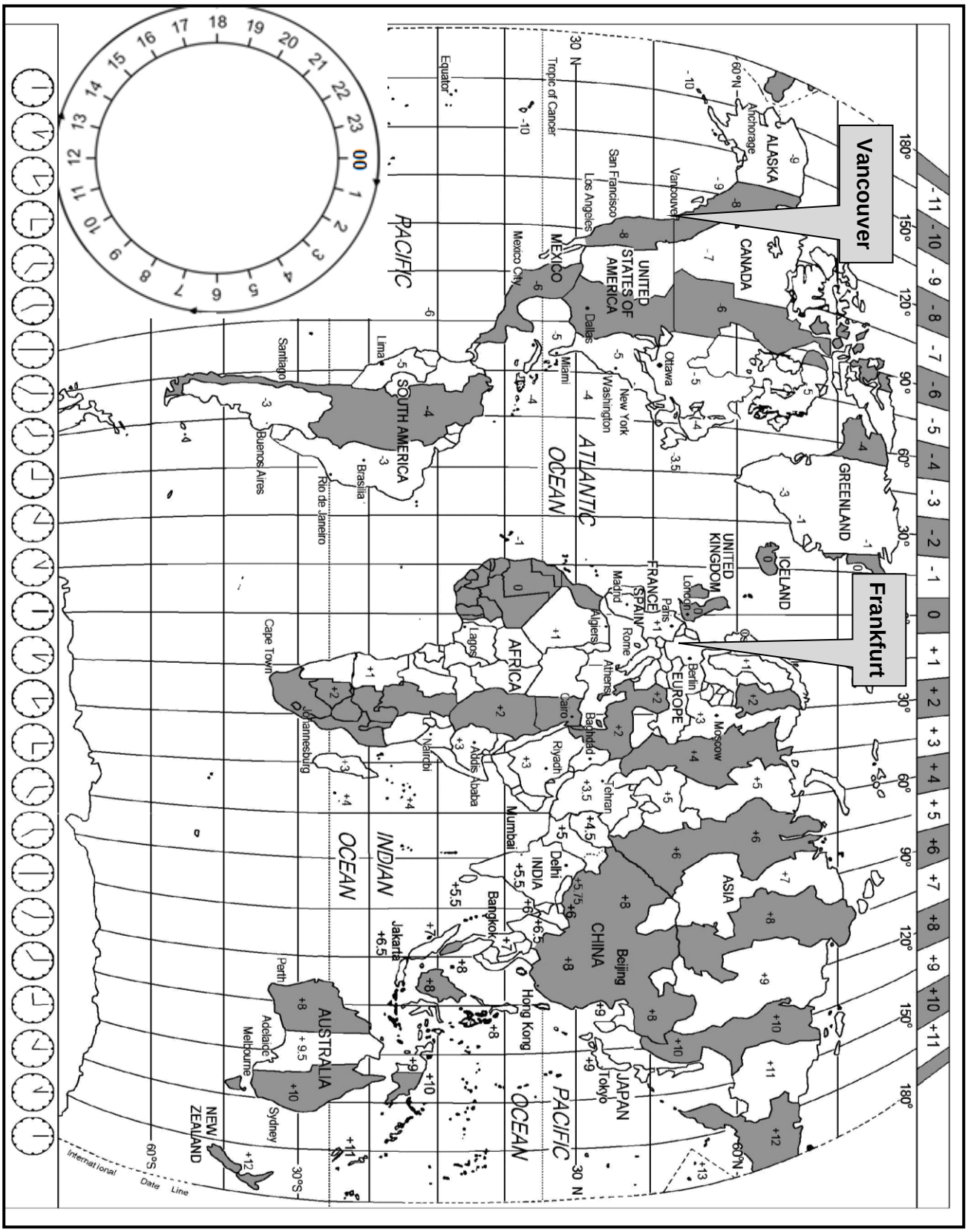
2.2 Study the World Time Zone map and the itinerary below and answer the questions that follow.



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MR MURDOCK'S ITINERARY
There are no direct flights from Vancouver, Canada, to Johannesburg, South Africa. Mr Murdock had to fly from Vancouver International Airport to Frankfurt in Germany to board a connecting flight to South Africa. • The flight departed from Vancouver International Airport at 18:00 on Saturday. • The duration of the nonstop flight was 9 hours. • He remained in transit at Frankfurt International Airport in Germany until his flight departed for South Africa at 16:00 on Sunday. • The duration of the flight to South Africa was 11 hours. **NOTE:** Canada and Germany were not practising DST at the time of Mr Murdock's travel.

2.2.1 Explain the term *connecting flight.* (2)

2.2.2 Calculate the time and day in Frankfurt when Mr Murdock departed from Vancouver International Airport.

Show ALL calculations. (4)

2.2.3 Mr Murdock arrived at Frankfurt International Airport at 12:00 on Sunday.

Calculate how long he had to be *in transit* before his flight departed for South Africa. (2)

2.2.4 Calculate the time and day that Mr Murdock arrived in Johannesburg.

Show ALL calculations. (5)

2.3 On arrival at OR Tambo International Airport, Mr Murdock proceeded to passport control. Thereafter he collected his luggage and went through customs.

2.3.1 Choose the customs channel Mr Murdock had to proceed through on arrival at OR Tambo International Airport. (2)

2.3.2 Give ONE reason for your answer to QUESTION 2.3.1. (2)

2.3.3 Mr Murdock flew from OR Tambo International Airport to King Shaka International Airport. On arrival at the King Shaka International Airport in Durban, Mr Murdock needed transport from the airport to the B&B. There are many transport providers operating at the airport.

Advise Mr Murdock on TWO safety considerations before selecting a transport provider. (4)

[29]

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QUESTION 3

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

TENNIS DREAM COMES TRUE!	
Mrs Murray, a tennis enthusiast, flew from South Africa to London to watch Wimbledon, the most famous tennis tournament in the world. She spent four days in London. Cost of the trip: • Non-stop return flight to London: R13 000 • Visa costs: R2 950 • Travel Insurance: R1 456 • Wimbledon package: R37 850 (including accommodation, meals and Wimbledon tickets) She had a total budget of R75 000.	 [Source: www.wikipedia.org]

FOREIGN EXCHANGE RATES Rand per currency unit			
COUNTRY/ REGION	**CURRENCY CODE**	**BANK BUYING RATE (BBR)**	**BANK SELLING RATE (BSR)**
Britain	GBP	19,23	20,42
Europe	EUR	16,75	17,22

3.1.1 Give the name of the currency Mrs Murray needed for her trip to London. (2)

3.1.2 Calculate the total cost in South African rand of Mrs Murray's trip to Wimbledon. (2)

3.1.3 Refer to the amount in QUESTION 3.1.2 and to her total budget for the trip.

Calculate the amount in rand she had available to spend in London. (2)

3.1.4 Mrs Murray had sufficient spending money while visiting London.

Do you agree with the statement above? Give TWO reasons for your answer. (4)

3.1.5 Convert the total cost of the tour in QUESTION 3.1.2 to the currency used in London. (3)

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3.2 Study the information and cartoon below and answer the questions that follow.

CURRENCY CRISIS

The war between Russian and Ukraine and the ongoing Covid-19 pandemic has resulted in foreign currencies fluctuating and struggling to regain stability.

The impact of these global events as well as the local floods in KwaZulu-Natal have had a negative impact on the South African rand.

[Source: www.miningweekly.com]

3.2.1 Explain the term *fluctuation*. (2)

3.2.2 The impact of the war between Russia and Ukraine, the ongoing Covid-19 pandemic and the floods in KwaZulu-Natal have had a negative impact on the value of the South African rand.

Discuss in a paragraph the impact of a weak rand on the tourism industry in South Africa.

Your paragraph must focus on:

- ONE impact of the weak rand on inbound tourism (2)
- TWO impacts on the multiplier effect in South Africa (4)

[21]

TOTAL SECTION B: 50

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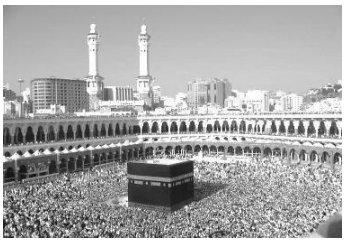
SECTION C: TOURIST ATTRACTIONS; CULTURE AND HERITAGE TOURISM; MARKETING

QUESTION 4

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

WORLD ICONS

A



B

C

D

E

F

4.1.1 Identify icons **A** to **F** in the pictures above.

Write only the name of the icon next to the letter in the ANSWER BOOK, e.g. G Great Wall of China. (6)

4.1.2 Explain the difference between an *icon* and an *attraction*. (2 x 2) (4)

4.1.3 Describe TWO unique features of EACH of the icons below:

(a) Icon **B** (4)

(b) Icon **D** (4)

4.1.4 Discuss in a paragraph why icon **E** is considered the most visited icon in France.

Your paragraph must include the following:

- ONE unique feature of this icon
- ONE economic benefit for France (2 x 2) (4)

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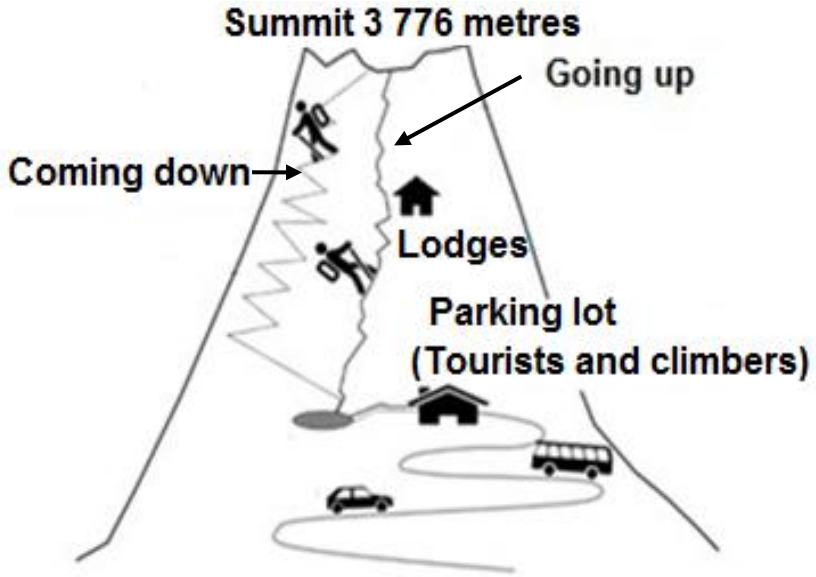
4.2 Study the information below and answer the questions that follow.

FABULOUS MOUNT FUJI

Map of the hiking trails to and from the summit of Mount Fuji



Tourism is beneficial to the communities located around Mount Fuji. However, there are also many challenges caused by the influx of tourists and the high levels of pollution caused by litter.

[Adapted from www.mdpi.com]

4.2.1 Name the country where Mount Fuji is located. (2)

4.2.2 Name ONE negative impact of mass tourism (over-tourism) on Mount Fuji. (2)

4.2.3 Suggest TWO sustainable and responsible practices that will result in better management of Mount Fuji. (4)

[30]

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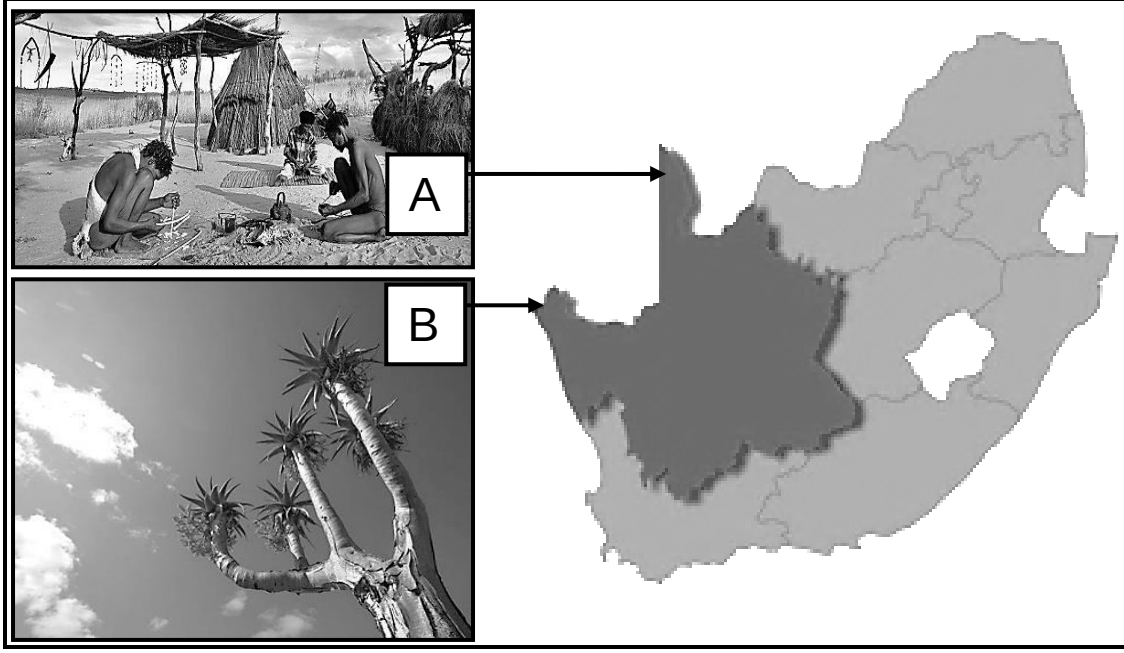
QUESTION 5

Study the information below and answer the questions that follow.

GEMS OF THE NORTHERN CAPE



[Adapted from www.roomsforafrica.com]

5.1 Identify World Heritage Sites **A** and **B** in the pictures above. (4)

5.2 The San and the Nama people are associated with (linked to) World Heritage Sites **A** and **B**.

5.2.1 Give ONE reason why it is important to protect the culture of the San and the Nama people. (2)

5.2.2 Explain ONE way in which the San people showcase their culture to visitors in the area. (2)

5.3 Discuss ONE way in which the province benefits from the World Heritage Sites identified in QUESTION 5.1. (2)
[10]

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QUESTION 6

Read the information below and answer the questions that follow.

AFRICA'S TRAVEL INDABA 2022

[Source: www.theevent.co.za]

6.1 Give the definition of a *travel trade show.* (2)

6.2 SATourism uses Africa's Travel Indaba to market South Africa nationally and internationally.

Name ONE other travel trade show held in South Africa. (2)

6.3 Explain the THREE steps on how the 1% levy collected from tourism businesses is used to market South Africa. (6)
[10]

TOTAL SECTION C: 50

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SECTION D: TOURISM SECTORS; SUSTAINABLE AND RESPONSIBLE TOURISM

QUESTION 7

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

ROOM WITH A BETTER VIEW
Instagram post and reaction from the hotel

Mike Mudau @MikeMudau · 25 Jun 2022
The inside of my room at the Tango Hotel is really nice. However, there is no view.

1 5

Tango Hotels @TangoHotelsLtd · 25 Jun 2022
@MikeMudau I am glad you like your room! At which Tango Hotel are you staying? I may be able to move you to a room with a view. :D DJ

1 5

Mike Mudau @MikeMudau · 25 Jun 2022
@TangoHotelsLtd I am at the Tango Vancouver Suites, but I am leaving tomorrow morning.

1 5

Tango Hotels @TangoHotelsLtd · 25 Jun 2022
@MikeMudau Can you DM (direct message) me so I can provide some tips for your next booking? :D DJ

1 5 Follow

Mr Mudau posted on Instagram about his room without a view. He did not tag (notify or inform) the hotel. Tango Hotels closely monitor their social media platforms and responded within an hour to Mr Mudau's Instagram post. They moved Mr Mudau to a better room where he was surprised with chocolates and an apology note.

[Adapted from www.zendesk.com]

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7.1.1 There are various factors contributing to the professional image of a tourism business.

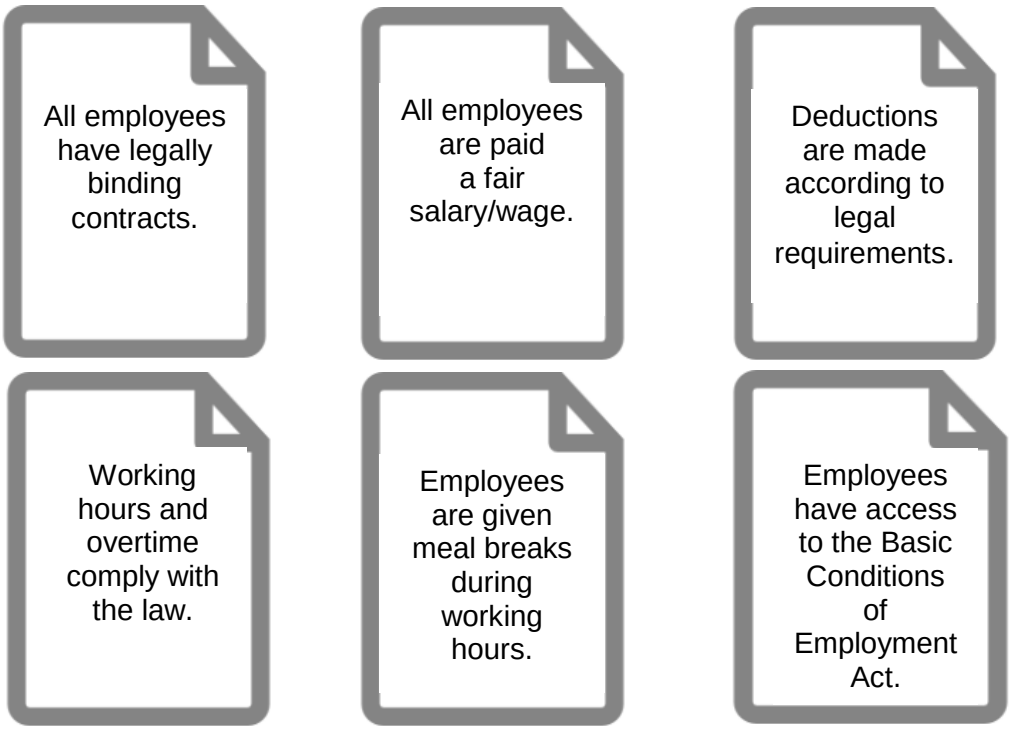
Identify ONE example of professional behaviour by the staff at Tango Hotels. (2)

7.1.2 Apart from the image of the staff, identify TWO aspects on the Instagram post that is an indication of the professional image of the hotel. (4)

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

ROYAL TOURISM SERVICES
Fair Labour Practices

To treat their employees fairly, Royal Tourism Services implements the required conditions of employment.



[Source: Own creation]

7.2.1 Explain TWO conditions of employment relating to the remuneration (payment) of staff members. (4)

7.2.2 Explain the difference between *working hours* and *overtime*. (4)
[14]

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QUESTION 8

Study the information below and answer the questions that follow.

FAIR TRADE TOURISM – CRITERIA FOR TOURISM BUSINESSES

- Social development projects, e.g. infrastructure, education, capacity building, health, sanitation and climate change are supported.
- Local communities benefit economically from job creation.
- Opportunities are created for guests to contribute to socio-economic development.
- Businesses buy goods and services from local suppliers and other Fair Trade companies.
- Doing business in the area does not impact negatively on the local community.

[Adapted from www.fairtradetourism.org]

8.1 Give TWO examples of how Fair Trade Tourism businesses are involved in social development projects. (4)

8.2 Apart from the social pillar, identify TWO pillars of sustainable tourism in the Fair Trade Tourism criteria. (4)

8.3 Explain TWO ways in which certified Fair Trade Tourism business contributes to the local economy. (4)

8.4 Give TWO reasons how the phrase, 'Stay where your spend really counts', would encourage responsible tourism practices in South Africa. (4)

[16]

TOTAL SECTION D: 30

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

QUESTION 9

9.1 Study the newspaper article below and answer the questions that follow.

FARAWAY CONFLICT, LOCAL CONSEQUENCES
How the war in Ukraine will affect South Africa's tourism industry

Russel Morena: 16 March 2022

The conflict between Russia and Ukraine may seem far away. However, it has serious consequences for South Africa and the country's tourism industry.

Increases in the price of crude oil will result in higher fuel prices for South Africans who are in the business of delivering goods and transporting people.

Russia and Ukraine are both major producers of wheat. They supply a third of South Africa's wheat, a key ingredient for making bread. The international wheat price has increased because of limited supplies.

[Adapted from *City Press*, 16 March 2022]

9.1.1 Choose the correct word from those given in brackets:

Russia and Ukraine are both located in the (Northern/Southern) Hemisphere. (2)

9.1.2 Identify, from the extract, TWO impacts that the war between Russia and the Ukraine has on South Africa. (4)

9.1.3 The impacts identified in QUESTION 9.1.2 will further inconvenience inbound international tourists to South Africa.

Discuss THREE ways in which the travel needs of inbound international tourists will be negatively affected during their stay in South Africa. (3 x 2) (6)

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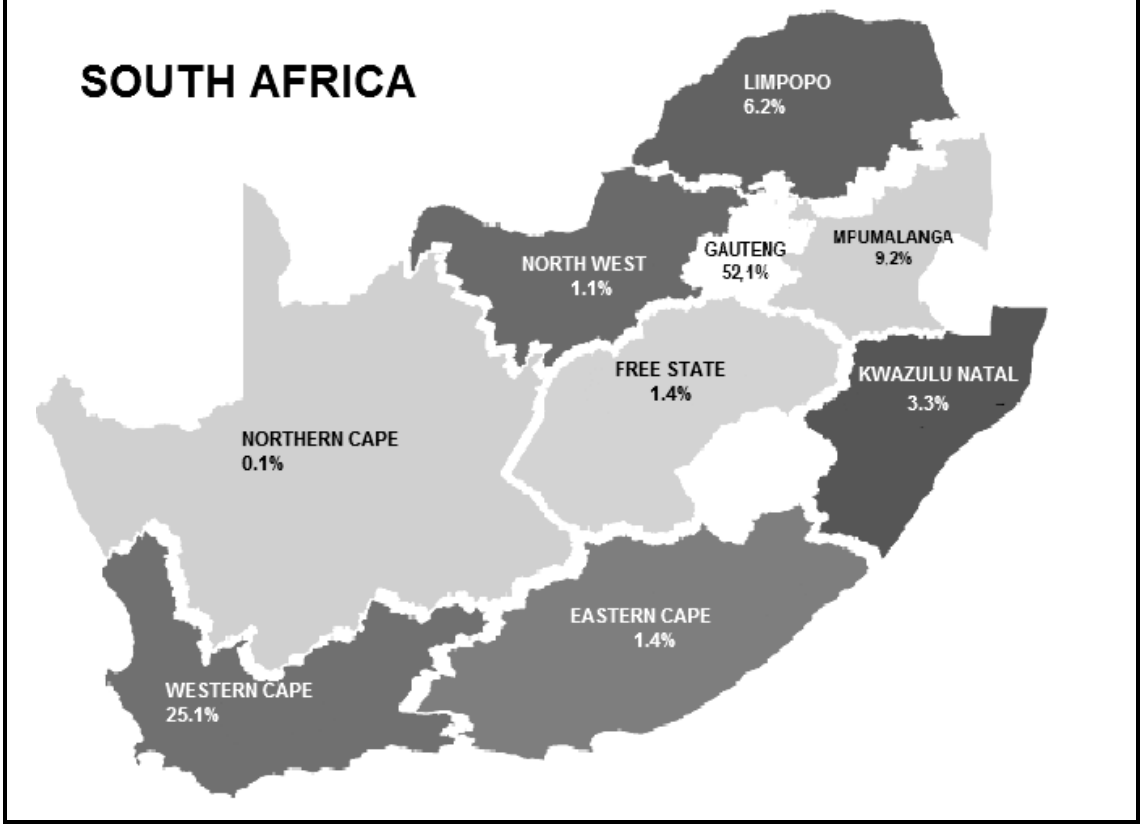
9.2 Study the map below and answer the questions that follow.

PROVINCIAL SHARE OF INTERNATIONAL TOURIST ARRIVALS IN 2020



[Source: *SATourism Annual Report 2020,* published in 2021]

9.2.1 Arrange the THREE provinces that received the most international visitors to South Africa from the most to the least. (6)

9.2.2 The two least visited provinces were North West (1,1%) and the Northern Cape (0,1%).

Give ONE reason for the low international visitor numbers to these provinces. (2)
[20]

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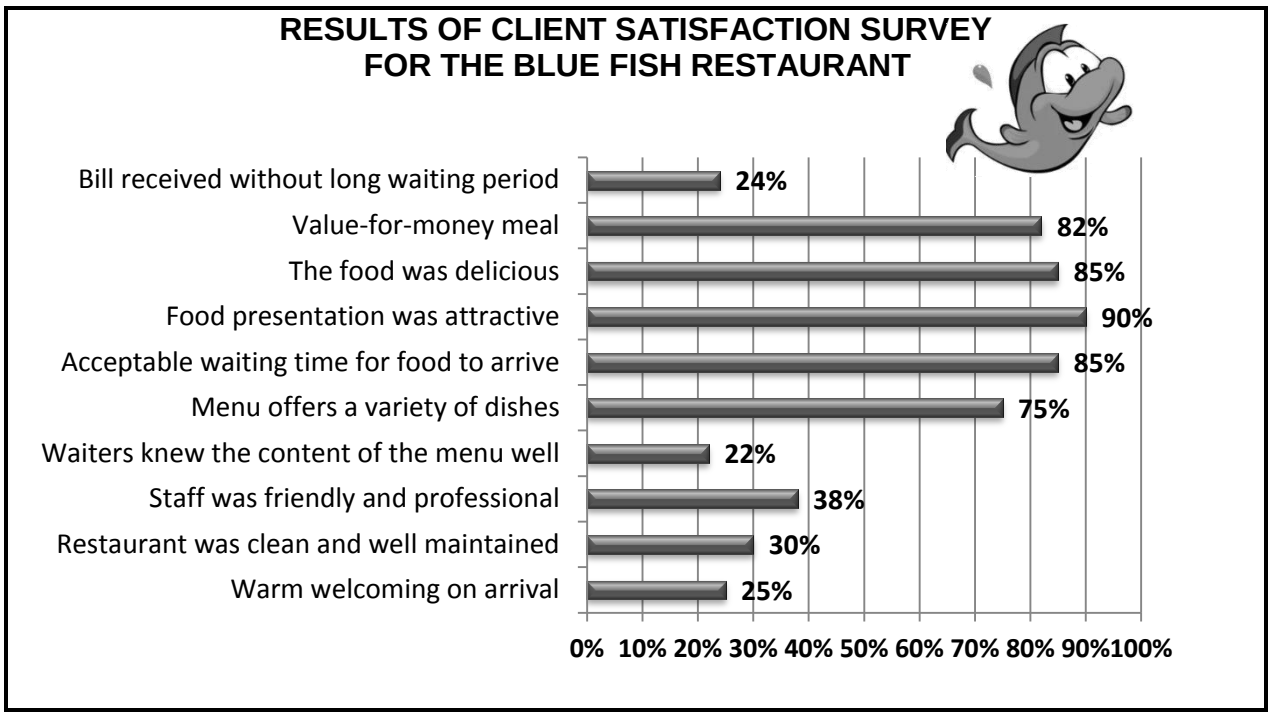
QUESTION 10

Study the graph below and answer the questions that follow.



[Source: Own creation]

10.1 Give ONE reason why the owner of The Blue Fish restaurant felt the need to conduct the survey above. (2)

10.2 The owner of The Blue Fish restaurant introduced a cash incentive to his staff as a token of appreciation for good work.

Refer to the survey results and identify the staff members who should receive the cash incentives. (2)

10.3 Give TWO reasons for your answer to QUESTION 10.2. (4)

10.4 Recommend ONE strategy that can be included in the owner's action plan that will result in the increase of visitor numbers and profitability for the restaurant. (2)
[10]

TOTAL SECTION E: 30
GRAND TOTAL: 200

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