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MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

TOURISM
PREPARATORY EXAMINATION
SEPTEMBER 2021

MARKS: 200

TIME: 3 hours

This question paper consists of 23 pages

SECTION A: SHORT QUESTIONS**QUESTION 1**

1.1 Four options are provided as possible answers to the following questions. Choose the correct answer and write only the letter (A-D) next to the question number (1.1.1.-1.1.20)

1.1.1 The ... is located between Zimbabwe and Zambia.

- A Niagra falls
- B Victoria falls
- C Angel falls
- D Tugela falls

1.1.2 A tourism software company provides food and clothes to a children's home on a monthly basis. This donation is regarded as ...

- A infrastructure development.
- B culture preservation.
- C environmental conservation
- D a corporate social investment.

1.1.3 A couple purchase a laptop to the value of R6 500 from a duty-free shop. They will have to pay the following type of tax entering South Africa.

- A Custom Duty
- B Import Tax
- C Duty Tax
- D Immigration fee

1.1.4 Identify the country where the Black Forest is located.

- A Canada
- B Australia
- C Germany
- D China

1.1.5 The Christ the Redeemer is located in this continent.

- A Russia
- B South America
- C Asia
- D Europe

1.1.6 The following is not a principle of FTT.

- A Education
- B Democracy
- C Fair Share
- D Respect

1.1.7 The Equator is an imaginary line that ...

- A splits countries into three different climatic regions.
- B causes changes to the day and date of a country.
- C divides the earth into the Northern and Southern Hemisphere.
- D runs from north to west on the globe.

1.1.8 Receiving one star is an example of ... customer satisfaction.

- A poor
- B average
- C good
- D excellent

1.1.9 The outbreak of COVID-19 is an example of a/an ...

- A political occurrence.
- B unforeseen occurrence.
- C global event.
- D health war.

1.1.10 Limited air transport to South Africa from certain African and overseas destinations:

- A Long-haul flights
- B Inadequate flights
- C Short-haul flights
- D Adequate flights

1.1.11 The percentage surcharge for car hire from an airport is:

- A 1,5%
- B 5%
- C 1%
- D 11%

1.1.12 The following World Heritage site is located in Mpumalanga.

- A Cradle of Humankind
- B Baberton Makhontwja Mountains
- C Mapubungwe Cultural Landscape
- D Kruger National Park

1.1.13 A trade show hosted by SATourism in South Africa annually:

- A ITB
- B CSI
- C INDABA
- D WTD

1.1.14 Wearing a mask and sanitizing is one of the precautions for this world wide disease:

- A Ebola
- B Yellow Fever
- C Zika
- D Corona

1.1.15 The main role of UNESCO:

- A Protection of the South African economy and its people.
- B Promote cruelty against animals in captivity.
- C Protection and development of World Heritage Sites.
- D Promote ethical behavior amongst staff.

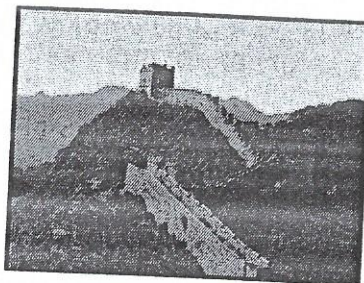
1.1.16 Attending to a customer complaint will lead to:

- A Negative word-of-mouth
- B Customer loyalty
- C Loss of income
- D Taking business elsewhere

1.1.17 This world icon is unique because of the fact that there are no streets.

- A Colosseum
- B Vatican City
- C Pisa
- D Venice

1.1.18 The icon below stretches roughly from east to west.



- A Great Wall of China
- B Taj Mahal
- C Berlin Wall
- D Statue of Liberty

1.1.19 Regulations relating to the dress code at work:

- A Personal aura
- B Professional image
- C Personal hygiene
- D Emotional integrity

1.1.20 When a receptionist in the tourism industry works on a public holiday, she is entitled to ...

- A reduced annual bonuses.
- B five days additional leave.
- C time of equivalent to two months.
- D payment at double the normal rate.

(20x1) (20)

1.2 Choose a term/s from the list below that best describe the statement provided. Write only the term/s next to the question number (1.2.1 – 1.2.5) in the ANSWER BOOK.

Sydney Opera House, valid air ticket, Zimbabwe, ID, Mauritius, economic, tennis, social, cycling, Colosseum

1.2.1 A document required when purchasing foreign currency before departing on an overseas holiday.

1.2.2 Regarded as South Africa's top African land travel markets.

1.2.3 CSI represents this pillar of sustainable tourism.

1.2.4 Wimbledon in the United Kingdom showcases this sporting event.

1.2.5 Construction, and specifically its roof's design, makes this architectural masterpiece a welcome sight for visitors. (5x1) (5)

1.3 Choose the correct word(s) from those given in brackets. Write only the word(s) next to the question number (1.3.1 – 1.3.5) in your ANSWER BOOK.

1.3.1 (A crisis management plan/Conserving natural resources) will contribute to the safety at an attraction.

1.3.2 DST is a practice whereby certain countries move their time one hour (forward/backward) in the summer months.

1.3.3 A (earthquake/bushfires) caused massive destruction in Australia during 2019 and 2020.

1.3.4 (Malaria/Bilharzia) is contracted from a mosquito.

1.3.5 The two most expensive items when compiling a tour budget are (accommodation & meals/transport & accommodation). (5x1) (5)

- 1.4 Choose the type of unforeseen occurrence from COLUMN B that best matches the example in COLUMN A. Write only the letter (A-F) next to the question number (1.4.1-1.4.5) in the ANSWER BOOK, for example 1.4.6 G.

COLUMN A	COLUMN B
1.4.1 Floods – Mozambique	A General unrest
1.4.2 Rovos Rail derail in South Africa	B Civil war
1.4.3 Global financial crisis 2020	C Natural disasters
1.4.4 Outbreak of the 2nd wave of the Corona virus.	D Economic upset
1.4.5 Inauquaration of Joe Biden as the new president of the USA.	E Diseases
	F Accidents

(5x1) (5)

- 1.5 Connect the internet related travel application portrayed in the images below with the functions given. Write only the question numbers (1.5.1-1.5.5) and the correct answer, for example 1.5.6 F.



- 1.5.1 Allows travellers the opportunity to obtain reviews about hotels, restaurants and destinations.
- 1.5.2 A smart phone application that provides the user with up to date information about global diseases.
- 1.5.3 Provides directions and information on road works, places of interest and rest stops along the chosen route.
- 1.5.4 Gives up to date information about flights, their status and check-in times.
- 1.5.5 Offers a virtual tour to a destination.

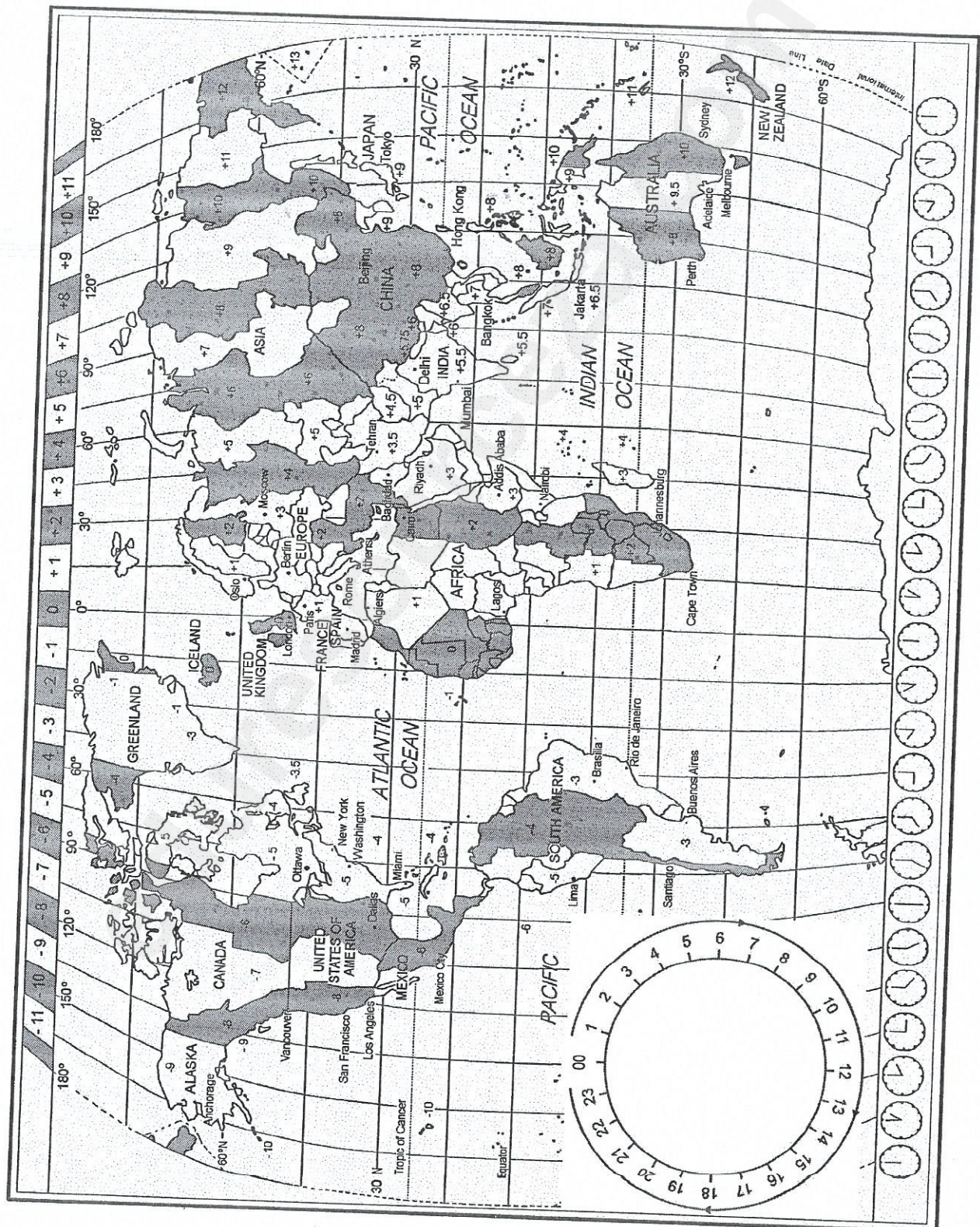
(5x1) (5)

TOTAL SECTION A: 40

SECTION B: MAP WORK AND TOUR PLANNING; FOREIGN EXCHANGE

QUESTION 2

- 2.1 Study the World Time Zone Map below, read the information and then answer the questions that follow.

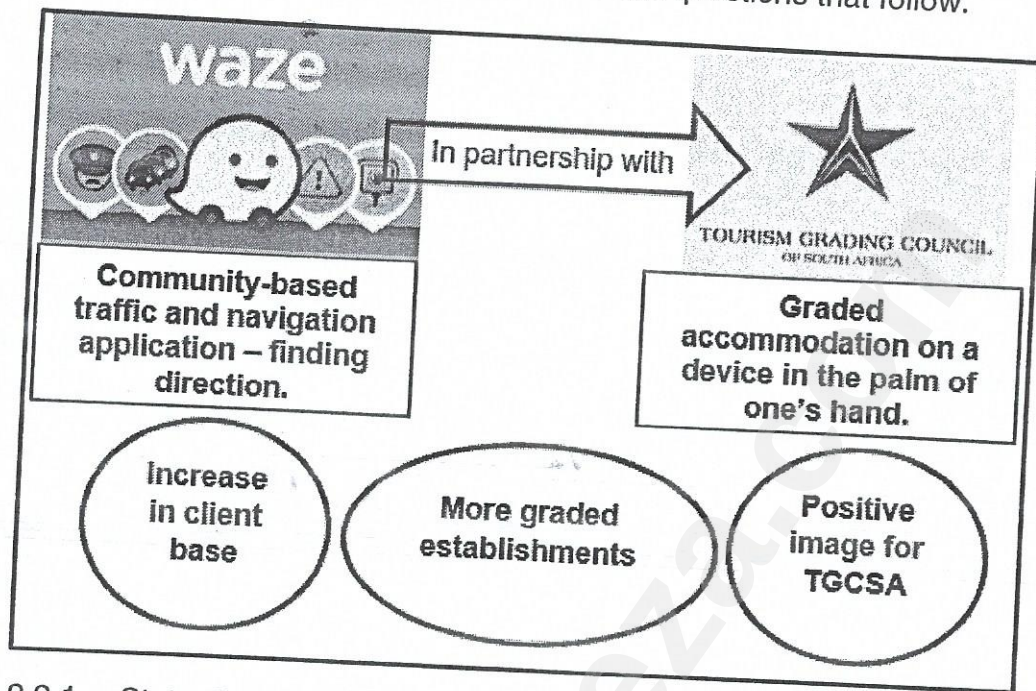


Below is Zander's flight information for his trip from Johannesburg to Los Angeles:

- Zander flew from OR Tambo International Airport to Los Angeles.
- His flight departed from JHB @ 18:00 on 2 December.
- The flight stopped in London enroute to Los Angeles.
- The total flying time, including the stopover time in London was 22 hours.

- 2.1.1 Give TWO reasons why the flight stopped in London. (2x2) (4)
- 2.1.2 Calculate Zander's time and date of arrival in Los Angeles. (6)
- 2.1.3 After spending some time with his friends in Los Angeles, Zander continued his trip to New York. He arrived in New York at 08:00 on 18 December.
- (a) Calculate at what time Zander's flight departed from Los Angeles if the flight was 4 hours long. (6)
- (b) Zander was invited to visit his friend again for the end of year break.
Must Zander consider DST when travelling to New York in July? Motivate your answer. (2)
- 2.1.4 Rearrange the following immigration steps in the correct order to help Zander at the airport.
- Passport control
 - Customs
 - Arrival at the airport
 - Luggage submission
 - Tax recovery
- (5)
- 2.1.5 In a short paragraph explain to Zander entering South Africa after his trip what he can expect to encounter at customs control. (3x2) (6)

2.2 Study the infographic below and answer the questions that follow.



2.2.1 State ONE requirement for a traveller wanting to use the Waze app.

(1)

2.2.2 Identify ONE advantage for the TGCSA of travellers using the Waze app.

(2)

2.2.3 Suggest TWO ways in which the Waze app can assist (help) travellers with tour planning.

(2x2) (4)

[36]

QUESTION 3

- 3.1 Study the foreign exchange rate table below and answer the questions that follow.

FOREIGN EXCHANGE RATES			
Symbol	Code	Bank Selling Rate	Bank Buying Rate
€	(a)	17,28	16,29
£	GBP	21,15	20,13
(b)	USD	15,73	15,33

- 3.1.1 Fill in the missing information at (a) and (b) in the foreign exchange rate table. Write only the correct answer in your ANSWER BOOK. (2)
- 3.1.2 Your friend is an *au pair* (child minder) for a family in England. She is earning R12 800 per month. Calculate how much your friend will earn for the year, in Pound Sterling. (5)
- 3.1.3 A South African tourist returns from Rome with €750. Calculate how much the South African will receive in rand. (3)
- 3.2 Write a paragraph to explain how a strong rand would be able to achieve a balance between economic and environmental benefits for the tourism industry. (2x2) (4)
- [14]

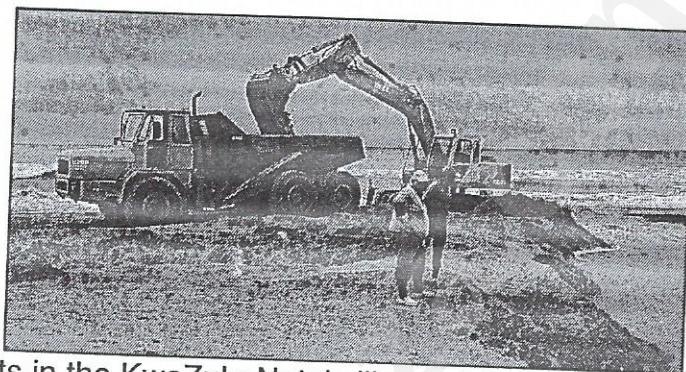
TOTAL SECTION B: 50

- 4.2.5 Identify the type of material as well as the type of labour that went into the building of these structures. (2x2) (4)
- 4.2.6 Describe the appearance of the Sphinx as in the extract above. (2)
- 4.3 There are important factors that contribute to the success of a tourist attraction.
- 4.3.1 Discuss any FOUR factors that contribute to the success of a tourist attraction. (4x2) (8)
- [36]**

QUESTION 5

5.1 Read the article below and answer the questions that follow.

Top water scientists fuming after 'smashing' open Lake St Lucia mouth – Isimangaliso Wetland Park under the magnifying glass



Many residents in the KwaZulu-Natal village of St Lucia watched as millions of litres of fresh water poured out of South Africa's biggest estuarine lake earlier this month, followed by a major influx of salt water from the Indian Ocean. Contractors were on site, using heavy earth moving equipment to remove a berm (barrier) of sand which had blocked the lake mouth for several years. Hippo and crocodile watching tours was under threat.

Some tour operators said they were worried that Isimangaliso Wetlands Park neglect there criteria for a World Heritage Site which are the importance of on-going developments in ecosystems and groups of plants and animals and is a unique, important natural environment where biodiversity and threatened species must be protected.

[Adapted from: Top water scientists fuming after 'God's yellow mac... (dailymaverick.co.za)]

- 5.1.1 Name the World Heritage Site discussed in the article. (2)
- 5.1.2 Give ONE reason for this area to be classified a World Heritage Site. (2)
- 5.1.3 Quote from the case study one example of a threat to tourism. (1)
- 5.1.4 Identify any other World Heritage Site located in KwaZulu-Natal. (2)
- [7]**

QUESTION 6

6.1 Read the article below and answer the questions that follow.

NICHE TOURISM IS BIG BUSINESS

The days of seeing tourists as a faceless mass of people that are looking for the same experiences are something of the past. The buzzword now is 'niche'.

A traveller from the UK is most likely not looking for the same experience as a middle aged couple from Hong Kong. Across the globe, the trend in tourism is moving towards diversity, difference and distinctiveness. Most would agree South Africa has all three.

South Africa's tourism industry caters to a variety of travellers – niche markets. These include anything from adventure, backpacking, business, disabled, medical and cultural. The markets are there and the money is to be made.

South African tourism says that "the industry at large will always explore those specific areas of opportunity that they feel will yield good returns."

SATourism together with TOMSA will work together to make the niche tourism market appealing for other countries.

[Adapted from: <http://www.tourismupdate.co.za>]

- 6.1.1 Identify the % tourism levy collected from a voluntary basis by tourism businesses. (1)
- 6.1.2 Suggest TWO ways which SATourism can do to attract more niche tourism segments to South-Africa. (2x2) (4)
- 6.1.3 According to the article, list TWO niche tourism markets that South Africa caters for. (2)
- [7]

TOTAL SECTION C: 50

SECTION D: TOURISM SECTORS; SUSTAINABLE AND RESPONSIBLE TOURISM
QUESTION 7

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



- 7.1.1 Identify the Act employers will use to set up the employment contract. (2)
- 7.1.2 Recommend THREE stipulations (terms) that could be included in Mr Jones's contract of employment. (3x2) (6)
- 7.1.3 On the office wall you will see a framed code of conduct for PENIKA's Travel Agency. Discuss the value of a code of conduct for a business. (2x2) (4)
- 7.1.4 Shortly explain the importance of the staff at PENIKA's Travel Agency presenting a professional image at all times. (1)
- [13]

QUESTION 8

8.1 Study the following case study and answer the questions below.

**ONE OF A KIND HANDMADE PRODUCTS USING RECYCLED TEA BAGS
AS WORKS OF ART – ORIGINALTEABAG DESIGNS**



For a group of previously disadvantaged people in Hout Bay near Cape Town, South Africa, one cup of tea has provided the community with excitement, financial security and hope.

Original Teabag Designs was started as a crafting and employment project. Today, the project is an excellent example of waste reduction, employment creation for the poor and social upliftment through skills development and life skills support.

**ORIGINAL
T BAG
DESIGNS**

Original Teabag Designs offers a range of high quality, exclusive handmade products by making use of used tea bags which are dried, emptied, ironed and then painted by local artists. The artists receive payment for every finished tea bag. These finished products are then attached to wooden trays, placemats, material items, wall decorations and many more.

Cape Town City Sightseeing's hop-on hop-off tour busses stop regularly at Original Teabag Designs business premises at Kronendal. Products are also available from a stall at the Craftmarket at the V&A Waterfront.

[Adapted from www.tbagdesigns.co.za and resource.capetown.gov.za]

8.1.1 Original Teabag Designs can be regarded as a business that practices responsible and sustainable tourism.

Write a paragraph in which you discuss this statement. In your paragraph pay attention to the following:

- Identify the three pillars of sustainable tourism. (3x1)
- Link each of the three pillars of sustainable tourism to an example from the case study to demonstrate (show) how Original Teabag Designs practises each of the pillars. (3x2) (9)

NOTE: In your paragraph you must indicate to which pillar each of the examples given, links.

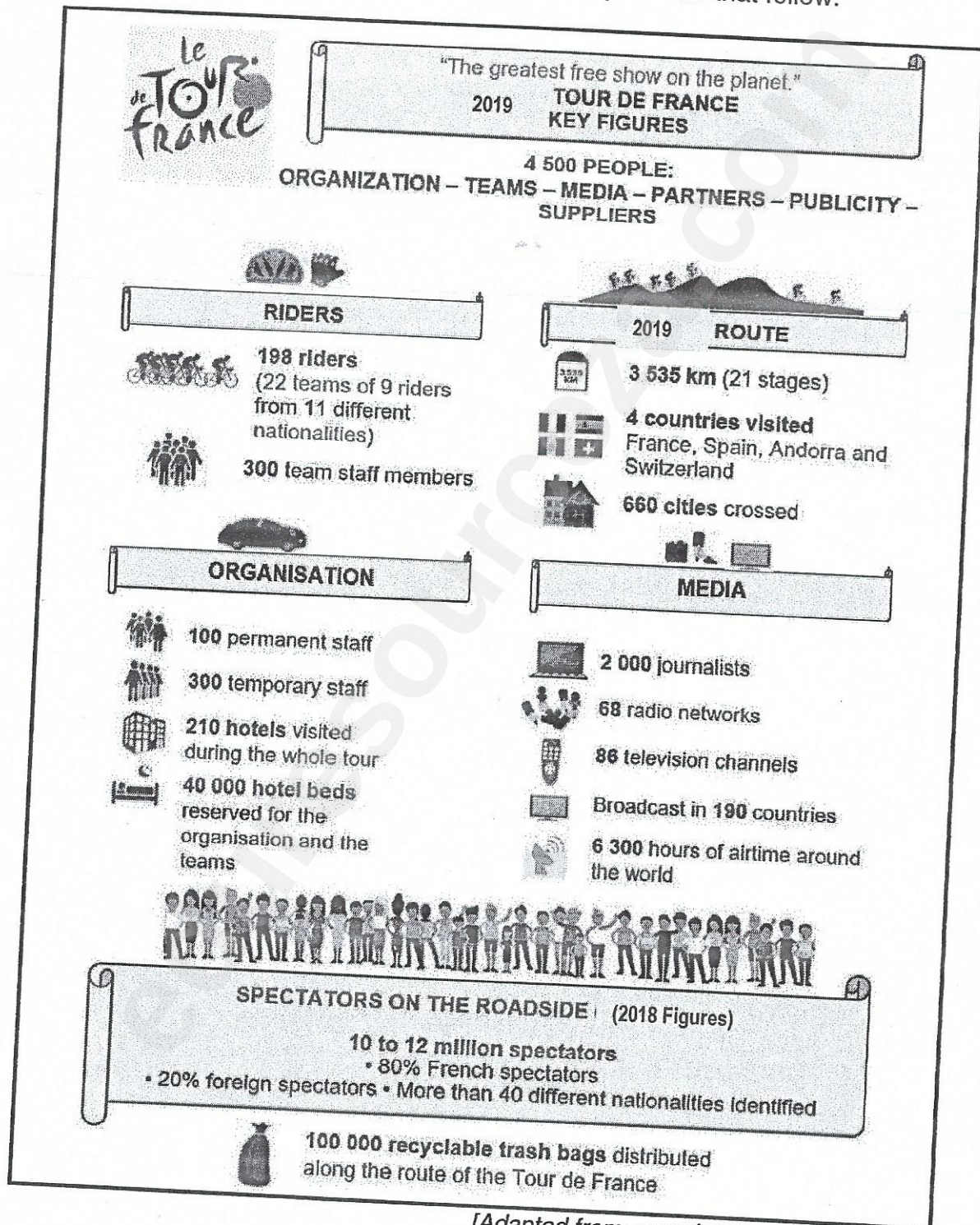
- 8.1.2 Explain how the local community can benefit should Original Teabag Designs apply a local procurement strategy in their business. (2x2) (4)
- 8.1.3 Suggest TWO strategies that Original Teabag Designs can implement to attract environmentally conscious tourists to visit the outlets (shops) at Kronendal and the V&A Waterfront. (2x2) (4)
- [17]

TOTAL SECTION D: 30

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

QUESTION 9

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

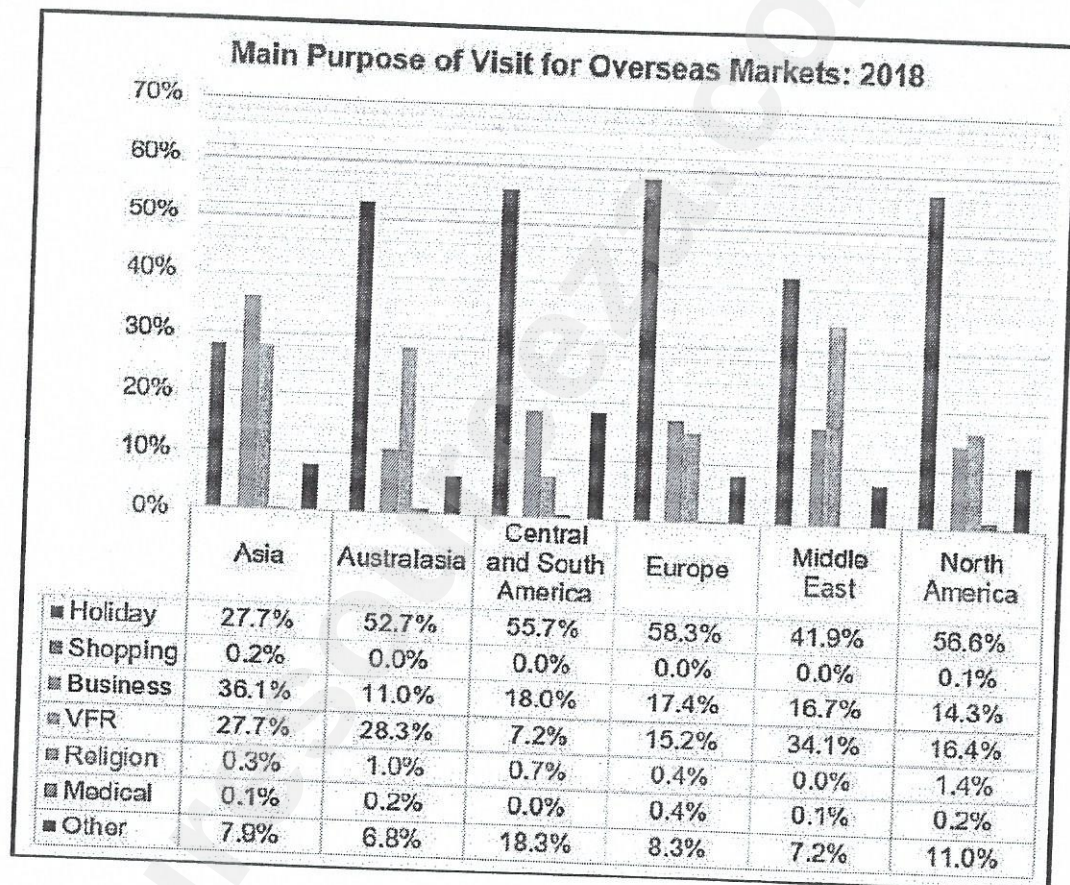


[Adapted from: www.businessinsider.com]

9.1.1 Give ONE reason why the Tour de France is classified as a global event.

(2)

- 9.1.2 Explain why the Tour de France is portrayed as the "greatest free show on the planet". (2x2) (4)
- 9.1.3 Identify TWO strategies the Tour de France organisers use to reduce the three week event's impact on the environment. (2x2) (4)
- 9.1.4 Discuss TWO benefits for the local economies of the 660 cities crossed during the Tour de France. (2x2) (4)
- 9.2 Interpret the information below and answer the questions that follow.



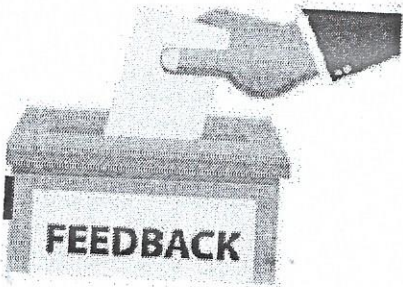
- 9.2.1 Explain the value of statistics for the tourism industry. (2)
- 9.2.2 Identify in the graph above the continent that indicated the most visitors for holiday purposes. (2)
- 9.2.3 Give one reason for the trend in QUESTION 9.2.2. (2)
- [20]

QUESTON 10

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

WE WANT YOUR FEEDBACK

Making each hotel ready for the "new normal"



FEEDBACK

- Study and capture the feedback data to determine the extend of customer satisfaction.
- Identify the most common complaints.
- Decide on an action plan.
- Start the intervention process.

Making each hotel better for the next quest

10.1.1 Identify the method used above to obtain feedback from their guests. (2)

10.1.2 Describe ONE advantage of the method used in QUESTION 10.1.1. (2)

10.1.3 Recommend THREE intervention strategies that management of a hotel should put into action to address the feedback received from the guest. (6)

[10]

TOTAL SECTION E: 30

GRAND TOTAL: 200