TOURISM
Grade 10 – 2025
MARCH CONTROL TEST

Total marks: 50 Duration: 1 hour

Introduction to tourism, Types of tourists and profiles, Modes of transport, Types of accommodation and TGCSA, in-room technology

MARKING GUIDELINE

SECTION A QUESTION 1

1.1.1 A✓
1.1.2 A✓
1.1.3 A✓
1.1.4 B✓
1.1.5 C✓ (5)

1.2.1 B✓
1.2.2 E✓
1.2.3 A✓
1.2.4 C✓
1.2.5 F✓ (5)

1.3.1 self-catering✓
1.3.2 family room✓
1.3.3 facility✓
1.3.4 Continental✓
1.3.5 pps✓ (5)

TOTAL SECTION A 15

SECTION B
QUESTION 2: INTRODUCTION TO TOURISM, TYPES OF TOURISTS AND TOURIST PROFILES

2.1 Tourism involves the process of travelling to destinations all over the world. It involves travel for more than 24 hours but less than a year. ✓✓ (2)

2.2 2.2.1 D – Botswana ✓
2.2.2 A – Cape Town ✓
2.2.3 B – France ✓ (3)

2.3.1 A tourist profile helps the travel agent to compile a tour plan for a tourist that will suit his/her needs perfectly and meet her requirements because the details are available. ✓✓ (2)

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2.3.2 Name and Surname ✓
Contact number ✓ (2)
- Age
- Gender
- Next of kin
- Occupation
- Residential address

2.3.3 The detailed itinerary will give Sandy a good idea of the expectations for the day – times, transport, accommodation. ✓✓ (2)
The tourist will get the most from her stay.

[11]

QUESTION 3: DIFFERENT MODES OF TRANSPORT

	A	B	C
Mode of transport	Rail ✓	Extra ordinary✓	Water ✓
Example in the picture	Train • Gautrain ✓	Hot air balloon✓	Cruise Liner ✓

[6]

QUESTION 4: TYPES OF ACCOMMODATION AND TGCSA

4.1 WiFi ✓
Conference Space ✓ (2)
- Meeting rooms

4.2 4.2.1 Facility ✓ (1)

4.2.2 Service ✓ (1)

4.3 Tourism Grading Council of South Africa ✓✓ (2)

4.4 General finishes and levels of service are of a superior standard. ✓✓ (2)
- Full housekeeping and laundry services provided.
- Onsite parking with security for guests.
- Valet service.
- Room service must be available. Concierge, porterage and luggage handling.
- Central business center must be nearby.
- A range of other miscellaneous services provided e.g. baby/child minding services, message service, shoe polish, delivery of newspapers.

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4.5 4.5.1 The establishment can use the star grading in their marketing efforts ✓✓ (2)
- It forces the establishment to deliver a service at the standard of the grading.

4.5.2 The tourist knows what to expect from the establishment ✓✓ (2)
- The tourist can determine the price range of the establishment.
- They can use the formal customer feedback system to either compliment the establishment of complain about the service.

[12]

QUESTION 5: IN-ROOM TECHNOLOGY

5.1 5.1.1 C – Heated towel rails ✓ (1)

5.1.2 B – Occupancy light sensors on the door to turn off the lights ✓ (1)

5.2 A guest is able to find out all information pertaining to the hotel e.g., view services and facilities offered, hotel bills, nearby attractions etc. ✓✓ (2)

5.3 Easy to carry. ✓✓ (2)
- Easy way of unlocking the door to the room
- Safety is better when using a key card.

[6]

TOTAL SECTION B 35

TOTAL 50

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