

**SEKHUKHUNE SOUTH DISTRICT**

**GRADE 12**

**TOURISM**

**PRE-PRERATORY EXAM**

**2026**

**MARKS: 200**

**TIME: 3 hours**

**This question paper consists of 31 pages**

## INSTRUCTIONS

Read the instructions carefully before answering the questions.

1. This question paper consists of FIVE sections.
2. Answer ALL the questions.
3. Start EACH question on a NEW page.
4. Number your answers according to the numbering system used in this question paper.
5. Use the mark allocation at the end of each question as a guide to determine the length of your answer.
6. You may use a non-programmable calculator.
7. Write neatly and legibly.
8. The table below is a guide to help you allocate your time according to each section.

| SECTION | TOPIC                                                                         | MARKS      | TIME       | SECTION |
|---------|-------------------------------------------------------------------------------|------------|------------|---------|
| A       | Short Questions                                                               | 40         | 20         | A       |
| B       | Map Work and Tour Planning; Foreign Exchange                                  | 50         | 50         | B       |
| C       | Tourism Attractions; Culture and Heritage Tourism; Marketing                  | 50         | 50         | C       |
| D       | Tourism Sectors; Sustainable and Responsible Tourism                          | 30         | 30         | D       |
| E       | Domestic, Regional and International Tourism; Communication and Customer Care | 30         | 30         | E       |
|         | <b>TOTAL</b>                                                                  | <b>200</b> | <b>180</b> |         |

## SECTION A: SHORT QUESTIONS

### QUESTION 1

1.1 Four possible options are provided as answers to the following questions. Choose the answer and write only the letter (A – D) next to the question numbers (1.1.1 to 1.1.20) in the ANSWER BOOK, e.g. 1.1.21 D.

1.1.1 Inbound international tourists prefer visiting South Africa when the rand is ...

- A strong.
- B weak.
- C fluctuating.
- D expensive.

1.1.2 Poor environmental practices include the use of ...

- A solar-powered heating systems.
- B high energy-using appliances.
- C low-flow shower heads.
- D energy efficient bulbs.

1.1.3 Mexico City (-6) is ... hours behind Cairo (+2).

- A 6
- B 7
- C 8
- D 9

1.1.4 A professional staff image of a tourism business includes ...

- A a complicated business website.
- B branded stationery for the client's use.
- C good communication skills.
- D solar panels on the roof of the building.

1.1.5 The ordinary working hours for an employee in a five-day week according to the Basic Conditions of Employment Act is ...

- A 40 hours.
- B 45 hours.
- C 50 hours.
- D 55 hours.

1.1.6 An important factor that contributes to the success of an attraction:

- A Unethical staff behaviour
- B Lack of ramps for wheelchair-bound visitors
- C Security guards in uniform without any identification
- D A neat and well-maintained appearance of the premises

1.1.7 The icon associated with the Holocaust and Hitler:

- A Kremlin
- B Auschwitz
- C Machu Picchu
- D Statue of Liberty

1.1.8 This World Heritage Site was once home to an advanced African nation that traded in gold and ivory around 1200 AD:

- A Barberton Makonjwa Mountains
- B Fossil Hominid Sites of South Africa
- C Mapungubwe Cultural Landscape
- D Robben Island

1.1.9 The maintenance and preservation of burial grounds of national importance is the responsibility of ...

- A UNESCO.
- B SAHRA.
- C SATSA.
- D DTGS.

1.1.10 An international trade show held in London every year that gives businesses a platform to reconnect and rebuild the global tourism industry:

- A WTM
- B Getaway Show
- C Africa's Travel Indaba
- D ITB

1.1.11 Sustainable and responsible tourism is only achieved when the ... pillars are implemented.

- A social and economic
- B economic and environmental
- C environmental and social
- D environmental, economic and social

1.1.12 The term for the main responsibilities that an employee performs while at his/her place of work:

- A Travel benefits
- B Fringe benefits
- C Core duties
- D Code of conduct

1.1.13 Ways to practise responsible tourism according to the economic pillar may include the ...

- A removal of alien plants.
- B preservation of our cultural heritage.
- C conservation of plants and animals.
- D ownership given to the local community.

1.1.14 Six o'clock in the evening is written as ... according to the 24-hour clock.

- A 18:00
- B 06:00
- C 16:00
- D 04:00

1.1.15 A negative effect of tourism on the local community:

- A Job creation
- B Skills development
- C Cultural pride
- D Loss of privacy

1.1.16 The gas tanker (truck) explosion in Boksburg in 2022 can be categorised as ...

- A a civil war.
- B a natural disaster.
- C terrorism.
- D an accident.

1.1.17 A global recession results in ...

- A reduced growth in the economy and tourism industry.
- B more available job opportunities in the tourism industry.
- C tourists having more money to spend.
- D higher visitor numbers at destinations.

1.1.8 An advantage of a money application (app) for a tourist:



- A There is a waiting period before the payment can be processed.
- B It must be used in a bank only during office hours.

- C It is a convenient and cashless form of payment.
- D Once a transaction is completed, it cannot be reversed.

1.1.19 “Delivering WOW customer experience” leads to ...



- A customers not supporting the business.
- B customers spreading positive word-of-mouth advertising.
- C the business suffering a loss.
- D the business being unable to satisfy their customers.

1.1.20 The next FIFA World Cup will be hosted in which year?

- A 2028
- B 2029
- C 2030
- D 2031

(20 x 1)(20)

1.2 Give ONE term/acronym/abbreviation for EACH of the following descriptions by choosing a term/acronym/abbreviation from the list below. Write only the term/ acronym/abbreviation next to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK, e.g. 1.2.6 equator.

WTM, TBCSA, ITB, TGCSA, Meetings Africa, TOMSA,  
Brand South Africa

- 1.2.1 The industry association and administrator of the levies collected from service providers
- 1.2.2 A travel trade show held in March of each year, in Berlin, Germany
- 1.2.3 A private sector initiative created to raise additional funds by a 1% levy for marketing South Africa
- 1.2.4 The organisation that launched the slogan “Inspiring New Ways” in 2012
- 1.2.5 The council that maintains the standard of facilities and services for tourists

(5 x 1)(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 to 1.3.5) in the ANSWER BOOK.

- 1.3.1 A travel related document that allows the bearer to drive a vehicle in a country other than his/her place of residence is called an (IDP/IDL).
- 1.3.2 50 ml of perfume and 1 x 750 ml bottle of wine is classified as (restricted/duty free) goods by South African customs.
- 1.3.3 A duty-free shopping zone at an international airport allows travellers to buy goods (with/without) paying VAT on the condition that the goods are taken out of the country.
- 1.3.4 A contract of employment stipulates (working hours and remuneration/customer service policies and dress code) in the workplace.
- 1.3.5 When calculating time zones; if the direction of travel from the known

time to the unknown time is west, one should (add/subtract) the number of hours' time difference to/from the known time.

(5 x 1) (5)

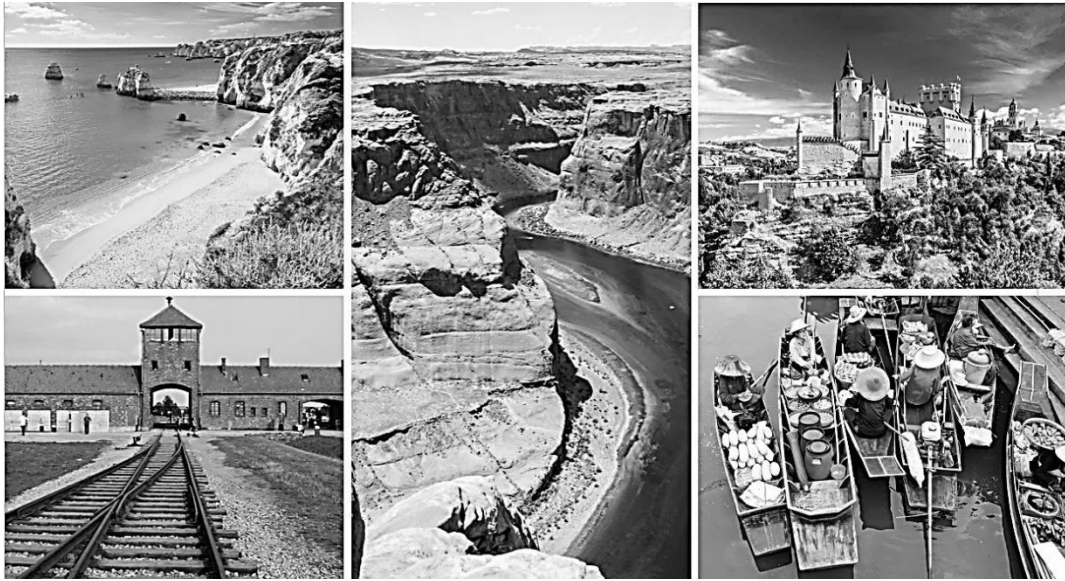
- 1.4.1 Choose a word(s) from COLUMN B that matches the description in COLUMN A. Write only the letter (A–G) next to the question numbers (1.4.1 to 1.4.5) in the ANSWER BOOK, for example 1.4.6 H.

| COLUMN A                                                                                                                                                                                          | COLUMN B       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| 1.4.1 A travel related disease caused when a certain type of water snail penetrates the skin of a human swimming or walking in contaminated water and lays eggs in the person's bladder or bowels | A Malaria      |
| 1.4.2 A deadly virus that is transmitted by contact with the bodily fluids of an infected person                                                                                                  | B Covid-19     |
| 1.4.3 A travel related disease that can be prevented by keeping doors and windows closed at night when in areas where the disease is prevalent                                                    | C Bilharzia    |
| 1.4.4 A travel related disease that requires a traveller to be vaccinated before entering a country. This disease can only be contracted once                                                     | D Cholera      |
| 1.4.5 A travel related disease spread through                                                                                                                                                     | E Tuberculosis |
|                                                                                                                                                                                                   | F HIV          |
|                                                                                                                                                                                                   | G Yellow fever |

consumption of contaminated food or water.  
Symptoms are diarrhoea and  
severe vomiting

(5x)(5)

1.5 Study the images of world icons and answer the questions that follow.



Identify the world icons that match the descriptions in QUESTIONS 1.5.1 to 1.5.5. Write only the name of the world icon next to the question number (1.5.1 to 1.5.5) in the ANSWER BOOK, for example 1.5.6 Blue Mosque.

1.5.1 A symbol of genocide in the world.

1.5.2 A very attractive place for tourists to see the traditional way of selling  
and buying goods.

1.5.3 The area is known as one of Portugal's most important tourist hot spots.

1.5.4 One of the most well-known palace-castles in Spain.

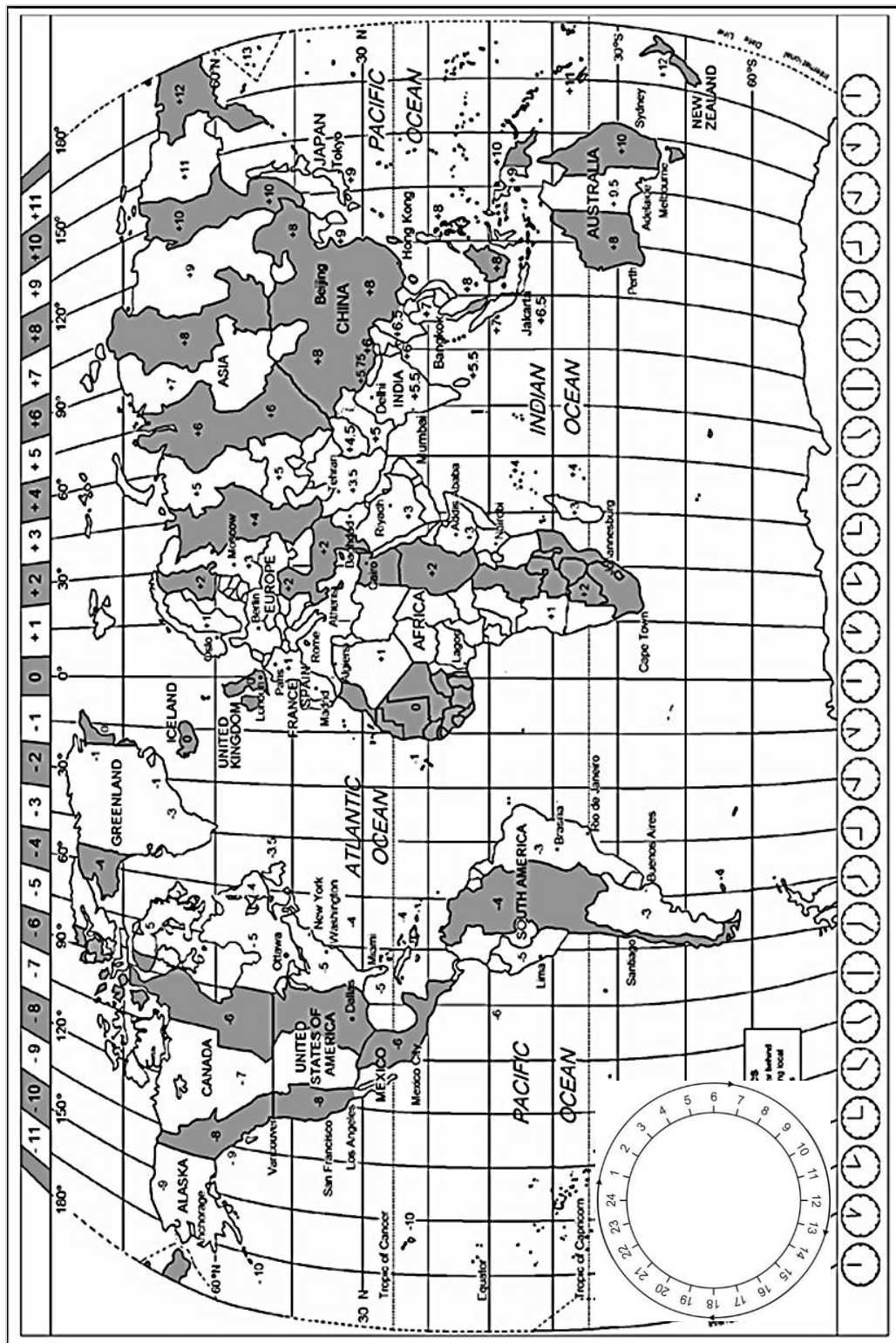
1.5.5 Thousands of years of geological history can be seen in the layered colours of textured  
rock at the site.

(5 x 1) (5)

**TOTAL SECTION A: 40**

## SECTION B: MAP WORK AND TOUR PLANNING; FOREIGN EXCHANGE

## QUESTION 2

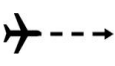


## City of Cape Town to host Netball World Cup 2023!



The Vitality Netball World Cup 2023 will take place in Cape Town, South Africa, from the 28th of July to the 6th of August 2023. Qualifying teams from netball playing countries from all over the world will flock to Cape Town during mid-July for their teams' preparation and participation in the event.

2.1.1 Members of the British Netball World Cup team will depart from London, England en route to Cape Town, South Africa. Their flight details are given below.

|                                                                                     |                                                                    |                                                                                     |                                                                          |                                                                                       |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
|  | London, England<br>(0)<br><br>Heathrow<br>International<br>Airport | Flying<br>time<br><br>11h<br>40min                                                  | Cape Town, South<br>Africa (+2)<br>Cape Town<br>International<br>Airport |  |
| <b>England was practising Daylight Savings Time at the time of the flight.</b>      |                                                                    |                                                                                     |                                                                          |                                                                                       |
| Depart                                                                              | 22:25                                                              |  | Arrival                                                                  | ?                                                                                     |
| Date                                                                                | 14 July 2023                                                       |                                                                                     | Date                                                                     | 15 July 2023                                                                          |
| Flight number                                                                       | BA59                                                               |                                                                                     | Flight number                                                            | BA59                                                                                  |

- State TWO advantages for a country of practising Daylight Savings Time. (2x2)(4)
- The team members are likely to suffer from jet fatigue on their arrival in Cape Town.

State ONE cause of this travel related illness. (2)

- (c) Calculate the time of arrival of the British Netball World Cup team in Cape Town, South Africa.

Show ALL calculations.

(6)

- 2.1.2 Members of the New Zealand Netball World Cup team will depart from Auckland, New Zealand en route to Cape Town, South Africa. Their flight details are given below.

|                                                                                        |                                                                         |                                                                                     |                                                                           |                                                                                     |
|----------------------------------------------------------------------------------------|-------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
|       | Auckland,<br>New Zealand<br>(+12)<br><br>Auckland International Airport | Total flying time<br>29h15min<br>Includes 1 layover in Singapore.                   | Cape Town,<br>South Africa<br>(+2)<br><br>Cape Town International Airport |  |
| <b>New Zealand was not practising Daylight Savings Time at the time of the flight.</b> |                                                                         |                                                                                     |                                                                           |                                                                                     |
| Depart                                                                                 | ?                                                                       |  | Arrival                                                                   | 09:25                                                                               |
| Date                                                                                   | ?                                                                       |                                                                                     | Date                                                                      | 15 July 2023                                                                        |
| Flight number                                                                          | SQ286                                                                   |                                                                                     | Flight number                                                             | SQ286                                                                               |

Calculate the time and date of departure of the New Zealand Netball World Cup team from Auckland, New Zealand.

Show ALL calculations.

(6)

- 2.1.3 The management of the Sri Lankan Netball World Cup team will consider different flight options for their team to fly to Cape Town, South Africa for the Netball World Cup. TWO options for flights from Sri Lanka to South Africa on 14 July 2023 are given below.

Consider the options given and answer the questions that follow.

| Option 1                                                                                                                                                                                                                                                                                                                                             | Option 2                                                                                                                                                                                                                                                                                                      |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Airline: Sri Lankan Airlines                                                                                                                                                                                                                                                                                                                         | Airline: Qatar Airways                                                                                                                                                                                                                                                                                        |
| <b>Departure country:</b> Sri Lanka<br><b>Date of departure:</b> 14 July 2023<br><b>Departure time:</b> 18:25<br><b>Arrival country:</b> South Africa<br><b>Arrival time:</b> 14:30 <sup>+1</sup><br><b>Total flying time:</b> 23h35m<br><b>Number of stops:</b> 2<br>(Dubai – 6h45m;<br>Addis Ababa – 1h20m)<br><b>Total cost pp:</b> ZAR 28 129,00 | <b>Departure country:</b> Sri Lanka<br><b>Date of departure:</b> 14 July 2023<br><b>Departure time:</b> 04:55<br><b>Arrival country:</b> South Africa<br><b>Arrival time:</b> 17:15<br><b>Total flying time:</b> 15h50m<br><b>Number of stops:</b> 1<br>(Doha – 1h05m)<br><b>Total cost pp:</b> ZAR 49 009,00 |

- Determine the date of arrival of Option 1 (Sri Lankan Airlines) in South Africa. (2)
- Motivate, giving ONE reason, for the team management to select Option 1 (Sri Lankan Airlines) for their flight to South Africa. (2)
- Motivate, giving ONE reason, for the team management to select Option 2 (Qatar Airways) for their flight to South Africa. (2)

2.2 Netball SA has asked you to assist in creating a brochure with important travel related information for the netball players that will be coming to the World Cup. You are required to provide information about the following.

2.2.1 Name TWO documents to be produced by the visitors on arrival at immigration control. (2)

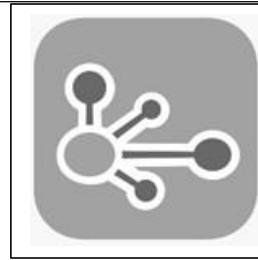
2.2.2 Give ONE piece of advice about safekeeping of travel documents while in South Africa. (2)

2.2.3 Explain the procedure to be followed when selecting a channel on arrival at customs. (2 x 2) (4)

2.3 Study the information on Triplt trip planner app and answer the questions that follow.

**Are you a travel junkie?**

**Do you love multi-destination travel?**



If you answered 'yes' to these questions, look no further than Triplt.

All you have to do is forward your travel confirmation details to [plans@tripit.com](mailto:plans@tripit.com), and the app creates a master document for all of your travels so you can stay organised!

You can access it any time, Wi-Fi or dead zone.

Upgrade to the paid version to receive real-time flight alerts, a currency converter, plug/socket requirements for your destination, tipping advice and alternative routes for cancelled flights.

[Source: <https://www.goabroad.com/articles/best-travel-booking-apps.>]

2.3.1 Name ONE device that the Triplt trip planner app can be downloaded onto. (2)

2.3.2 State ONE advantage for a traveller obtaining real-time flight alerts. (2)

2.3.3 Deduce ONE type of tourist that would make use of the Triplt trip planner app. (2)

2.3.4 Suggest ONE way that the Triplt trip planner app could assist a tourist to save money. (2)

**[40]**

**QUESTION 3**

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

| Currency          | Code | Bank selling rate | Bank buying rate |
|-------------------|------|-------------------|------------------|
| British Pound     | GBP  | 22,29             | 21,59            |
| Australian Dollar | AUD  | 12,48             | 11,69            |

- 3.1.1 A member of the British netball team exchanges £125 on her arrival at Cape Town International Airport. Calculate how much she will receive in ZAR when doing this transaction.

**NOTE:** Round off your answer to TWO decimal places.

Show ALL steps of your calculation. (3)

- 3.1.2 A member of the Australian netball team exchanges AUD 250 on her arrival at Cape Town International Airport. Calculate how much she will receive in ZAR when doing this transaction.

**NOTE:** Round off your answer to TWO decimal places.

Show ALL steps of your calculation. (3)

- 3.1.3 Determine which of the currencies mentioned in QUESTION 3.1.1 and QUESTION 3.1.2 is the stronger currency when compared to the South African Rand. Motivate your answer giving ONE reason.

(2 x 2) (4)

**[10]**

**TOTAL SECTION B: 50**

## SECTION C: TOURISM ATTRACTIONS; CULTURAL AND HERITAGE TOURISM; MARKETING

### QUESTION 4

4.1 Study the map and pictures and answer the questions that follow.

Penika Travel Agency offers a two-week tour package for Grade 12 learners to visit famous world icons in two countries.

#### FLIGHT PATH



#### FAMOUS ICONS TO BE VISITED DURING THE TOUR

**A**



**B**

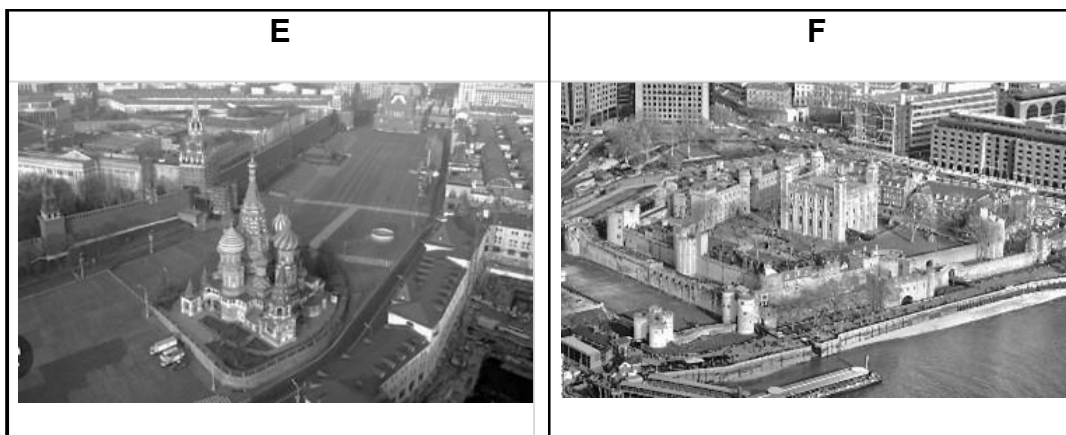


**C**



**D**





4.1.1 Identify the country that will be visited when the tour group is in the city of:

- |     |        |     |
|-----|--------|-----|
| (a) | London | (1) |
| (b) | Moscow | (1) |

4.1.2 Match the pictures of icons labelled A to F with the cities of London or Moscow.

Re-draw the table below in your ANSWER BOOK.

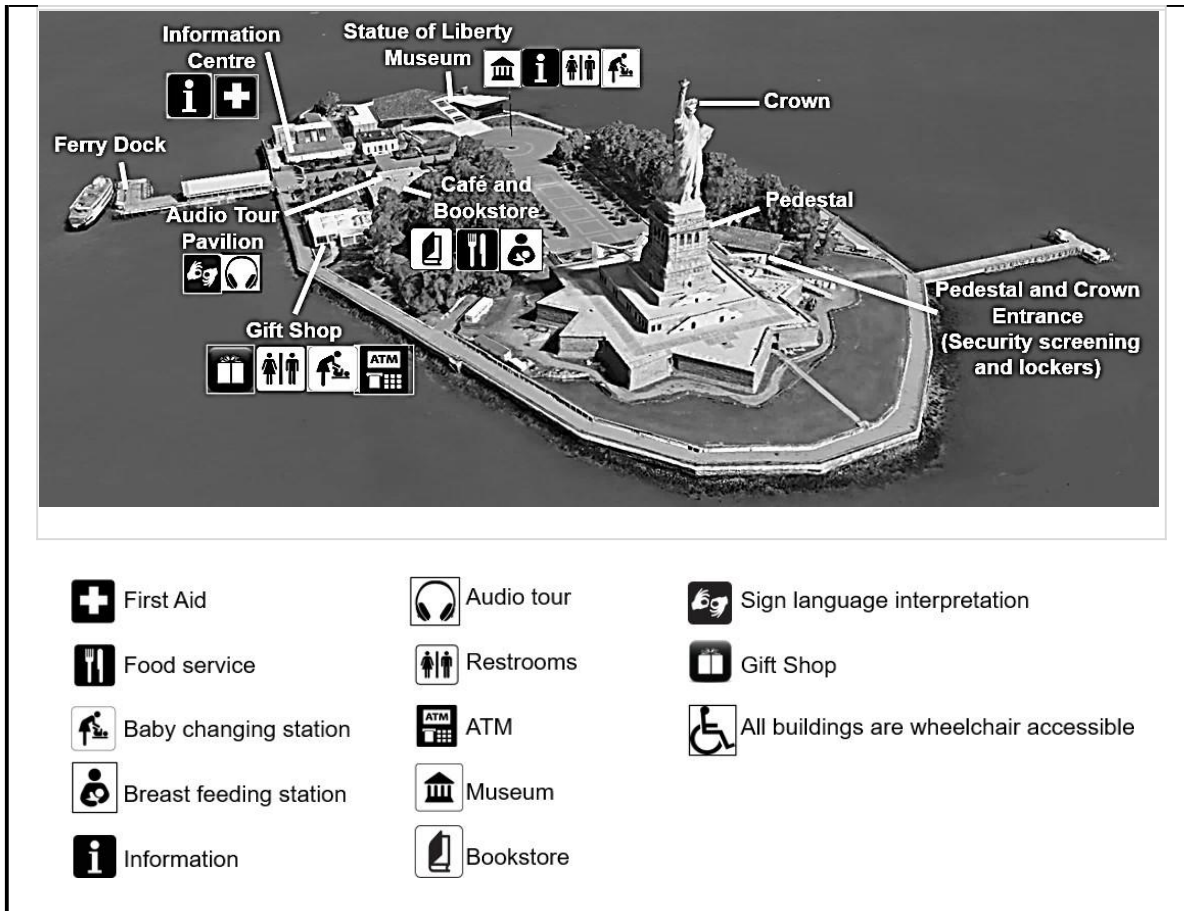
Write the letters (A–F) and the names of the icons to be visited in each of the cities.

| London | Moscow |
|--------|--------|
|        |        |
|        |        |
|        |        |
|        |        |

(12)

- 4.2 Study the information brochure on the Statue of Liberty and answer the questions that follow.

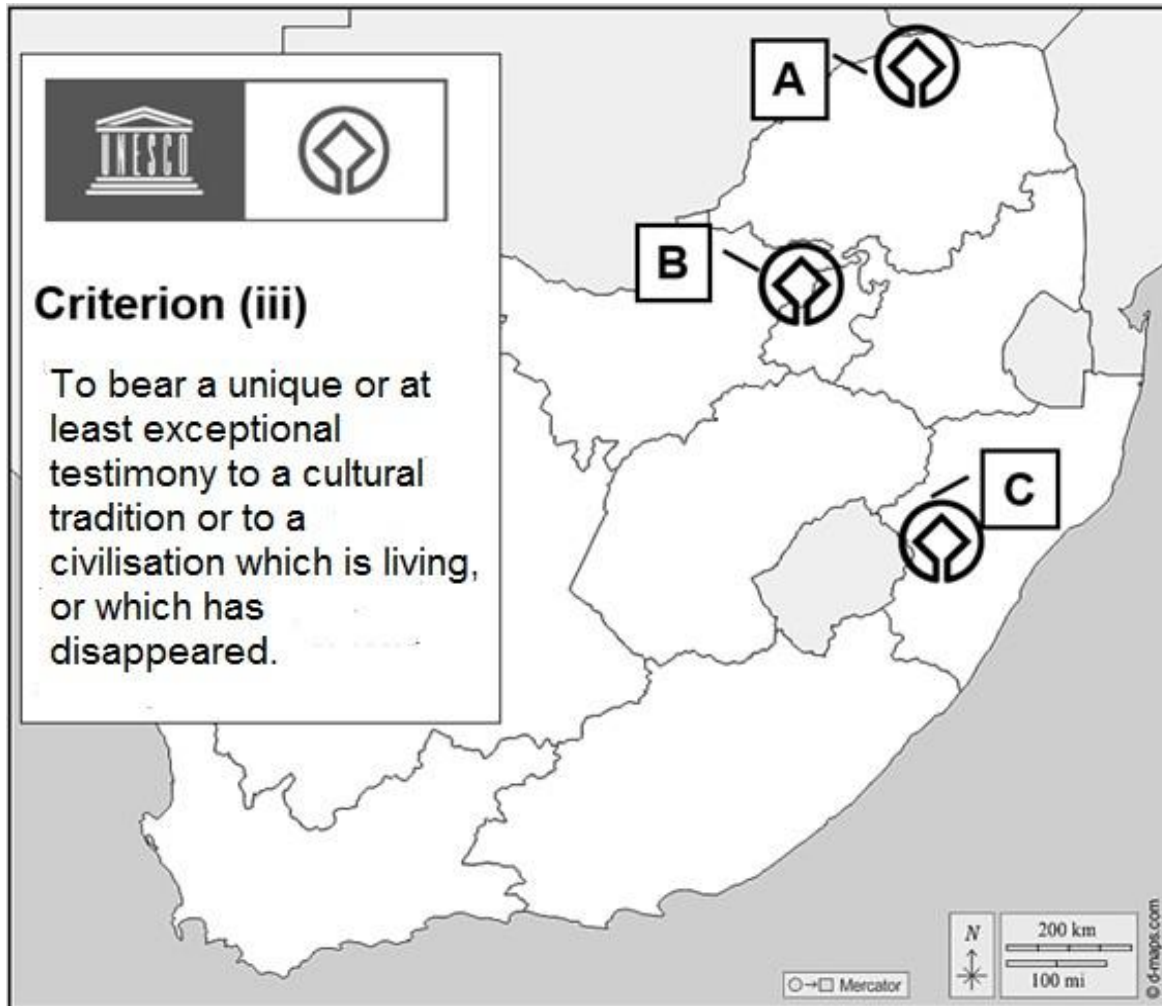
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                    |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| <p>Statue City Cruises is the ONLY vendor authorised to provide tickets and transportation to Liberty and Ellis Islands. Visitors and their belongings are subject to a security screening before boarding the ferry.</p>                                                                                                                                                                                                                                                                                               |                                                                                    |
| <p><b>How to purchase tickets for the ferry departing from New York</b></p> <ul style="list-style-type: none"> <li>Go to StatueCityCruises.com<br/><b>OR</b></li> <li>In person at the Statue City Cruises ticket booths located in Castle Clinton in Battery Park</li> </ul>                                                                                                                                                                                                                                           |  |
| <p><b>What's included with your general admission ticket</b></p> <ul style="list-style-type: none"> <li>Round trip ferry service with stops at Liberty Island and Ellis Island.</li> <li>Access to the Statue of Liberty Museum and the Ellis Island National Museum of Immigration.</li> <li>Audio tours, which can be picked up on each island. Content is available in 12 languages.</li> <li>Park rangers provide English-language guided tours throughout the day. Tours are free, and all are welcome!</li> </ul> |                                                                                    |
| <p><b>How to reserve your pedestal or crown admission tickets</b></p> <p>Tickets to the Pedestal and Crown must be reserved online in advance from Statue City Cruises. Admission tickets for the Statue of Liberty Crown and Pedestal are limited and sell out months ahead of time.</p>                                                                                                                                                                                                                               |                                                                                    |



- 4.2.1 Name the country where the Statue of Liberty is located. (2)
- 4.2.2 Provide ONE reason why visitors need to reserve tickets if they wish to enter the Statue of Liberty. (2)
- 4.2.3 Refer to the Liberty Island satellite image and legend key.  
Give ONE example to demonstrate how the management has made sure that:
- (a) Opportunities to generate additional income for the site are in place. (2)
- (b) The needs of people with physical disabilities are considered. (2)
- (c) The safety of visitors and the safety of the Statue of Liberty is a priority. (2)
- 4.2.4 Suggest TWO reasons why only ONE vendor is permitted to handle ticket sales and transportation to the Statue of Liberty. (2 x 2) (4)

**QUESTION 5**

Study the map of South Africa and answer the questions that follow.



- 5.1 Give the name of the province where the World Heritage Site labelled A is located. (1)
- 5.2 Identify the World Heritage Sites labelled A, B and C. Write only the official name of the World Heritage Site next to the letter (A–C) in your ANSWER BOOK. (3 x 1) (3)
- 5.3 Discuss ONE example of how each of the World Heritage Sites labelled A, B and C met the description in criterion (iii) to receive UNESCO World Heritage status.

(3 x 2) (6)

[10]

## QUESTION 6

Study the extract below and answer the questions that follow.

### #LiveAgain: South African Tourism launches new global campaign

March 2022

For the first time in five years, South African Tourism has launched a bold and exciting new audio-visual marketing campaign. The message is quite simple – with the pandemic ending, it is time for people to Live Again ... and there's nowhere like South Africa to do that.

Are you ready to #LiveAgain? Watch the stunning new advert below:



- 6.1 Identify the social media platform that is used to watch, share, and like South African Tourism's new marketing campaign. (2)
- 6.2 Explain why South African Tourism used the social media platform identified in QUESTION 6.1 for its marketing campaign. (2)
- 6.3 Describe how destination South Africa could benefit from the new marketing campaign. (2 x 2) (4)
- 6.4 Explain TOMSA's role in South African Tourism's new marketing campaign. (2 x 2) (4)

[12]

**TOTAL SECTION C: 50**

## **SECTION D: TOURISM SECTORS; SUSTAINABLE AND RESPONSIBLE TOURISM**

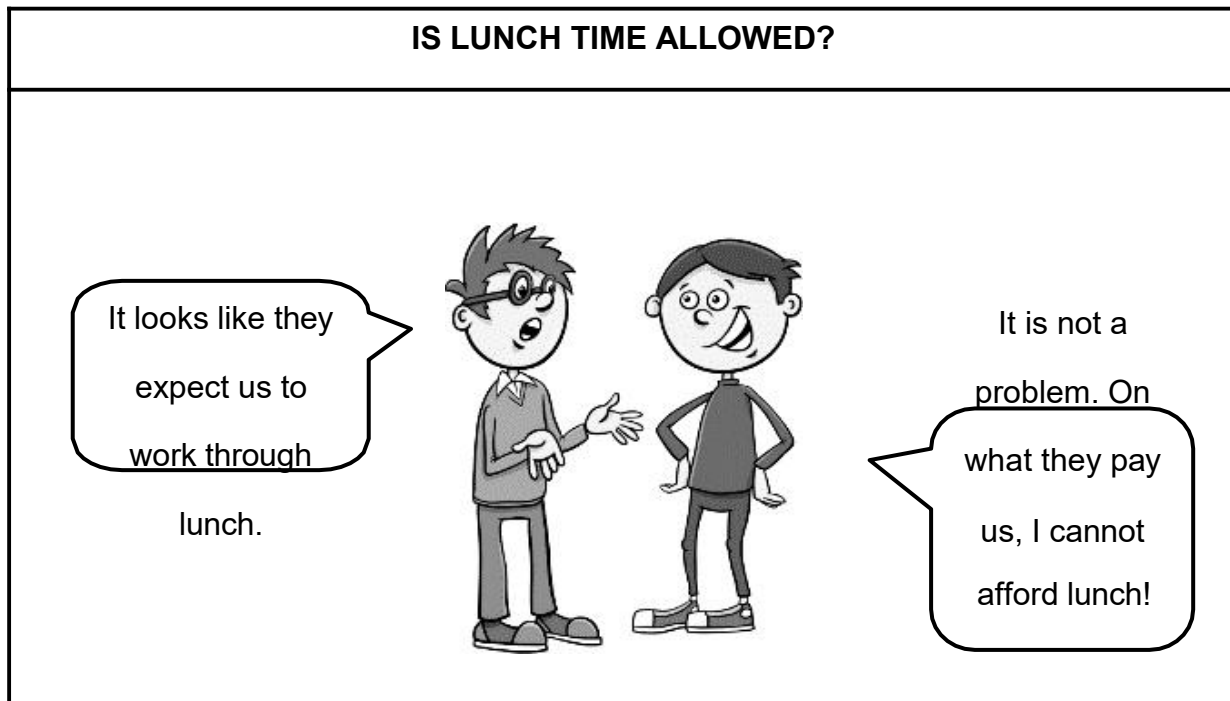
### **QUESTION 7**

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



- 7.1.1 Identify TWO aspects of the business card above that indicate a professional image of the tourism business. (4)
- 7.1.2 Explain TWO reasons why it is important for a tourism business to have a professional image. (4)
- 7.2 Give ONE way in which an employee of a tourism business can use the Basic Conditions of Employment Act. (2)

7.3 Study the cartoon below and answer the questions that follow.



7.3.1 State whether the company in the cartoon above complies with the provisions of the Basic Conditions of Employment Act. (2)

7.3.2 (a) Explain, by referring to the cartoon, how the company violates (breaks) the Basic Conditions of Employment Act. (2)

(b) Give ONE regulation contained in the Basic Conditions of Employment Act with regard to lunch breaks. (2)

**[16]**

## QUESTION 8

8.1 Read the case study below and answer the questions that follow.



A visit to Grootbos Private Nature Reserve is a prime (good) example of how to practise ecotourism principles. Grootbos has been committed to the conservation of the region's biodiversity as well as to the upliftment of the local community from the beginning. In 1991, Heiner and Eva Lutzeyer bought a big farm. This area is pristine (unspoiled) with many plants and wildlife that are protected. It is also an international 5-star eco-lodge which is regarded as a world leader in ecotourism.

The Grootbos staff have cleared all alien plants from the property, restored damaged areas and manage the land in line with strong environmental principles.

Horse riding tours through the Grootbos Private Nature Reserve are led by locally trained field guides. The local community is empowered and benefits from non-profit programmes. Grootbos employs 150 full-time staff of which 80% come from the local community.

[Adapted from [www.grootbos.com](http://www.grootbos.com)]

8.1.1 Choose the correct word from those within brackets.

Ecotourism is tourism that focuses on preserving the (cultural/natural) environment.

(1)

8.1.2 Give TWO ecotourism principles used by Grootbos Private Nature Reserve as a guide in their actions.

(4)

8.2 Grootbos Private Nature Reserve is a prime (good) example of how to practise ecotourism principles.

Evaluate whether Grootbos Private Nature Reserve applies the triple bottom line approach.

Your answer must include:

- The THREE pillars (3 x 1)
- An explanation from the text to support EACH pillar (3 x 2) (9)

**[14]**

**TOTAL SECTION D: 30**

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

### **QUESTION 9**

9.1. Study the fact sheet below and answer the questions that follow.

#### **EXPO 2020 FACT SHEET**

##### **Pre-Expo Phase (2013–2021)**

- November 2013: Dubai won the bid to host Expo 2020.
- March 2016: Construction began at the Dubai Expo 2020 site, which is about the size of 600 soccer fields.
- Over 50% of the contract opportunities for Expo 2020 went to small and medium businesses.
- 50% of the site formed part of the Expo event area, while the remaining land was dedicated to supporting facilities such as the Expo 2020 Village, warehousing, site management operations, transport, hotels and a public park.
- 15 transport infrastructure projects were launched, including upgrades to airports, the construction of roads and bridges, and the extension of the Dubai Metro rail system.
- Expo site construction and infrastructure costs were estimated at US\$ 10,3 billion (ZAR 155 billion).

**During-Expo Phase (2021–2022)**

- October 2021 to March 2022: The Expo site came alive with hundreds of countries' pavilions, representing 192 nations, also Expo collaborator pavilions, organisation pavilions, and special pavilions, 60 live events each day, global cuisine on offer at 200 Food and Beverage outlets, supported by inspiring arts, culture, and musical programmes.
- Half of the energy used by Expo 2020 came from renewable sources.
- 85% of all waste generated by Expo 2020 was reduced, reused, recycled and repurposed by turning waste into everything from fertiliser to souvenir T-shirts.

**Post-Expo Legacy Phase (2022–2032)**

- April to October 2022: The Expo 2020 site was transformed into District 2020 by retaining more than 80% of Expo 2020's built environment.
- District 2020 includes residential space, commercial space and worldclass innovation, educational, cultural and entertainment facilities.
- Some international and local commercial tenants have already signed up, but many more corporations and small and medium-sized enterprises will have to be secured to fulfill Expo 2020's ambitious legacy vision

9.1.1 Expo 2020 Dubai is viewed as the biggest global event held since the start of the Covid-19 pandemic.

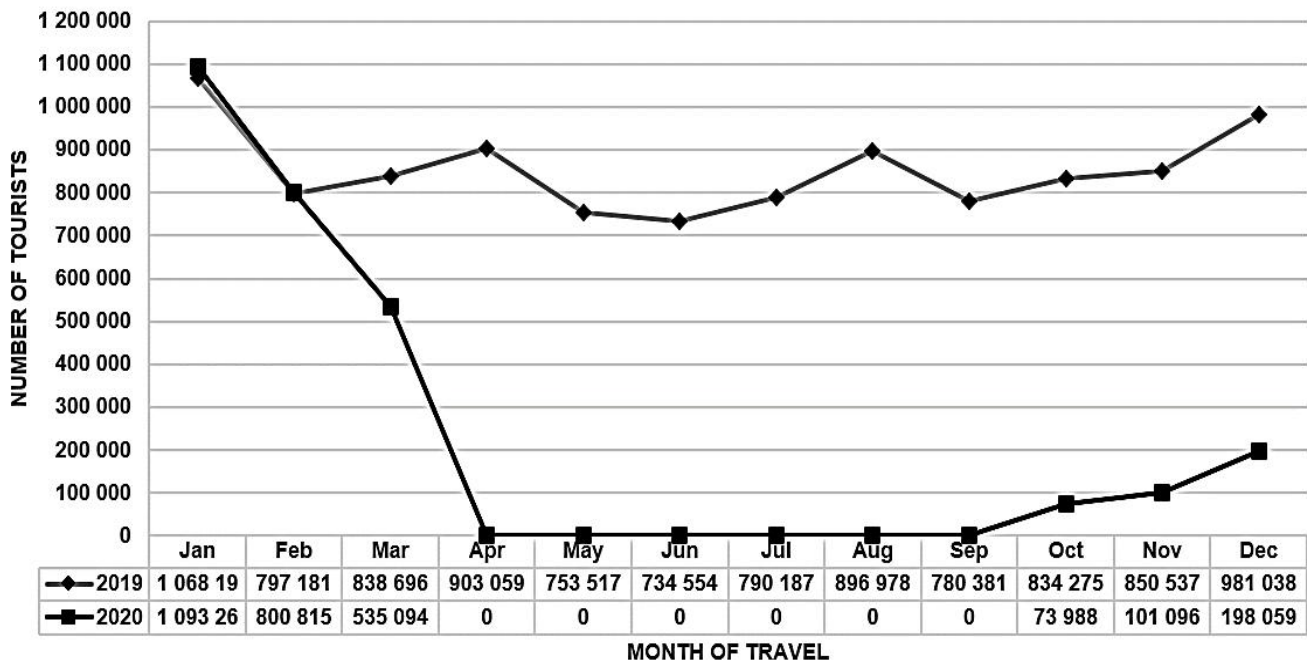
Give ONE reason why Expo 2020 is classified as a global event. (2)

9.1.2 Identify TWO ways in which the host country delivered an event with a positive sustainable environmental impact. (4)

9.1.3 The estimated US\$ 10,3 billion spent by the government during the three phases of Expo 2020, created a multiplier effect that had a positive impact on Dubai's economy. Motivate this statement. (3 x 2) (6)

9.2 Study the statistics on South Africa's foreign tourist arrivals below and answer the questions that follow.

### SOUTH AFRICA'S NUMBER OF TOURIST ARRIVALS BY MONTH AND YEAR OF TRAVEL, 2019 AND 2020



9.2.1

(a) Identify the trend displayed in tourist arrivals in South Africa from April to September 2020. (2)

(b) List ONE Covid-19 restraining (preventative) measure implemented by the South African government which led to the trend identified in QUESTION 9.2.1 (a). (2)

9.2.2

(a) Identify the trend in South Africa's monthly tourist arrivals in 2020 when compared to 2019. (2)

(b) Determine the TWO months in 2020, when compared to 2019, that displayed exceptions to the trend identified in QUESTION 9.2.2 (a). (2 x 1) (2)

[20]

## QUESTION 10

Study the image below and answer the questions that follow.



10.1 Ubuntu Burger Hut, a fast-food establishment, uses QR codes on the packaging of its food to collect customer feedback.

Identify the type of device Ubuntu Burger Hut's customers will use to scan the QR code to participate in the survey. (2)

10.2 Explain how Ubuntu Burger Hut informs its customers about the purpose of the survey. (2)

10.3 Give THREE reasons why Ubuntu Burger Hut chose QR codes as a method to collect feedback from customers to improve customer service. (2 x 3) (6)

[10]

**TOTAL SECTION E: 30**

**GRAND TOTAL: 200**