GAUTENG PROVINCE
EDUCATION
REPUBLIC OF SOUTH AFRICA

EKURHULENI SOUTH DISTRICT

VOSLOORUS PLC COMMON EXAMINATION

TOURISM

NOVEMBER 2024

GRADE : 10

MARKS : 150

DURATION : 2 ½ HOURS

EXAMINERS : Vosloorus PLC

MODERATOR : I.V.Tlhabanelo

This question paper consists of 17 pages

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Instructions: Read the instructions carefully before answering the questions.

1. This question paper consists of FIVE sections.
2. All questions in SECTIONS A, B, C, D, & E are COMPULSORY.
3. Number your answers correctly.
4. Start EACH QUESTION on a NEW page.
5. Write neatly and legibly.
6. Use the mark allocation as a guide to the length of each expected answer.
7. Use the following table to help you divide your time for each section.

SECTION A	SHORT QUESTIONS	**30 marks**
SECTION B	Mapwork and tour planning	**20 marks**
SECTION C	Tourism attraction, culture and heritage tourism, and marketing.	**30 marks**
SECTION D	Tourism sector, sustainable and responsible tourism	**50 marks**
SECTION E	Domestic, regional and international tourism, communication and customer care	**20 marks**

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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 number (1.1.1-1.1.10) in the ANSWER BOOK.

1.1.1 This province is the gateway to the rest of African continent, because it shares boarders with Mozambique, and Zimbabwe

A Limpopo

B North West

C KwaZulu Natal

D Mpumalanga

1.1.2 An advantage for a tourist that has stayed at a star graded accommodation:

A Can make use of the feedback systems to compliment or criticize the establishment.

B Pay less because there are members of the organization.

C Does not know what to expect from the establishment.

D Can tell everyone to also stay at this establishment.

1.1.3 This line of latitude divides the earth into a northern and southern hemisphere.

A Equator

B Line of Capricorn

C Greenwich Meridian

D International Date Line

1.1.4 This type of map indicates boarders and capital cities in South-Africa.

A Physical map

B Specialist map

C Road map

D Political map

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1.1.5 An example of man-made attraction is:

A Drakensberg mountain

B Kirstenbosch National Botanical Gardens

C Limpopo river

D Knysna Forest

1.1.6 Robben Island is the World Heritage Site in this province

A Northern Cape

B Western Cape

C Southern Cape

D Eastern Cape

1.1.7 Identify the type of transport that is NOT an extraordinary mode of transport.

A Cable car

B Camel ride

C Air-balloon ride

D Hotel transfer

1.1.8 A computerized massage that was sent via the internet from the sender to the receiver.

A Fax

B Cellphone

C Email

D Websites

1.1.9 Tourist can reduce their carbon footprint by applying these practical steps:

A Walk or cycle to nearby attractions and leave the lights of room on the whole time.

B Drive with your own transport to the attractions and switch off lights in your room when you are not using them.

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C Walk or cycle to nearby attractions and switch off the light in your room when you are not using them

D Drive with your own transport and leave light of your room on whole time.

1.1.10. Which statement is true when a tourist profile is compiled:

A Need the tourist age

B Need the tourist interests

C Need the tourist preferences

D All of the above

1.1.11. The promotion of indigenous flora is an example of this type of responsible and sustainable tourism :

A Environmental responsibility

B Corporate social investment

C Economic responsibility

D Social responsibility

1.1.12 The major international airport located in Johannesburg.

A Port Elizabeth international airport

B King Shaka international airports

C O.R Tambo international airports

D Cape Town international airports

1.1.13 Reaction received on a massage is called…

A Messenger

B Receipt

C Sender

D Response

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1.1.14 A set menu where guests choose a meal that has a set of prices per item on the menu :

A Fast food

B Buffet

C A la carte

D Take away

1.1.15 They travel to attend a place of learning in another town, city or country.

A Business tourist

B Health tourist

C Education tourist

D Cultural tourist

(15x1)

1.2 Match the FUNCTIONS/DESCRIPTION in Column B to the correct ITEM in column A. Write only the correct letter next to the corresponding number on your answer sheet. E.g. 1.2.1 Z

	COLUMN A		**COLUMN B**
1.2.1	Buffet	A	Closed to become extinct
1.2.2	Endangered	B	The organization for the protection of the natural and cultural heritage in South Africa
1.2.3	Extinct	C	Play an important role in protection of endangered species
1.2.4	WWF	D	A meal at a restaurant where clients can serve themselves
1.2.5	SAHRA	E	Improvement in man- made environment
		F	When a plant or animals dies out and does not exist anymore

(5x1)**(5)**

1.3 Give one word/term for each of the following descriptions(1.3.1-1.3.5) by choosing a word or term from the list below. Write only the word/term next to the corresponding number on your answer sheet for e.g. 1.3.6.SAT

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Fauna; culling; flora; red data list; recycling; carbon footprint; market research; target market; poaching; mass tourism

1.3.1 A group of consumers with similar characteristics.

1.3.2 A good environmental practice

1.3.3 A species whose numbers are declining

1.3.4 The plants that occur in an area

1.3.5 Reducing of the numbers of specific species where there are too many of them

(5x1) (5)

1.4 choose the correct word(s) between the brackets.

Write only the correct answer next to the corresponding number on your answer Sheet for e.g. 1.3.7 Visa

1.4.1 The (N1/N3) links Johannesburg to Durban.

1.4.2 The largest dam in South Africa is the (Gariep Dam/Vaal Dam).

1.4.3 The (Golden Gate National Park/Karoo National Park) is the only national park Free state.

1.4.4 The Richterveld Transfrontier Park is shared between South Africa and (Botswana/Namibia).

1.4.5 (Durban/Port Elizabeth) is the largest harbor in South Africa**.** **(5x1) (5**)

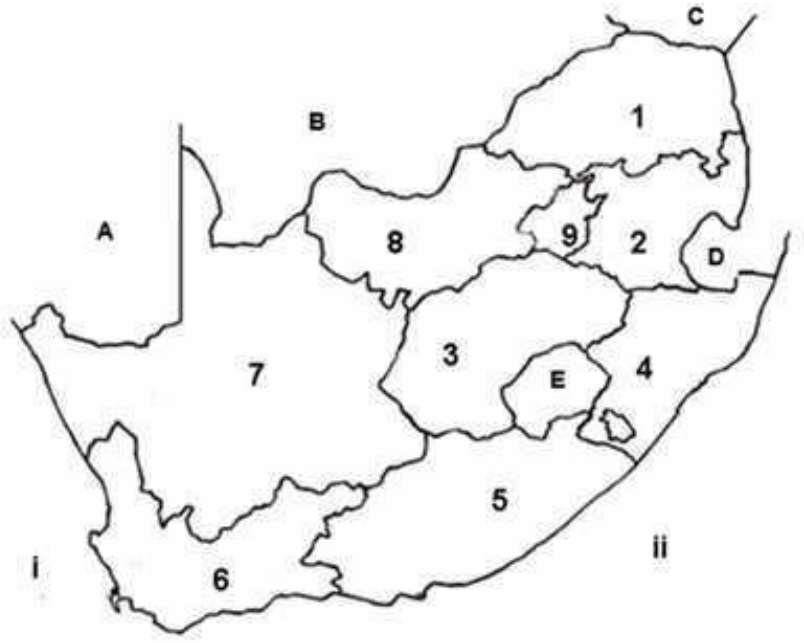
TOTAL SECTION A:30

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SECTION B - MAPWORK AND TOUR PLANNING

QUESTION 2

Study the South African map below and answer the questions that follow.



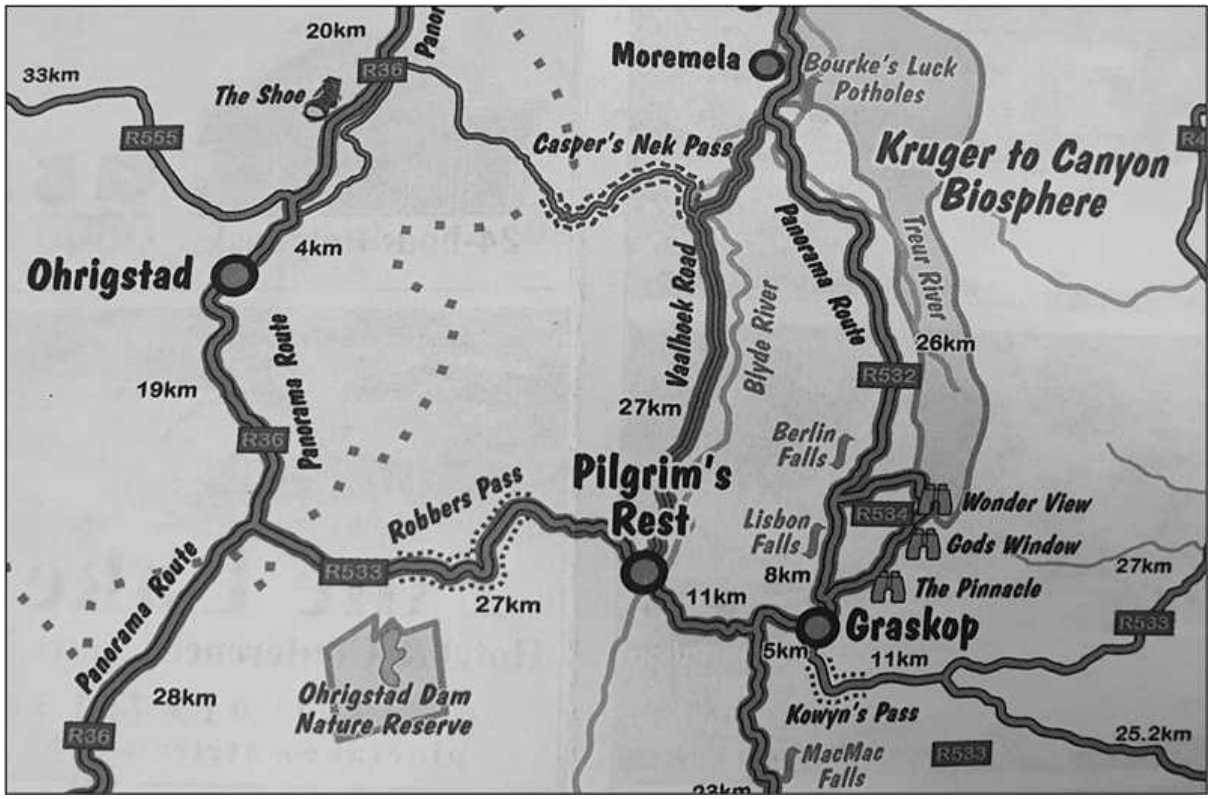
2.1. Identify the provinces located at number 7 and 9 and their capital cities (2)

2.2. South Africa is surrounded by two oceans, name the two oceans numbered i and ii. (2)

2.3. Mention the three South Africa's most important international airports found in provinces 4, 6 and 9. (3)

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Study the map below and answer the questions that follow:



2.4 Thabo travels from Graskop to Ohrigstad via Pilgrim's Rest
Calculate the total distance he travels. (4)

2.5 Calculate Thabo's total travel time. (2)

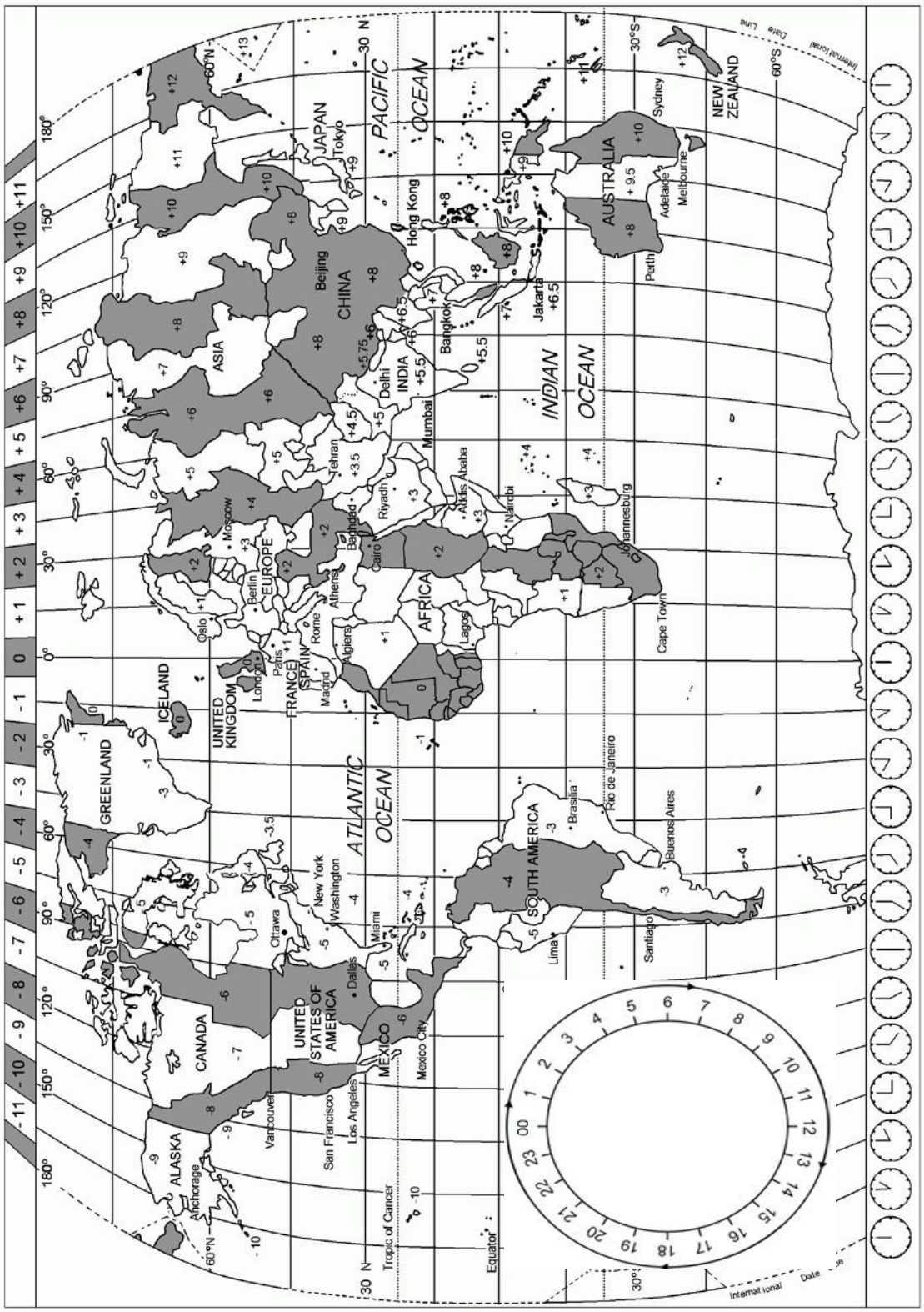
2.6 Refer to the time zone map attached on the next page

(a) Identify the location of South Africa. (2)

(b) There are 24 time zones of the world,,what is the difference in time between one time zone and another? (2)

(c) Explain the difference between equator and UTC (3)

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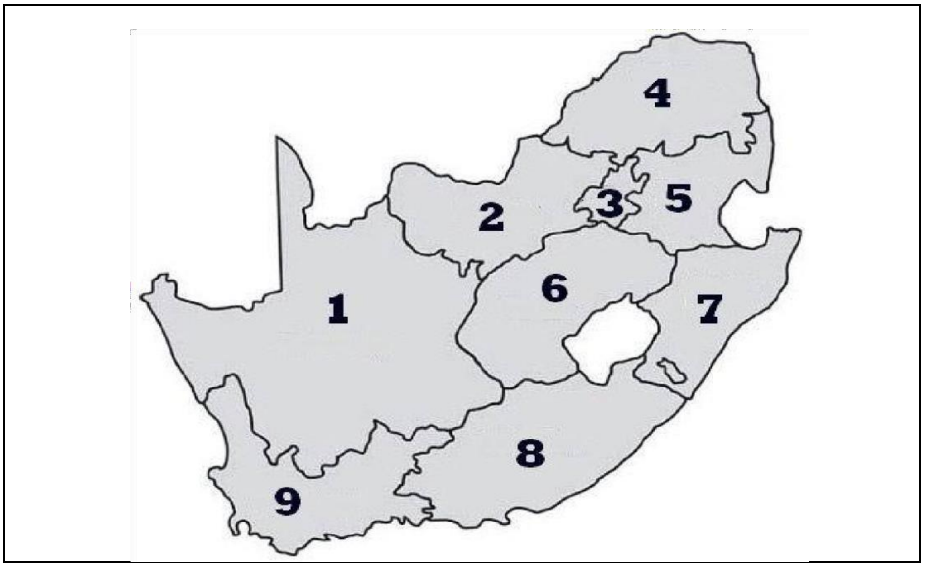
TOTAL SECTION B : 20

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

QUESTION 3

3.1 Study the map of South Africa below and answer the following questions:



3.1.1 Write in full the acronym **SANPARKS**. (2)

3.1.2 What is heritage? (2)

3.1.3 Name any Three man-made attractions that a leisure tourist would visit in Gauteng. (3)

3.1.4 Identify any TWO world heritage site located in province 3. (2)

3.1.5 Name the category of these heritage sites mentioned in 3.1.4 (2)

3.1.6 Differentiate between natural and man made heritage sites. (4)

(15)

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3.2 Criteria for selecting a heritage site and heritage site plaque

Read the case study below and answer the questions.

Concerned parties in the city of Johannesburg are appealing the demolition of ten inner city buildings by the Johannesburg Metro. Five of the buildings are over 60 years old. Several of the buildings are art deco buildings, while others are unique examples of their architectural styles.

3.2.1 Identify the category of heritage site is the case study referring to? (2)

3.2.2 Refer to the criteria set by SAHRA to explain the significance of the heritage structures mentioned in the case study. (2)

3.2.3 Do you think these buildings should be demolished? Give a reason for your answer. (3)

3.2.4 Name the heritage organization that residents can approach for assistance in preventing the Johannesburg Metro from demolishing the buildings. (2)

3.2.5 Explain the conserving heritage sites. (2)

3.2.6 Discuss the following Elements of culture:

a. Architecture (2)

b. Cuisine (2)

(15)

TOTAL SECTION C: 30

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SECTION D : TOURISM SECTORS, SUSTAINABLE AND RESPONSIBLE TOURISM

QUESTION 4

4.1 Read the extract below and answer the questions that follows.

> A class of Tourism grade 10 learners from KwaZulu-Natal were traveling to Gauteng. The grade 10 learners have spent 2 days in Gauteng exploring the different museums to learn more about the South African history. They visited the Hector Pieterson Memorial and the Nelson Mandela's house on the Day 1. On Day 2 they went to the Apartheid museum upon their arrival they were attracted by Gold Reef City. After their tour in Apartheid museum they decided to visit the museum in Gold Reef City.

4.1.1 State whether the Tourism grade 10 learners are tourists or excursionist. Substantiate your answer. (3)

4.1.2 Explain what type of tourists the grade 10 learners are? (2)

4.1.3 The tourism teacher compiled a tourist profile before planning the trip. List any three tourists information or Aspects that the teacher included while compiling the learner's tourist profiles. (3)

4.1.4 State which one was the primary attraction and secondary attraction on the Day 2 of the trip. (2)

4.1.5 Mention the type of attraction Gold Reef City is? Substantiate your answer. (2)

[12]

4.2 Choose the most appropriate mode of transport for the following tourists

4.2.1 A tourist wanting to travel from New York, United States of America to Durban, South Africa. (1)

4.2.2 A tourist wanting to travel from Nelspruit to Polokwane on a tight budget. (1)

4.2.3 A couple who want to explore the Mozambican coast . (1)

4.2.4 A tourist who want to explore the Sahara desert for few hours. (1)

4.2.5 A tourist wanting to experience a luxury scenic tour of our country on the train. (1)

[5]

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4.3 STUDY THE IMAGE BELOW AND ANSWER THE QUESTIONS THAT FOLLOW



4.3.1 Name and discuss the type of accommodation shown in image below (2)

4.3.2 Mention the organization responsible for awarding plagues in the image above. (2)

4.3.3 Discuss any TWO functions of the organization mentioned in question 4.3.2. (4)

4..3.4 List any 2 private sector role players. (2)

4.3.5 Name the government department that are responsible for the following.

A. Hosting a major sport event.

B. Helping a South African get an emergency South African passport while on a holiday London.

C. Providing details about the number of tourists visiting a certain event.

D. Solving a dispute involving railway worker.

E. Establishing processes to help grow small businesses in tourism industry. (5)

4.3.6 Write the following abbreviations in full which are used in the accommodation sector

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A. PP

B. PPS (2)

4.4 Identify the type of food establishment shown in the images below

4.4.1



(1)

4.4.2



(1)

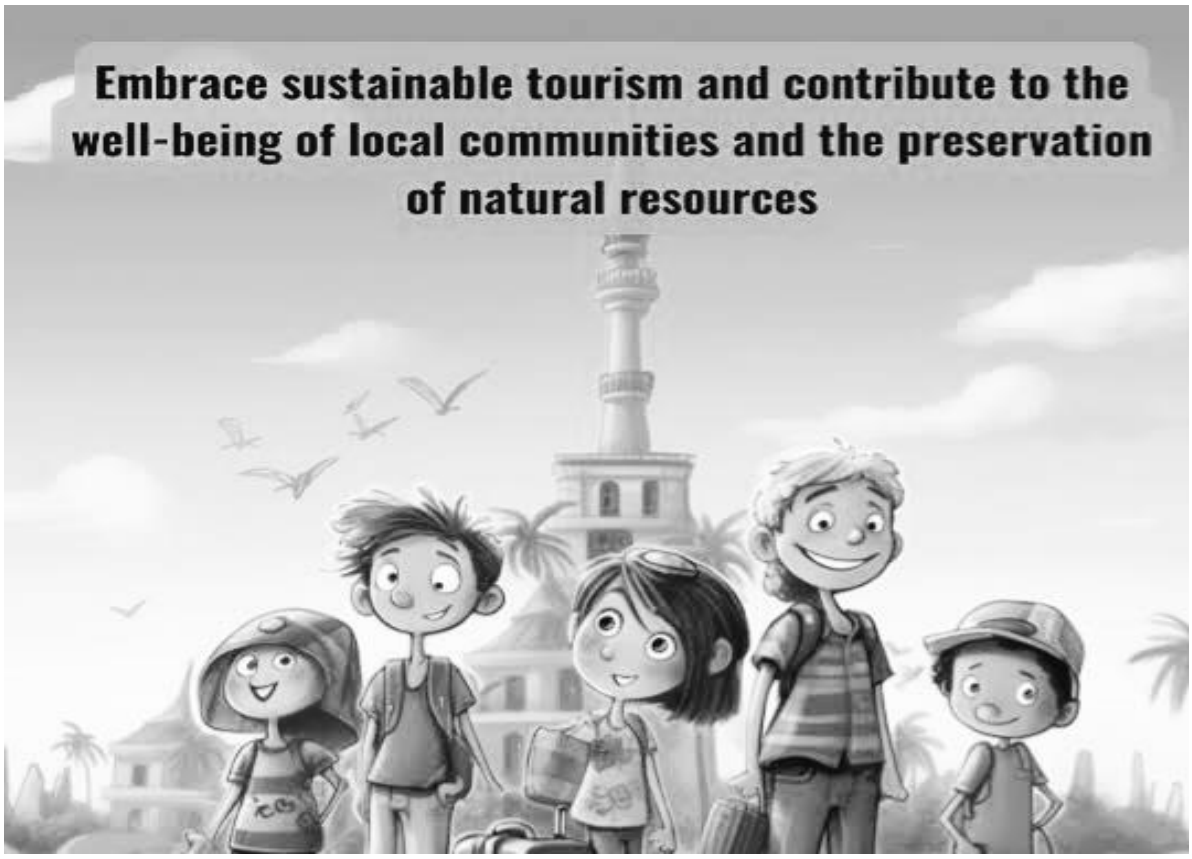
4.4.3



(1)

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4.5 Study the image below and answer the questions that follows.



4.5.1 Suggest any TWO sustainable tourism practices. (4)

4.5.2 List the three pillars of sustainability . (3)

4.5.3 Advice tourist on any THREE rules for tourist behavior in the natural environment (6)

Total Section D : 50

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

QUESTION 5

5.1 Differentiate between verbal and non-verbal communication (4)

5.2. Draw the internationally recognized symbol to represent the following:

5.2.1 Ladies toilet (1)

5.2.2 No parking here (1)

5.2.3 No entry (1)

5.2.4 Hospital (1)

5.2.5 Disabled parking (1)

5.2.6 No smoking (1)

5.3 Read the scenario below and answer the questions that follow.

The 24th of September Mr London checked into a 4-star hotel in Durban. During his stay he noticed that there were a few cockroaches in the fridge and had also woken up to bed bug bites. He proceeded to complain about this at the front desk, but the receptionist told him he is exaggerating and that he probably didn't see correctly, and that he was bitten by mosquitos. When Mr London asked to speak to the manager, the manager said he was busy and would attend to it, but Mr London checked out 3 days later, without the manager having attended to the matter.

5.3.1 According to the information above, what type of communication tool did Mr London use to express his concerns (1)

5.3.2 Based on Mr London's experience, what would you say are going to be the consequences of poor service delivery for this hotel? (2)

5.3.3 Explain THREE advantages for this hotel if they had given excellent service delivery (3)

5.3.4 Discuss TWO rules a business can apply to improve poor service delivery. (4)

TOTAL SECTION E : 2O

GRAND TOTAL: 150 MARKS

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