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EXAMINATION	NATIONAL SENIOR CERTIFICATE
GRADE	12
DATE	NOVEMBER 2024
SUBJECT	TOURISM
PAPER	1
MARK TOTAL	200
DURATION (HOURS)	3
NUMBER OF PAGES	27

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SOUTH AFRICAN COMPREHENSIVE ASSESSMENT INSTITUTE

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INSTRUCTIONS AND INFORMATION

1. This question paper consists of **FIVE** sections.
2. Answer **ALL** the questions.
3. Start **EACH** question on a **NEW** page.
4. Number the answers according to the numbering system used in this paper.
5. You may use a non-programmable calculator.
6. Write neatly and legibly with a **BLUE** pen.
7. **QUESTION 3:** Round off your answers to **TWO** decimal places.
8. The table below is a guide to help you allocate your time according to each section.

SECTION	TOPIC	MARKS	TIME (minutes)
SECTION A	Short questions	40	20
SECTION B	Map Work and Tour Planning; Foreign Exchange	50	50
SECTION C	Tourism Attractions; Cultural and Heritage Tourism; Marketing	50	50
SECTION D	Tourism Sectors; Sustainable and Responsible Tourism	30	30
SECTION E	Domestic, Regional and International Tourism; Communication and Customer Care	30	30
	TOTAL:	**[200]**	**180 minutes**

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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 A suitable method of payment for an international tourist visiting multiple countries that needs a variety of currencies.

A. Travellers cheque
B. Bank draft
C. Preloaded foreign currency debit card
D. Telegraphic transfer (SWIFT)

1.1.2 The 2023 Rugby World Cup was hosted by this country:

A. Japan
B. England
C. Australia
D. France

1.1.3 A good environmental practice includes the following action:

A. Establish partnerships with local businesses
B. Remove alien invasive flora
C. Division of ownership in the establishment
D. Protest against the FTT organisation

1.1.4 An aspect contributing to the employees' professional image of an establishment:

A. Uniforms and personal hygiene
B. Logo and slogan of the establishment
C. General appearance of the business
D. Awards won by the establishment

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1.1.5 The bank buying rate is generally … the bank selling rate.

A. higher than
B. the same as
C. lower than
D. all the above

1.1.6 A local trade show that focusses on outdoor living and adventure activities:

A. Tourism Indaba
B. World Travel Market (WTM)
C. Getaway show
D. COP 27

1.1.7 The 2023 floods in the Western Cape is a/an …

A. political situation.
B. accident.
C. economic upset.
D. natural disaster.

1.1.8 A tourist travelling from Johannesburg to New York, USA, will experience:

A. flight anxiety
B. jet fatigue
C. jet lag
D. flight depression

1.1.9 The Niagara Falls are shared between these two countries:

A. Argentina and Brazil
B. USA and Mexico
C. Canada and Greenland
D. USA and Canada

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1.1.10 Identify the currency used by Wales:

A. Wales Dollar
B. Pound Sterling
C. Euro
D. Wales Rand

1.1.11 UNESCO is a sub-division of the … which declares World Heritage sites.

A. World Wildlife Fund (WWF)
B. United Nations (UN)
C. World Bank
D. Department of Tourism

1.1.12 A health certificate to visit Africa serves as evidence that a tourist did receive this compulsory vaccination:

A. Malaria
B. Yellow fever
C. Rabies
D. COVID-19

1.1.13 Identify the item that will force a traveller to go through the red channel at customs:

A. 50ml perfume
B. 200 cigarettes
C. 3 x 750ml wine
D. 50 cigars

1.1.14 Identify a client feedback method that will provide a lot of detail that will help an establishment to know exactly where they must improve:

A. Questionnaire
B. Feedback card
C. Guest book
D. Survey

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1.1.15 Study the picture below and identify the pillar of Sustainability evident.

A. Economic pillar
B. Community pillar
C. Social pillar
D. Environmental pillar

1.1.16 According to the law, an employee is entitled to one hour lunchtime after … of work.

A. 3 hours
B. 5 hours
C. 2 hours
D. 6 hours

1.1.17 Identify the organisation that provides statistics for the tourism industry, that can be used to know the needs of international and domestic tourists:

A. PRASA
B. UNESCO
C. STATS SA
D. SAHRA

1.1.18 South Africa is located in these hemispheres:

A. Northern and Eastern hemispheres
B. Southern and Eastern hemispheres
C. Northern and Western hemispheres
D. Southern and Western hemispheres

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1.1.19 Study the picture and identify the disease that tourists are warned against:

A. COVID-19
B. Malaria
C. Tetanus
D. Cholera

1.1.20 Identify the characteristic of a successful attraction or icon:

A. Negative word of mouth marketing
B. Actual number of visitors exceeds the target number of visitors
C. Target figures exceeds income generated
D. Negative impact on the local community

(20 x 1) = **[20]**

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1.2 Choose the description from COLUMN B that matches the picture in COLUMN A. Write only the letter (A – F) next to the question number (1.2.1 – 1.2.5) in the ANSWER BOOK, for example **1.2.6 G**

COLUMN A		COLUMN B	
1.2.1		A	The photograph symbolises the victory of the human spirit, democracy and freedom from oppression.
1.2.2		B	This ancient kingdom from 900 to 1300 AD shows evidence of important exchange of human values.
1.2.3		C	A rich, diverse landscape where the Nama people still roam like shepherds.
1.2.4		D	20% of Africa's flora in one place, amongst them the endangered fynbos species.
1.2.5		E	Proof of the ancient San people that lived here for more than 4 millennia.
		F	Sheds light on the origin and evolution of mankind.

(5 x 1) = **[5]**

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1.3 Choose the correct word. Write only the word next to the question number (1.3.1 – 1.3.5) in your ANSWER BOOK. e.g. **1.3.6 bank buying rate**

Solar panels; 15 days; Transparency; Core duties; Partnerships; Code of Conduct; Feeding scheme; 21 days; Professionalism; Loyalty

1.3.1 A set of written rules on how tourists must behave at a destination.

1.3.2 One of the principles of the Fair Trade Tourism organisation.

1.3.3 An example of how a tourist establishment effectively manage their natural resources.

1.3.4 One of the main aspects in a service contract.

1.3.5 According to the Basic Conditions of Employment Act, an employer is entitled to this amount of general leave.

(5 x 1) = **[5]**

1.4 Choose the correct word in brackets. Write only the word next to the question number (1.4.1–1.4.5) in the ANSWER BOOK, for example **1.4.6 Visa**

1.4.1 The COP-summit is about (climate change / world famine).

1.4.2 The war between Russia and Ukraine, can be classified as a/an (unforeseen event / political situation).

1.4.3 The (United Nations / World Health Organisation) is responsible to prevent the spread of disease worldwide.

1.4.4 An (International driving permit / International license) gives a tourist permission to drive a vehicle in another country.

1.4.5 A tourist must go through the (green/red) channel at customs, if a weapon is part of their luggage.

(5 x 1) = **[5]**

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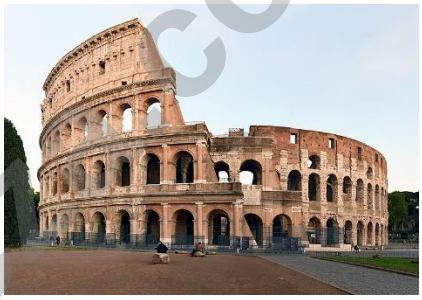
1.5 Study the pictures of world icons in Europe below. Write the FULL NAME of each icon next to the question number (1.5.1 – 1.5.5) e.g. **1.5.6 Alcazar of Segovia**

1.5.1 Italy	1.5.2 Italy
1.5.3 Germany	1.5.4  Italy
1.5.5 Italy	

(5 x 1) = **[5]**

TOTAL SECTION A: [40]

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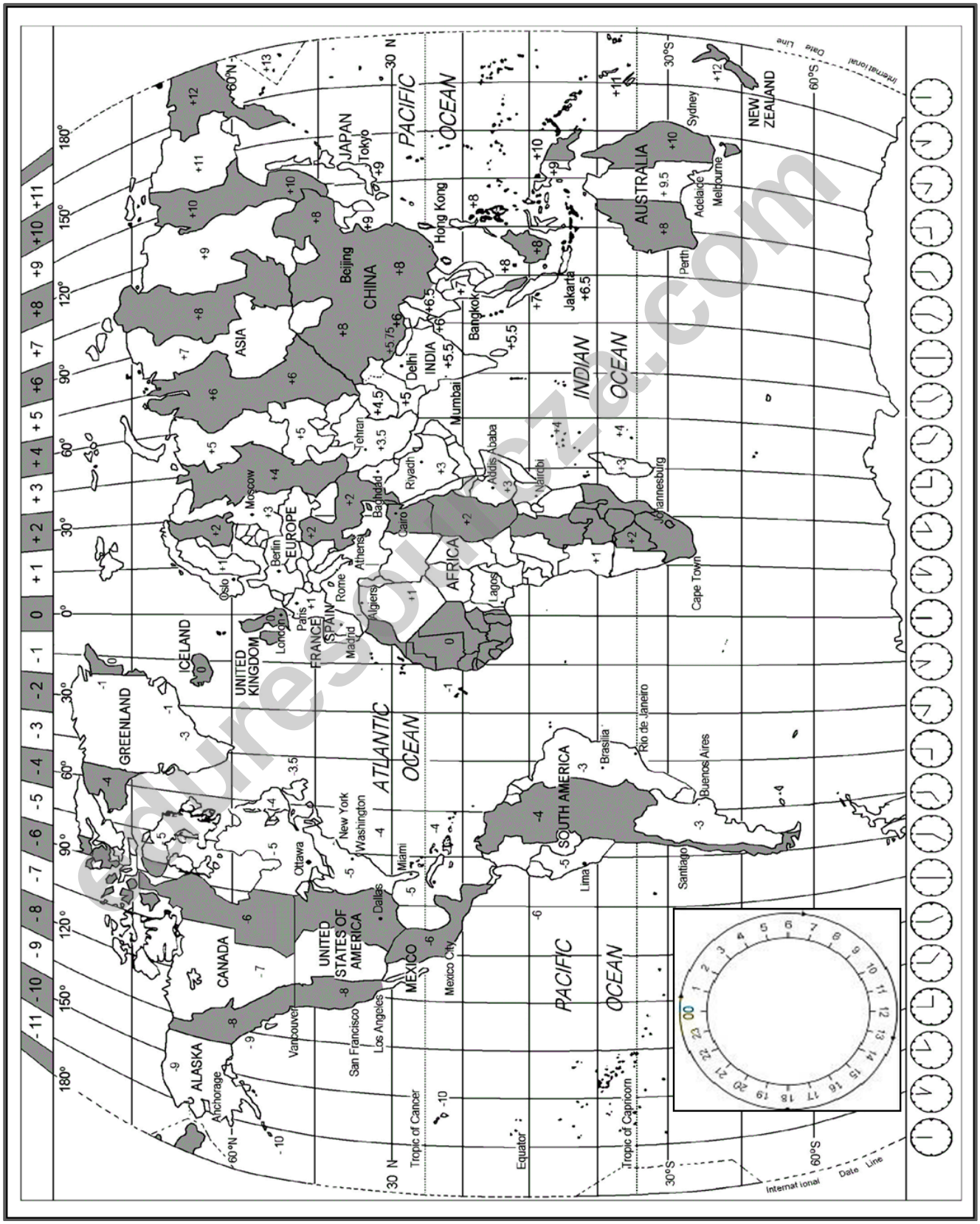
SECTION B: MAPWORK AND TOUR PLANNING; FOREIGN EXCHANGE

QUESTION 2

Study the world time zone map, read the information, and then answer the questions:



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OLYMPIC AND PARALYMPIC GAMES – PARIS 2024

In 2024, Paris will host the biggest event in its history. 100 years after they were last held here, the Olympic and Paralympic Games are back to make you celebrate in the world's most beautiful city, for Games that promise to be truly unforgettable.

[Source: https://www.paris2024.org/en/]

2.1 Wayde van Niekerk participates in the Olympic Games. His flight departs on 20 July 2024 at 20:00 from OR Tambo International Airport to Charles De Gaulle International Airport in Paris. Flying time is 13 hours.
Calculate the time and date of his arrival.
France uses daylight savings time from 31 March to 27 October in 2024. (4)

2.2 The Opening ceremony of the Olympic Games takes place on 26 July 2024 at 19:00, local time.
Calculate the time which the audience in New York, USA will see this event on their TV sets.
France and the USA use daylight savings time at this stage. (3)

2.3 Make a judgement whether a tourist flying from New York to Paris will experience jet lag OR jet fatigue?
Motivate your answer. (2)

2.4 During the Games, athletes will use public transport, provided by the organisers.
Give TWO travel documents that athletes, like Wayde van Niekerk, will need to show at customs. (2)

2.5 Advise Wayde on how to be safe at an international airport.
Give THREE safety measures. (6)

2.6 Wayde uses safe, prescribed medication, after his injury and must take it with him to the Games.

Explain to him:

a) The channel at customs he must choose.
b) The document he will need to show to legally take the medication with him. (2)

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2.7 Wayde also buys a few duty free items at the airport to take with him. Give THREE types of duty free products that he will get for sale. (3)

2.8 The Paralympic Games takes place form 28 August 2024.
Discuss THREE ways stadiums can be universally accessible during this event. (6)

2.9 After the Olympic Games, Wayde will go to Sydney, Australia for a short holiday, before returning to South Africa. His flight departs from Paris on 30 August at 13:30 to Sydney. Flight time is 17 hours.
Calculate the time and date when he will arrive in Sydney.
Sydney does not use daylight savings time on 30 August. (5)

2.10 Explain why it is necessary for a tourist to take note of daylight savings time when travelling overseas. (2)

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QUESTION 3

3.1 Study the foreign exchange table below, then answer the questions.

- Show all your calculations.
- Round off your answer to two decimal places.

FOREIGN EXCHANGE RATES			
Rand per foreign currency			
Currency	**Code**	**Bank selling rate**	**Bank buying rate**
American Dollar	USD	19.03	18.97
Euro	EUR	20.14	20.09
Japanese Jen	JPY	0.13	0.10
British Pound Sterling	GBP	23.05	22.98

3.1.1 Identify the strongest currency from the table above.
Motivate your answer. (2)

3.1.2 An American visits South Africa and has $2 000 to use as spending money.
Calculate the amount in Rand he will have available for spending money in South Africa. (3)

3.1.3 Andrew travels for 8 days to Paris for the Olympic Games.
His travel agent advises him to budget R3 000 per day for spending money.
Calculate the amount in France's currency, that he will have available to spend during the 8 days. (4)

3.1.4 Exchange rates are fluctuating the whole time.
Give TWO factors that have an influence on the fluctuation of exchange rates. (2)

3.1.5 Domestic tourism remains the core of the tourism industry in a country.
Write a paragraph to explain the impact of a strong Rand on the tourism industry of South Africa. Your paragraph must include the following:

- ONE reason why domestic tourism may possibly increase. (2)
- ONE reason why domestic tourism may possibly decrease. (2)

[15]

TOTAL SECTION B: [50]

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

QUESTION 4

4.1 Read the descriptions of World icons below. Draw the table in your ANSWER BOOK, then write the FULL NAME and the COUNTRY of each icon.

	FULL NAME OF ICON	COUNTRY
4.1.1		
4.1.2		
4.1.3		
4.1.4		
4.1.5		

4.1.1 The only existing one of the ancient seven wonders of the world. This icon was built as tombs for important Pharoahs' during the ancient Egyptian times. (2)

4.1.2 This 6 700 km barricade, with many watchtowers, was built over a long period of time and is visited by many tourists each year. (2)

4.1.3 A magnificent artwork, standing on top of the Corcovado Mountain, watching over the Rio de Janeiro harbour. Symbol of peace. (2)

4.1.4 A mountain range covered with forest. The cuckoo clock is a symbol of this area. (2)

4.1.5 A unique, modern centre for the performing arts, with a roof looking like the sails of a ship at a harbour's entrance. (2)

[10]

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4.2 Read the article below, then answer the questions.

Ayers Rock

Ayers Rock has long been honoured by a variety of the Australian indigenous people, who call it Uluru. The rock was sighted in 1872 by explorer Ernest Giles and was first visited by a European the following year, when surveyor William Gosse named it for Sir Henry Ayers, a former South Australian premier. It is the world's largest monolith.

Uluru/Ayers Rock rises 348 metres above the surrounding desert plain and reaches a height of 863 metres above sea level. The monolith is oval in shape, measuring 3.6km long by 2.4km wide. Composed of sandstone, the rock changes colour according to the position of the sun. It is most visually striking at sunset, when it is coloured a fiery orange-red by the sun's rays. Shallow caves at the base of the rock are sacred to several Aboriginal tribes and contain carvings and paintings.

Regular tours are taking place to Ayers Rock and busses are equipped to ferry wheelchairs.

[Source: https://www.britannica.com/place/Uluru-Ayers-Rock]

4.2.1 Name the country where Ayers Rock is situated. (1)

4.2.2 Give THREE types of tourists who would want to visit this icon. (3)

4.2.3 Explain why there have to be rules for tourists visiting this icon. (2)

4.2.4 Discuss the advantage of Ayers Rock for the tourism industry of this country. (2)

4.2.5 Is this icon universally accessible for tourists?
Motivate your answer. (2)

[10]

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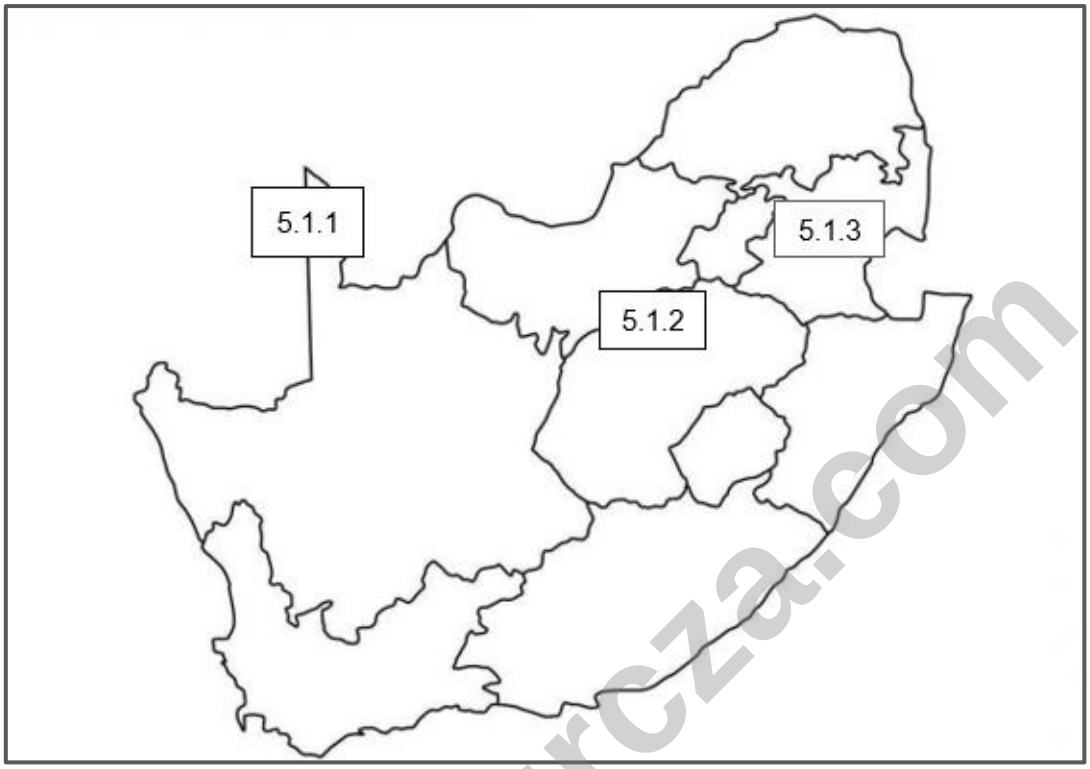
QUESTION 5

5.1 Study the map of South Africa, then answer the questions that follow:



Draw the table below in your ANSWER BOOK. Complete it by writing the FULL NAME, TYPE OF SITE and the PROVINCE of each World Heritage Site.

	FULL NAME	TYPE OF SITE	PROVINCE
5.1.1			
5.1.2			
5.1.3			

(3 x 3) = (9)

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5.2 Read the article below, then answer the questions that follow:

Maloti-Drakensberg Park

The Maloti-Drakensberg Park is a conservation area consisting of the uKhahlamba Drakensberg National Park in South Africa and the Sehlathebe National Park in Lesotho. The site is known for its natural beauty with its high cliffs and dramatic golden sandstone walls as well as interesting caves, cliffs, pillars and rock pools.

The site's different landscapes protect a high level of indigenous and scarce plants. The site is home to endangered species such as the Cape vulture and the bearded vulture. Lesotho's Sehlabathebe National Park is also home to the Maloti minnow a critically endangered fish species only found in this park. This site contains many caves and rock-shelters with the largest and most concentrated group of paintings in Africa, south of the Sahara. They represent the spiritual life of the San people, who lived in this area over a period of 4000 years.

[Source: www.whc.unesco.org/en/list/985/]

5.2.1 Identify the neighbouring country of South Africa which share a part of this World Heritage Site. (1)

5.2.2 Identify the province in South Africa, where the Maloti-Drakensberg Park is situated. (1)

5.2.3 Name ONE other World Heritage Site (except Maloti-Drakensberg Park) which is situated in this province given in Question 5.2.2.
Write the FULL NAME of this World Heritage Site. (1)

5.2.4 Maloti-Drakensberg Park is South Africa's only mixed World Heritage Site.
Explain how this site complies with the natural AND cultural criteria by referring to examples in the article. (2 x 2) = (4)

5.2.5 Write a paragraph where you discuss the following:

- The importance of the San rock art at the Maloti-Drakensberg Park. (2)
- The reason why this site must be protected. (2)

[11]

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QUESTION 6

6.1 Read the article below, then answer the questions.

TOMSA
Tourism Levy South Africa

The tourism levy, also known as the TOMSA levy, is the 1% levy charged to the consumer for the use of specific tourism services in South Africa. The funds collected are primarily used by South African Tourism to promote South Africa as a preferred travel and tourism destination.

The tourism levy creates, builds and maintains awareness of South Africa as a top tourist destination, through marketing campaigns aimed at well researched target markets. The levy keeps SA on the global travel and tourism map.

[Source: www.tomsa.co.za]

6.1.1 Identify the organisation responsible for marketing South Africa world-wide. (1)

6.1.2 Explain the term 'target markets' used in the article. (2)

6.1.3 Explain the process how the TOMSA levy is collected by giving THREE steps. (3)

6.1.4 Name TWO international trade shows that are also attended annually by South Africa, and where South Africa as a destination is promoted. (2)

6.1.5 Give TWO unique reasons why an international traveller will choose South Africa, above any other destination, to travel to. (2)

[10]

TOTAL SECTION C: [50]

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SECTION D: SUSTAINABLE AND RESPONSIBLE TOURISM; TOURISM SECTORS.

QUESTION 7

7.1 Part of a professional appearance is to wear a uniform in the tourism industry. Study the pictures below and write the type of job/profession depicted by the uniform, next to the question number (7.1.1 – 7.1.3) in your ANSWER BOOK.

7.1.1	7.1.2	7.1.3
Hospitality sector	Transport sector	Conservation sector

(3)

7.2 Study the picture below, then answer the questions.

7.2.1 Suggest whether the stationery in the picture above shows a professional image of the establishment?
Motivate your answer by giving TWO reasons. (3)

7.2.2 Give THREE other factors (except stationery) that contributes to a professional image of an establishment. (3)

[9]

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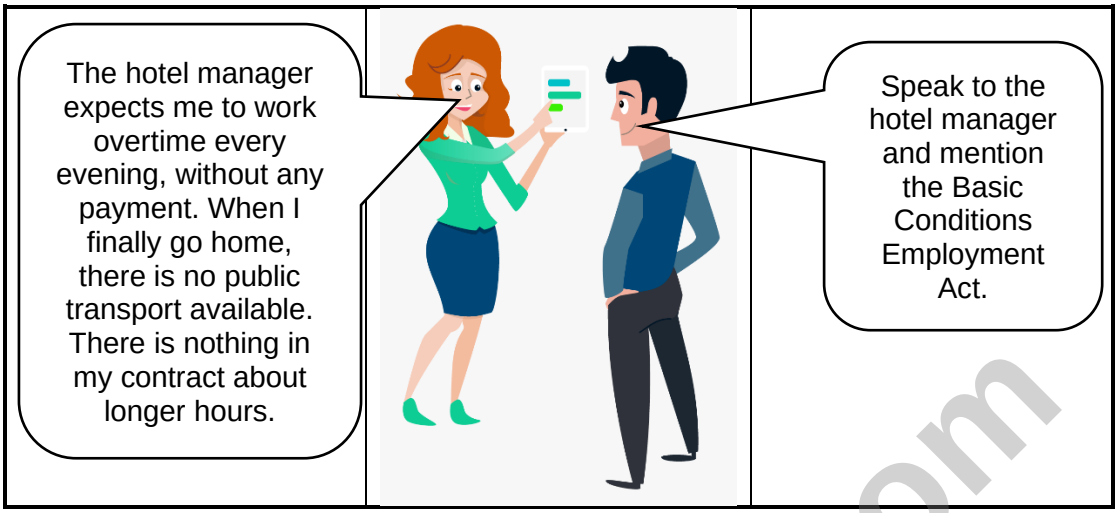
7.3 Study the cartoon below, then answer the questions.



7.3.1 Indicate if the hotel in the cartoon keeps to the stipulations of the Basic Conditions Employment Act.
Motivate your answer by giving TWO reasons. (3)

7.3.2 Confirm how many hours per week, according to the Basic Conditions Employment Act, an employee is expected to work. (2)

7.3.3 Do you think the man in the cartoon is giving the woman good advice?
Motivate your answer. (1)

[6]

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QUESTION 8

8.1 Study the diagram below, then answer the questions.

SINGITA LEBOMBO LODGE

Singita Lebombo is one of the top eco lodges in South Africa. It is located in a private reserve within the Kruger National Park, an area close to the Lebombo Mountains. The design of this luxury safari lodge was inspired by the many eagles' nests built into the cliff face of the riverbank. Singita is committed to environment-friendly hospitality, sustainability, and the support of local communities.

Singita Lebombo Lodge: Good sustainable practices

[Source: www.go2africa.com/african-travel-blog/sustainable-travel-our-best-eco-friendly-lodges-in-southern-africa]

8.1.1 Explain the meaning of 'Anti-poaching units'. (2)

8.1.2 Write a paragraph where you describe Singita Lebombo's dedication to Sustainability. Your paragraph must include the following:

- THREE examples of the Environmental pillar (3)
- ONE example of the Economic pillar (1)
- ONE example of the Social pillar (1)

8.1.3 Identify ONE Corporate Social Investment (CSI) initiative practiced by Singita Lebombo. (2)

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8.1.4 Design a code of conduct with THREE rules that can be provided to tourists visiting Singita Lebombo. (3)

8.1.5 Create a slogan for Singita Lebombo Lodge. Your slogan must be appropriate to Singita Lebombo's devotion to Sustainability. (2)

[15]

TOTAL SECTION D: [30]

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

QUESTION 9

9.1 Read the article below, then answer the questions that follow:

India is once again hosting the Cricket World Cup after more than a decade.
For the first time in cricket history, India will be hosting all 48 matches across 10 different cities — unlike in 2011 when it co-hosted the event with Bangladesh and Sri Lanka.
Cricket is the world's second most watched sport, after soccer.
The Championship, which runs from 5 October – 19 November 2023, is set to boost consumer spending across various sectors, and could even help growing the economy.
"It is difficult to estimate the impact the games will have, but the entire tournament will have a multiplier effect on the country's economy this quarter," said Shantanu Bhargava, managing director at Waterfield Advisors.
Hospitality, food and beverage, and media advertising are some sectors that will likely benefit the most.

[Source: https://www.hindustantimes.com/cricket/india]

9.1.1 Does the Cricket World Cup qualify as a world event?
Motivate your answer by quoting a sentence in the article. (2)

9.1.2 Describe TWO benefits that the Tourism sector in India will experience by hosting this event. (2)

9.1.3 Explain how the multiplier effect will be implemented during this event. (2)

9.1.4 Tabulate ONE advantage and ONE disadvantage for the local people during this event. (2)

9.1.5 Do you think India is the best country to host this event?
Motivate your answer. (2)

[10]

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9.2 Study the picture below, then answer the questions.

9.2.1 Identify THREE natural disasters evident in the picture. (3)

9.2.2 Give THREE negative consequences of a natural disaster experienced by the local community. (3)

9.2.3 Explain the reason WHY tourism will decrease in a country struck by a natural disaster. Distinguish between:

a) Domestic Tourism (2)
b) International Tourism (2)

[10]

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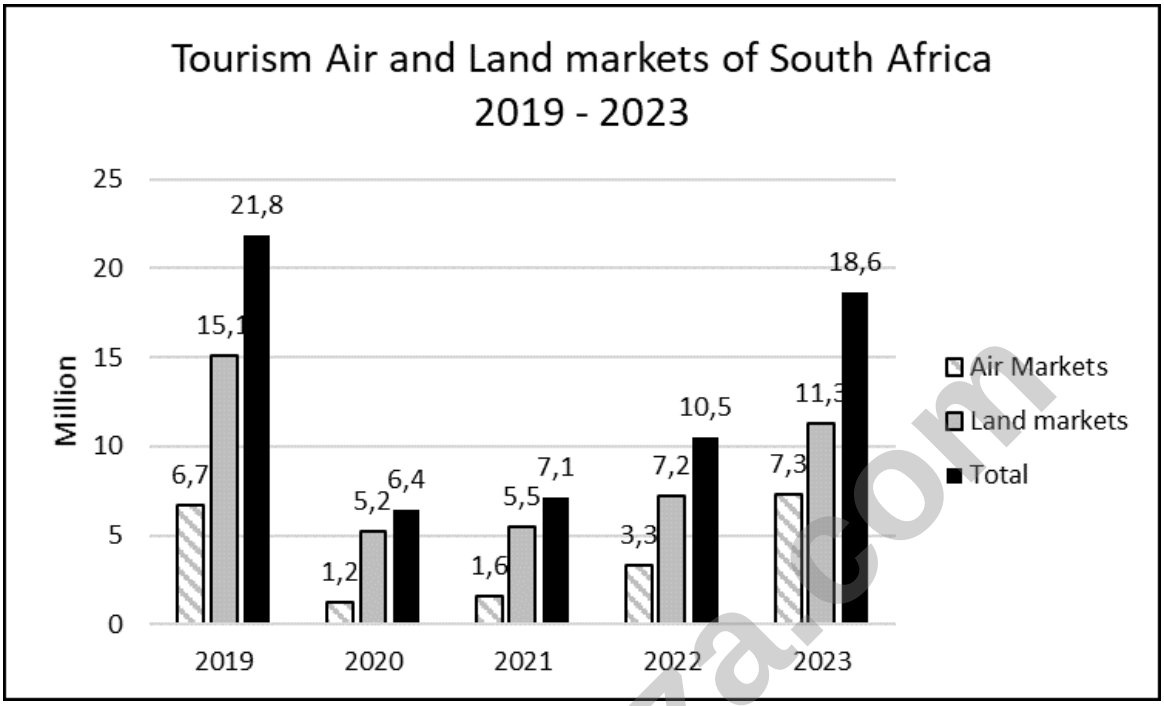
9.3 Study the graph below, then answer the questions.



9.3.1 Identify the year when South Africa received the most international tourists. (1)

9.3.2 Name TWO countries which form part of the South African air market. (2)

9.3.3 Explain the decrease in arrivals during 2020 and 2021. (1)

9.3.4 Calculate the percentage of the South African air market in 2023. **Round off your answer to one decimal.** (2)

[6]

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QUESTION 10

10.1 Study the picture below, then answer the questions.

10.1.1 Identify the client feedback method in the picture. (1)

10.1.2 Tabulate ONE advantage and ONE disadvantage of this feedback method. (2)

10.1.3 Give ONE other feedback method that can be used by the establishment. (1)

[4]

TOTAL SECTION E: [30]

GRAND TOTAL: [200]

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