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KWAZULU-NATAL PROVINCE

EDUCATION
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

TOURISM

PREPARATORY EXAMINATION

SEPTEMBER 2025

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MARKS: 200

TIME: 3 hours

This question paper consists of 24 pages.

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INSTRUCTIONS AND INFORMATION

1. This paper consists of FIVE sections.
2. All questions are COMPULSORY.
3. Start each question on a new page.
4. You may use a calculator.
5. Show all your workings and calculations.
6. The following table is a guide to help you manage your time effectively.

SECTION	QUESTION	TOPIC	MARKS	TIME
A	1	Short questions	40	20 MINUTES
B	2	Mapwork & Tour Planning	50	50 MINUTES
	3	Foreign Exchange		
C	4	Tourism Attractions	50	50 MINUTES
	5	Culture & Heritage Tourism		
	6	Marketing		
D	7	Tourism Sectors	30	30 MINUTES
	8	Sustainable and Responsible Tourism		
E	9	Domestic, Regional and International tourism	30	30 MINUTES
	10	Communication and Customer care		

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SECTION A: SHORT QUESTIONS

QUESTION 1

1.1 Four 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 – 1.1.20) in the ANSWER BOOK, for example 1.1.21 D

1.1.1 Wimbledon 2025 was held between 30 June and 13 July in:

A Paris
B Italy
C London
D Peru

1.1.2 The inauguration of US President Donald Trump is considered to be a:

A goodwill event
B summit event
C delegation following
D conference visit

1.1.3 Water shedding and load shedding are examples of _____, when considering good environmental practices.

A pollution control
B waste management
C litter control
D resource management

1.1.4 The following criteria was used to declare Robben Island a World Heritage site:

A to contain superlative natural phenomena or areas of exceptional natural beauty and aesthetic importance.

B to be an outstanding example of a traditional human settlement, land-use, or sea-use which is representative of a culture (or cultures), or human interaction with the environment especially when it has become vulnerable under the impact of irreversible change.

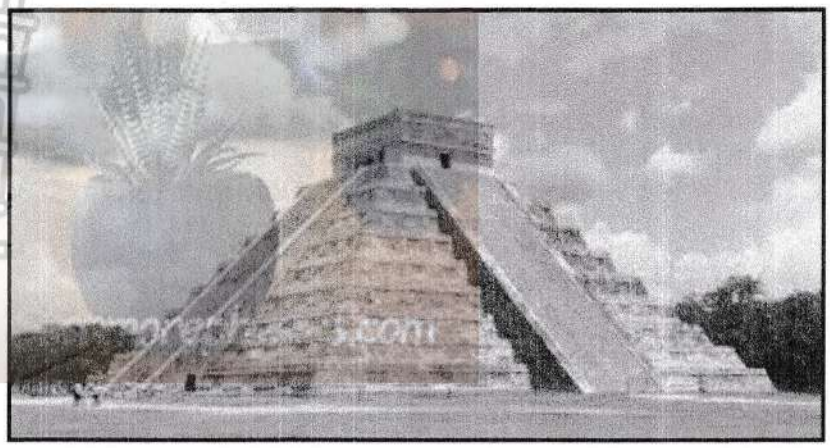
C to contain the most important and significant natural habitats for conservation of biological diversity, including those containing threatened species of outstanding universal value from the point of view of science or conservation.

D to bear a unique or at least exceptional testimony to a cultural tradition or to a civilization which is living or which has disappeared.

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1.1.5 The Chichen Itza, pictured below is located in the following country.



A Jordan
B Mexico
C Turkey
D Greece

1.1.6 The currency used by tourists visiting the Eiffel Tower is the:

A Franc
B Euro
C Pound
D Dollar

1.1.7 A tourist travels from 30°E to 60°E. They will travel to a destination that is ___ hours Ahead of their departure point.

A three
B four
C two
D five

1.1.8 Also referred to as *Bank Identifier Code* this is a computerised messaging system that sets up the transfer of money between member banks in different countries.

A Internet banking
B ATM banking
C Electronic fund transfers
D SWIFT banking

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1.1.9 SATourism will invest in the following initiatives to promote:



A marketing of South Africa
B domestic tourism
C sustainable tourism
D safety and security

1.1.10 The aspect in a Code of Conduct which will be used to handle the potential problem shown in the picture below is:



A professionalism
B work strategies
C discrimination and harassment
D employment wellness

1.1.11 A positive impact of hosting a global event is:

A Increased infrastructure usage.
B Increased marketing costs.
C Increased media and exposure.
D Increased environmental pressure.

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1.1.12 A crew member certificate is available to a _____ who can use it to cross the borders of a country, instead of needing to get his/her passport constantly stamped.

A Concierge
B Hotel Receptionist
C Pilot
D Politician in office

1.1.13 An important factor that influences an international tourist budget.

A The time of year that one travels.
B The type of weather in the tourists home town.
C The type of car that the tourist drives.
D The type of allergies that the tourist suffers from.

1.1.14 The guidelines that one will need to follow if they expect to choose the correct area at the Customs Section of the Airport:

A Choose the Red Channel if you have checked baggage.
B Choose the Green Channel if you are carrying 250ml of perfume.
C Choose the Green Channel if you have goods made in a South African prison.
D Choose the Red Channel if you have an undeclared service weapon.

1.1.15 The windmills in the Netherlands will be attractive to _____ tourists.

A coastal
B cultural
C backpacking
D shopping

1.1.16 The number of nights that a tourist spends at a destination, including non-paying accommodation, if they stay with family and friends is known as:

A Bed nights
B Visiting nights
C Tourists spending
D Accommodation costs

1.1.17 Travellers must convert unused currency back to the South African Rand within _____ days of them returning to South Africa.

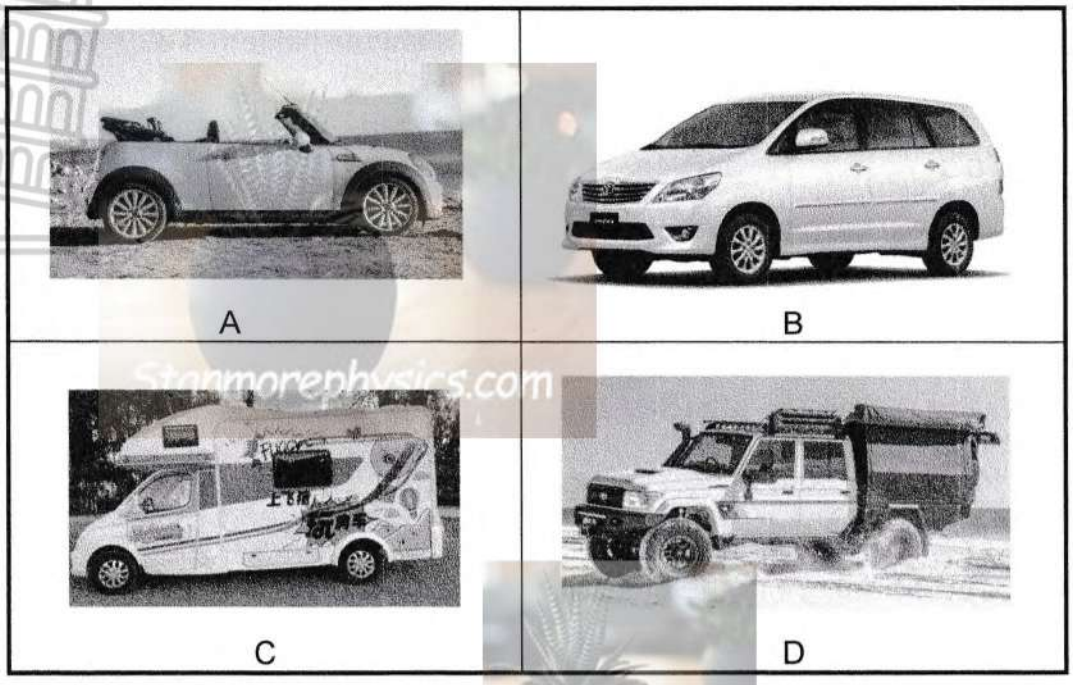
A 10
B 14
C 30
D 25

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1.1.18 The following vehicle will be suitable for an ecotourist in South Africa.



1.1.19 The employee in a Travel related company who is responsible for ensuring that the tourist profile satisfies the prepared itinerary is called a:

A Tour guide
B Travel agent
C Tourist Manager
D Travel advisor

1.1.20 A common symptom of Jetlag is:

A Fatigue and disorientation
B Increased appetite
C High fever
D Difficulty in speaking clearly **(20)**

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1.2 Choose the correct word from the bracket to complete the statement. Write only the number and the correct answer.

1.2.1 Keeping your personal items like wallets and cameras hidden, is a safety measure one observes in (hotels/public areas).

1.2.2 Catering to the needs of adventure enthusiasts and families looking for their next holiday destination, the Getaway Show is held in Durban/ Johannesburg) each year.

1.2.3 The (UTC/IDL) is the time standard by which the world controls clocks and time.

1.2.4 The Wailing Wall will be attractive to a/an (adventure/religious) tourist.

1.2.5 The South African Rand is weaker against the (GBP/JPY). (5)

1.3 Match the Policy document in the block below with the instances in which they can be used, as is described in the statements that follow. The policy document can be used more than once in your answers.

Code of Conduct	Basic Conditions of Employment Act.
Contract of Employment	Customer service policy
Environmental policy.	

1.3.1 A Muslim employee is forced to work on Eid Day, an important religious day, event though he applied for special leave in January of the current year.

1.3.2 The maintenance manager has fallen asleep in his workshop and is smelling of alcohol, during work hours.

1.3.3 A housekeeping manager at a hotel feels that she is being asked to constantly carry out duties that were not expected of her when she was offered her job.

1.3.4 A waitress is being harassed about her cultural identity.

1.3.5 An employee is refusing to work over-time during a long weekend. (5)

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1.4 Match the tourism organisation in Column A with its function in Column B. Write only letter (A – F) next to the question numbers (1.4.1 to 1.4.5) in your answer book, e.g. 1.4.6 G.

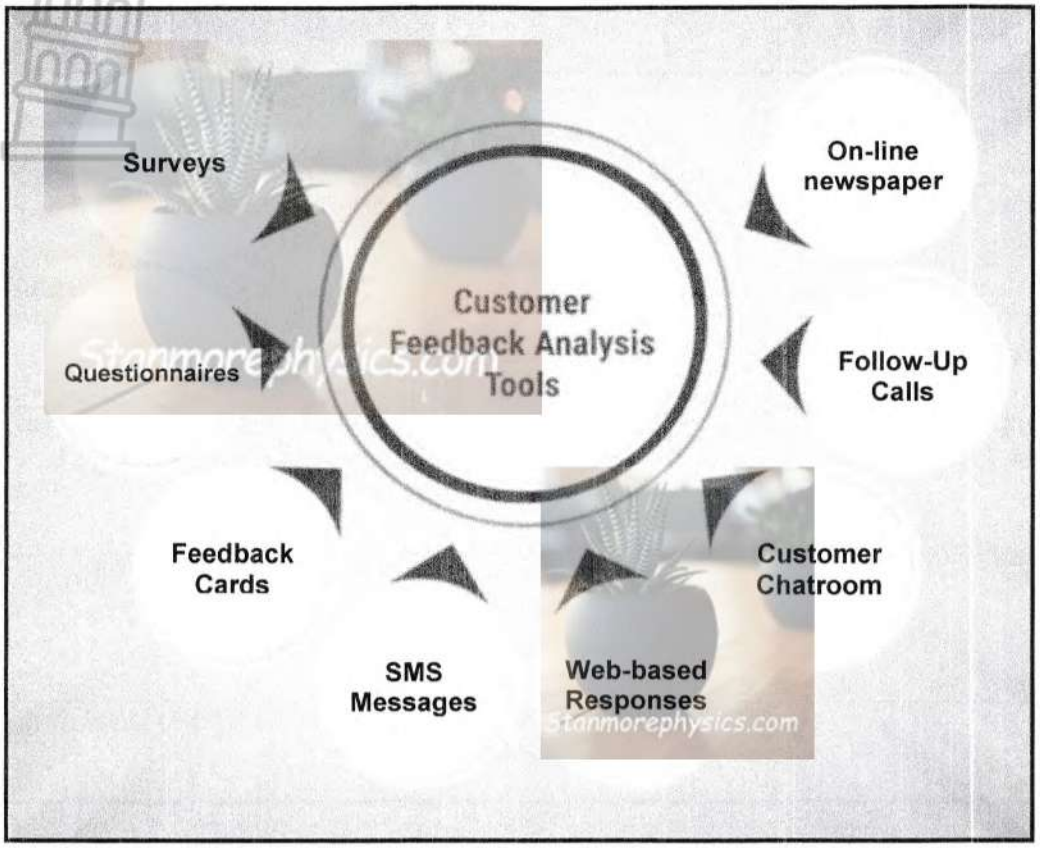
	COLUMN A		COLUMN B
1.4.1	TOMSA	A.	The department that helps a tourist process their passport.
1.4.2	UNESCO	B.	A non-profit organisation that promotes sustainable tourism development.
1.4.3	WHO	C.	The organisation that declares National Heritage Sites.
1.4.4	DHA	D.	The organisation involved in raising additional funds for the marketing of South Africa as a destination of choice.
1.4.5	FTT	E.	The global health organisation responsible for providing awareness and precautions against travel related diseases.
		F.	The organisation responsible for the declaring of a World Heritage Site.

(5)

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1.5 Match the descriptions provided with the Customer Feedback Tools used in the Tourism Industry. Write only the question number (1.5.1 to 1.5.5) and the correct customer feedback tool from the diagram below, next to the question number, e.g. 1.5.6 Hello Peter.



(Adapted: https://ideascale.com)

1.5.1 A document that is made up of carefully designed ideas which a customer must respond to. It is generally aimed at getting responses from individuals.

1.5.2 A customer feedback tool aimed at getting responses from a specific group of individuals. May be accompanied by incentives in order to encourage responses.

1.5.3 Customers are contacted after a service experience in order to get their feedback.

1.5.4 Used to capture the customers experience while it is still fresh in their mind, this feedback tool is designed to be quick to complete. Can be designed as a rating sheet.

1.5.5 On-line user friendly method used to get back responses from customers who may be reluctant to have direct contact with the service provider. Unusually linked to the contact details of the service provider. (5)

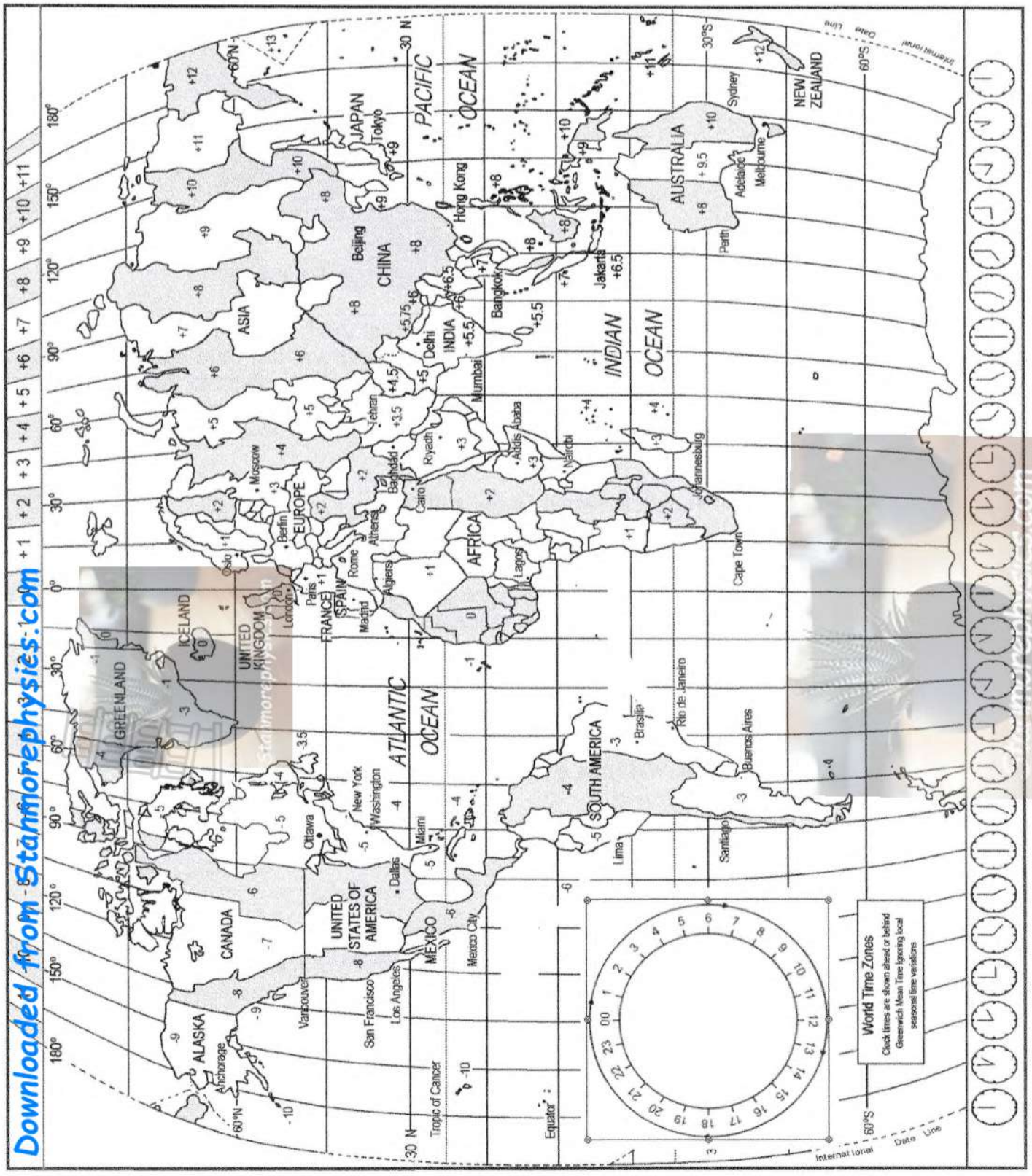
TOTAL SECTION A: [40]

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SECTION B: MAPWORK & TOUR PLANNING AND FOREIGN EXCHANGE

QUESTION 2

Study the world time zone map and the information below before answering the questions that follow.



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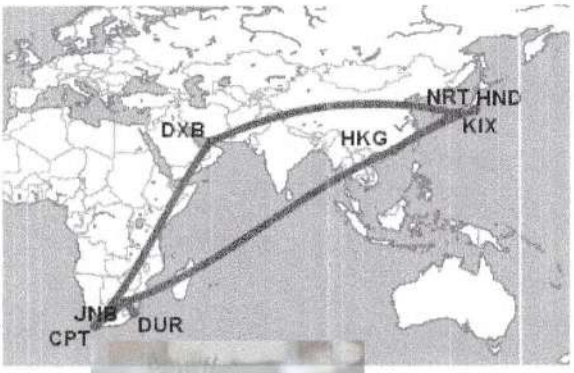
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2.1

JAPAN – WORLD EXPO – 13 APRIL TO 13 OCTOBER

The Japan World Expo focusing on the protection and preservation of the environment is being held in Osaka, Kansai, Japan (135°E). The last World Expo took place in Dubai, the United Arab Emirates (60°E), between 1 October 2021 and 31 March 2022. (https://www.bie-paris.org).





A group of 5 South African environmentalists travelled in August 2025 to the Expo, on a non-stop flight to Dubai (*DXB – airport code for Dubai International Airport*), and spent 3 days there with the Dubai team that led the 2021 Expo, before boarding a flight to Japan, *(KIX – airport code for Kansai International Airport)*. Their route map is shown above.

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2.1.1 Calculate the time difference between Dubai and Japan. (2)

2.1.2 The group left OR Tambo International Airport (JNB) on Thursday 14 August at 10:00. The duration of the flight to Dubai was 8hours. Calculate their arrival time in Dubai International Airport.
SHOW ALL CALCULATIONS. (4)

2.1.3 On 15 August the delegates from South Africa, Dubai and Japan will be joining a team from Canada in a virtual (online) meeting to discuss environmental strategies. Canada is practicing Daylight Savings Time (DST).

a. Determine the season that Canada is experiencing during August. Give a reason for your answer. 1 + 2 (3)

b. The call is made from the Expo headquarters in Japan at 08:00 (JST). Calculate the time that the delegates in Canada will receive the call, taking DST into consideration.
SHOW ALL CALCULATIONS. (5)

2.1.4 Discuss the importance of having a route map when planning one's trip. 2 x 2 (4)

[18]

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2.2 Study the picture below before answering the questions that follow.



(https://www.123rf.com)

2.2.1 Explain **TWO** points on the importance of safety tips such as the one above, for people who intend on travelling to another country. 2 x 2(4)

2.2.2 Suggest **ONE** travel related disease that will require one to take tablets, as there is no official vaccination against the disease. (2)

2.2.3 A tourist may not need to take a medical insurance if they can show proof of a travel insurance that covers medical emergencies. Determine **TWO** other aspects that will be covered by a Travel insurance. 2 x 2 (4)

2.2.4 Recommend **TWO** ways in which one can secure their checked luggage, to avoid any loss or damage. 2 x 1 (2)

2.2.5 Suggest **TWO** advantages of one carrying their money on a Cash Passport Card rather than in cash. 2 x 2 (4)

[16]

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QUESTION 3: FOREIGN EXCHANGE

3.1 Study the information below before answering the questions that follow.

The GDP of a country is the total value of goods and services in a country in one year and determines the state of the economy. The Multiplier Effect in the Tourism industry contributes to the GDP of the country, but is highly influenced by currency fluctuations as is shown in the currency exchange rate graph below.



Adapted from www.Raviexchangecompany.com

3.1.1 Write the acronym GDP in full? (2)

3.1.2 Define the following terms:

a. Multiplier Effect (2)

b. Exchange Rate (2)

3.2 Determine when the USD was weakest against the ZAR. Give the date and a reason for your answer. 2 x 2 (4)

3.3 Nomfundo travelled to USA on 20 July. Convert her spending money of R 25 000 to USD. **SHOW ALL CALCULATIONS.** (3)

3.4 Kiran's mum lives in America. She sent 5623 USD to Kiran who is currently studying in South Africa. Convert this amount to ZAR on 3 August. **SHOW ALL CALCULATIONS.** (3)

[16]

TOTAL SECTION B: 50

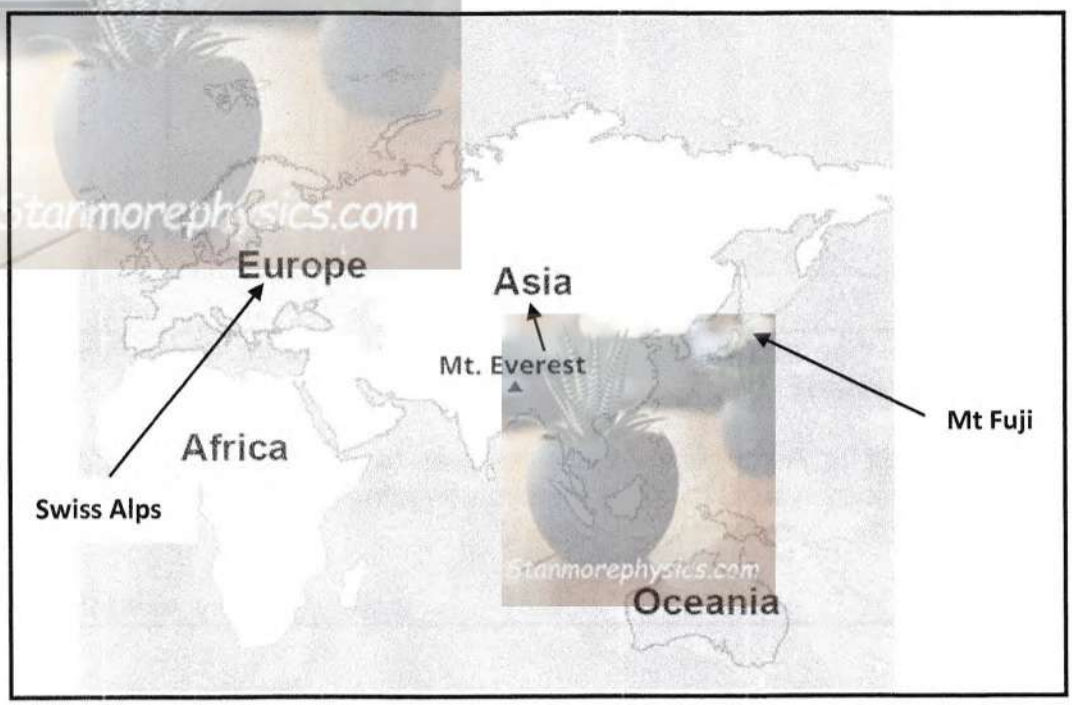
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SECTION C: TOURISM ATTRACTIONS; CULTURE AND HERITAGE TOURISM, MARKETING

QUESTION 4.1

Martin is a financial manager who has saved up his money to take a 6 month break from work in order to explore his interest in mountain climbing. He has planned to visit the following three famous mountainous spots of the world:



4.1.1 For each of the famous mountains above, provide the following information:

a. The global significance of Mount Everest. (2)

b. The uniqueness of the shape and creation of Mount Fuji. (2)

c. The country of location for the Swiss Alps. (2)

4.1.2 Determine any **TWO** target markets for these famous attractions other than Leisure tourists. 2 x 1 (2)

4.1.3 Natural features such as these mountains form part of the primary attractions for tourists visiting the host country. Sustainable and Management Plans are important to preserve natural attractions which cannot be duplicated in any destination. (4)????

a. Suggest **TWO** reasons why natural attractions may be considered primary attractions when compared to human-made attractions. 2 x 2 (4)

b. Recommend **TWO** ways in which the management of these natural attractions can ensure the sustainability of the attractions while still attracting tourism to the area. 2 x 2 (4)

[20]

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4.2 Read the extract below before answering the question that follows.



Athens' Acropolis Parthenon is crumbling under tourism pressure. Should you visit quieter places instead?

If you're planning to visit the Acropolis in Athens this year, be prepared. Timed entry slots have been introduced in a bid to tackle the overwhelming daily visitor numbers to the site.

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(https://www.euronews.com)

In a paragraph briefly explain the implications for tourists and the tourism industry if visitors to the Parthenon have to be severely reduced. Your answer must cover the following points:

- The economic impact of this site on tourism 2 x 2 (4)
- The future of this icon if mass tourism is not controlled 2 x 2 (4)

[9]

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QUESTION 5

5.1 Refer to the information below when answering the questions that follow.

Sibudu Cave, North Coast near Ballito (can be spelt Sibhudu)

A Prehistoric Rock Shelter, above the uThongathi River *has been declared a World Heritage site.* "Sibudu Cave has been identified as having the qualities so exceptional that it is of National significance and was eligible for National Declaration," said *South African Heritage Resources Agency (SAHRA) CEO, Lungi Malgas.*

Considered to be one of South Africa's most important Archaeological Sites, a cornerstone for understanding the behavioural origins of modern humans. Sibudu received International recognition as one of the most important Areas of its kind and was also nominated as a World Heritage Site by UNESCO in July 2024.

(https://www.sahistory.org.za – 26.07.24)



5.1.1 Briefly describe a World Heritage Site. (2)

5.1.2 Identity the category of World Heritage sites, that Sibudu Caves belong to. (2)

5.1.3 Discuss the reason for Sibudu Caves being declared a World Heritage site in 2024. (2)

5.1.4 KwaZulu Natal is fortunate to be home to three of South Africa's 13 World Heritage sites.

Explain **TWO** reasons why this is so beneficial to the KwaZulu Natal tourism industry. 2 x 2 (4)

[10]

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QUESTION 6

Read the information below before answering the questions that follow.

Meetings Africa 2025 will see the 19th advent of this Business Events Trade Show, owned by South African Tourism, with the specific objective of creating a market access platform, for African Business Events Products. It serves as the primary platform to enable the growth of the business events industry on the continent and ultimately contributes towards its economic growth.

Meetings Africa is a 2-day trade show with a dedicated educational day, BONDay that is executed in conjunction with the key global, continental and national industry associations.

Meetings Africa exists to provide a platform for exhibitors to showcase their offerings to International and local buyers, African associations and corporate planners. It is the most formidable platform on the continent for you to meet face-to-face with the most influential buyers in the world, and to be part of Africa's growth.

6.1 **Choose the correct minister from the bracket.**

The current National Minister who is in charge of directing the duties of SATourism is (Patricia de Lille / Musa Zondi). (2)

6.2 Identify the SATourism core function that this event is aimed at achieving. (2)

6.3 Meetings Africa and the Africa Travel Indaba are both trades shows.

6.3.1 Explain what you understand by the term trade show. (2)

6.3.2 Distinguish the difference between Meetings Africa and the Africa Travel Indaba. (2)

6.4 The role of Marketing and Branding is to ensure a recognised, appealing, resilient and competitive tourism brand for South Africa across all markets and segments nationally and internationally (https://www.southafrica.net)

6.4.1 Identify the current slogan used by Brand South Africa. (2)

6.4.2 Discuss why a strong brand can be a powerful international marketing tool for South Africa, as a tourism destination. Use the World Tourism Market and ITB to explain your answer. 2 x 2 (4)

[14]

TOTAL SECTION C: 50

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SECTION D: TOURISM SECTORS & RESPONSIBLE AND SUSTAINABLE TOURISM

QUESTION 7

7.1 Study the advert below and then answer the questions that follow.



(/www.linkedin.com)

7.1.1 Determine whether a receptionist can be expected to work during her lunch break. Justify your answer with a good reason. (2)

7.1.2 Describe **ONE** situation where a receptionist will have to remain calm under pressure. (2)

7.1.3 Discuss **TWO** ways on how an applicant can achieve the requirement of being "***presentable and well spoken",*** specifically in the role of a receptionist. 2 x 2 (4)

[8]

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7.2 Study the picture of the travel product below before answering the question that follows.



The professional image of a business is often influenced by the visual attractiveness of the actual product.

In a short paragraph, discuss **THREE** ways in which product packaging can contribute to the success of a tourism business. 3 x 2 **(7)**

[15]

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QUESTION 8

Study the information in the extract below before answering the questions that follow.

A COMMUNITY RUN BACKPACKER IN SOUTH AFRICA

Mdumbi, Backpackers on the Wild Coast of South Africa, aims to promote "community involvement and sustainable eco-tourism". The backpacker prides itself in being fused with the amaXhosa culture of the Eastern Cape, situated deep in the heart of a traditional village.

With a number of sustainability interventions onsite such as energy efficiency, solar power and waste management, Mdumbi has a unique ownership model, with the local employees, the amaxhosa community association, and TransCape (Mdumbi's affiliated NPO) all holding shares in the business.

Mdumbi's NPO, TransCape, aims "to provide access to the resources, support, and knowledge necessary for communities to initiate the process of change towards a better quality of life." In 2017, the Backpacker was also awarded a silver prize by the World Responsible Tourism Awards for best in poverty reduction.

(https://sumas.com)

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8.1 Find words in the extract that match the following descriptions. Write only the question number and the correct word.

a. Travelling to another place to participate in activities that focus on the natural environment. (2)

8.2 Identify **TWO** ways on how Mdumbi meets the following Pillars of Sustainability:

a. Environmental Pillar 2 x 2 (4)

b. Social Pillar 2 x 2 (4)

8.3 Recommend **TWO** non-monetary ways in which Vodacom can help the local high school, in their Corporate Social Initiative outreach programme. 2 x 2 (4)

[14]

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 extract and picture below before answering the questions that follow.



Four dead as Cyclone Garance wrecks France's La Reunion island

More than 160,000 people face power outages as cyclone wreaks havoc on the Indian Ocean island, authorities report.

The cyclone struck on Friday, making landfall in the north of the Indian Ocean island east of Madagascar, blowing away roofs and cutting power and access to drinking water for many residents.

The nearby tourist island of Mauritius shut its main airport on Wednesday, while La Reunion shut down flights on Thursday. Its international airport was to reopen late on Saturday.

(https://www.aljazeera.com - 01 Mar 2025)

9.1.1 Identify **TWO** Indian Ocean islands affected by the cyclone. (2)

9.1.2 Discuss **TWO** ways in which tourism will be affected by natural disasters such as the above cyclone. 2 x 2 (4)

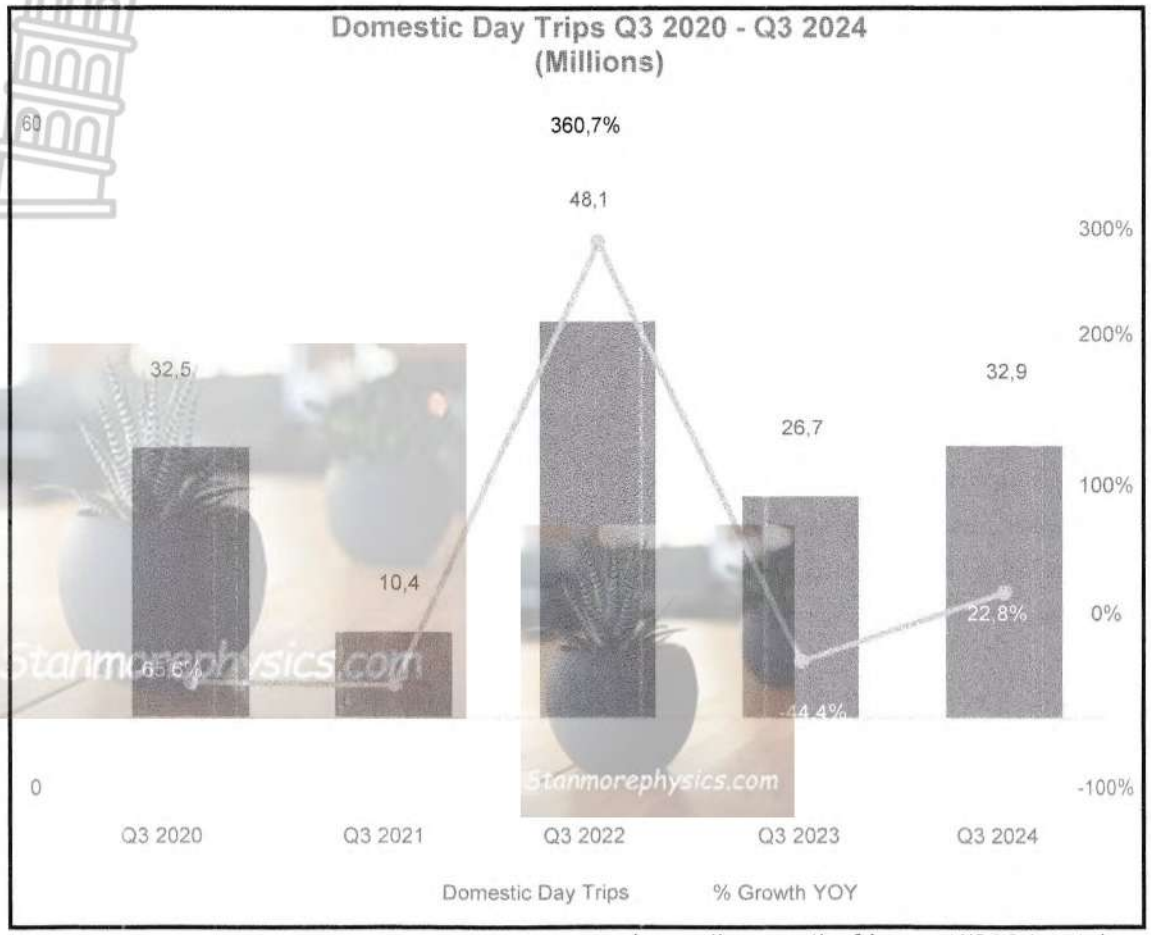
9.1.3 Propose **TWO** ways in which the government can improve tourism despite these natural disasters. 2 x 2 (4)

[10]

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9.2 Study the information about Domestic Day Trips in South Africa (2020-2024), and then answer the questions that follow.



(www.live.southafrica.net//2024stats)

9.2.1 Provide the term for the unstable (*changing*) trend observed in the above statistical graph. (2)

9.2.2 Determine **ONE** reason why there was a decrease in domestic day trips in Quarter 3 of 2021. 1 x 2 (2)

9.2.3 Suggest **TWO** adventure activities available to tourists going on domestic day trips in KwaZulu Natal 2 x 1 (2)

9.2.4 Evaluate the need for tourism statistics that examine Domestic day trips. Motivate your answer with **TWO** points. 2 x 2 (4)

[10]

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QUESTION 10

Study the information below before answering the questions that follow.

E-TOURISM

What is E-Tourism?

E-Tourism, also known as electronic tourism or digital tourism, refers to the use of digital technologies to plan, book, and experience travel and tourism activities. It involves the integration of information and communication technologies (ICT) into various aspects of the tourism industry, including destination management, marketing and promotion, transportation, accommodation, and customer service.



https://www.collidu.com/presentation-e-tourism

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10.1 Explain what you understand by the term ***E-Tourism***/electronic tourism. (2)

10.2 From the extract above quote **TWO** ways in which SATourism will be able to make use of E-Tourism to achieve their core functions. 2 x 2 (4)

10.3 Discuss **TWO** ways in which the above type of technology can be used as a customer feedback tool, to improve customer service. 2 x 2 (4)

[10]

TOTAL SECTION E: 30

GRAND TOTAL: 200

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