✅ Grade 10 Tourism – Term 4 Final Exam Study Guide & Scope

Total marks: 150 | Time: 2½ hours
Sections:

- Section A – 47 Marks (Knowledge & Comprehension)
- Section B – 68 Marks (Application & Short Essays)
- Section C – 35 Marks (Case Studies & Extended Responses)

📌 Topics to Study

1. Basic Tourism Concepts & General Knowledge

- Definition of tourism terms:
  - Marketing
  - Sho't Left
  - Niche market
  - Service excellence
  - Indigenous
- Tourism terminology (fauna, flora, methane, etc.)
- Payment methods:
  - Credit card vs debit card
  - ATM, speed-point machine
- Time zones & UTC
- Domestic, regional, inbound tourism
- GPS & map terminology

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2. Maps & South African Geography

- Provinces of South Africa
- Reading & identifying:
  - Political maps
  - Road maps
  - Latitude & longitude
  - Tropic of Cancer/Capricorn, Equator, IDL
- Major attractions in provinces (e.g., Limpopo, KZN, Western Cape)
- World Heritage sites in SA:
  - Cradle of Humankind
  - Robben Island
  - uKhahlamba Drakensberg Park
  - Mapungubwe Cultural Landscape
- N-roads linking provinces (e.g., N1, N2)

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3. Customer Care & Communication

- Verbal & non-verbal communication
- Public vs small group communication
- Telephone etiquette (4 P's)
- Effective body language
- Email communication uses for travel agents
- Case study: poor customer service scenario
  - Identify issues
  - Consequences
  - Solutions & benefits

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4. Transport

- Types of transport (air, road, water, rail)
- Unusual or rural transport (donkey carts, etc.)
- Airport names in South Africa (OR Tambo, King Phalo / Port Elizabeth)

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5. Responsible & Sustainable Tourism

- Definitions:
  - Environmental responsibility
  - Social responsibility
  - Economic responsibility
- Responsible tourist behaviour:
  - No littering
  - Staying on trails
  - Using public transport
  - Supporting conservation projects

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6. Global Warming & Climate Change

- Causes of global warming (human factors)
- Greenhouse gases (e.g., methane)
- Effects of climate change on tourism

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7. Culture & Heritage

- Meaning of "Rainbow Nation"
- Cultural elements (dress, food, language, music, traditions)
- Cultural tourism
- Annual cultural events in provinces (e.g., Grahamstown Arts Festival)
- Importance of protecting heritage sites

🧠 Question Types

Section	Description	Skills Needed
A	MCQs, matching, short recall	Memory & basic knowledge
B	Short answers, scenarios	Understanding & application
C	Case studies, explanations	Higher-order thinking

📂 Key Study Checklist

✔ Know all provinces & capitals
✔ Know major SA attractions & WHS names and reasons for significance
✔ Practice reading maps
✔ Tourism terminology & definitions
✔ Examples of responsible tourism
✔ Customer care strategies + real-life scenarios
✔ Cultural concepts & SA heritage
✔ Environmental threats + solutions

📝 Exam Preparation Tips

Before Exam

- Review definitions daily
- Practice matching Heritage Sites with provinces
- Memorize two examples per topic
- Create flashcards for tourism terms

During Exam

- Start a new page for each section
- Use CAPITAL LETTERS for Question 1
- Follow mark allocation – write enough, not too much
- Underline key words / terms when defining

✨ Revision Activities

Activity	Time
Label provinces on blank map	10 min
Write 10 tourism definitions	10 min
Heritage site – name, province, significance (x3)	15 min
Telephone etiquette role-play	5 min
Practice 1 case study question	15 min

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