



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

**NASIONALE
SENIOR SERTIFIKAAT**

GRAAD 12

TRSM.1

TOERISME

NOVEMBER 2016

PUNTE: 200

TYD: 3 uur

Hierdie vraestel bestaan uit 24 bladsye.

MIDDAGSESSIE



INSTRUKSIES EN INLIGTING

Lees die instruksies aandagtig voordat jy die vrae beantwoord.

1. Hierdie vraestel bestaan uit VYF afdelings.
2. Beantwoord AL die vrae.
3. Begin ELKE vraag op 'n NUWE bladsy.
4. Rond jou antwoorde in VRAAG 3.1 en 3.2 tot TWEE desimale plekke af.
5. Toon ALLE berekeninge waar nodig.
6. Jy mag 'n nieprogrammeerbare sakrekenaar gebruik.
7. Gebruik die puntetoekenning by elke vraag as 'n riglyn vir die lengte van jou antwoord.
8. Skryf netjies en leesbaar.
9. Die tabel hieronder is 'n riglyn om jou te help om jou tyd volgens elke afdeling in te deel.

AFDELING	ONDERWERP	PUNTE	TYD (minute)
A	Kortvrae	40	20
B	Kaartwerk en Toerbepanning; Buitelandsevaluta- verhandeling	50	50
C	Toerismebesienswaardighede; Kultuur- en Erfenistoerisme; Bemarking	50	50
D	Toerismesektore; Volhoubare en Verantwoordelike Toerisme	30	30
E	Plaaslike, Streeks- en Internasionale Toerisme; Kommunikasie en Kliëntediens	30	30
	TOTAAL	200	180

AFDELING A: KORTVRAE**VRAAG 1**

- 1.1 Verskeie opsies word as moontlike antwoorde op die volgende vrae gegee. Skryf die vraagnommer (1.1.1–1.1.20) neer, kies die antwoord en maak 'n kruisie (X) oor die letter (A–D) van jou keuse in die ANTWOORDEBOEK.

VOORBEELD:

1.1.21

☐ A

☐ B

☐ C

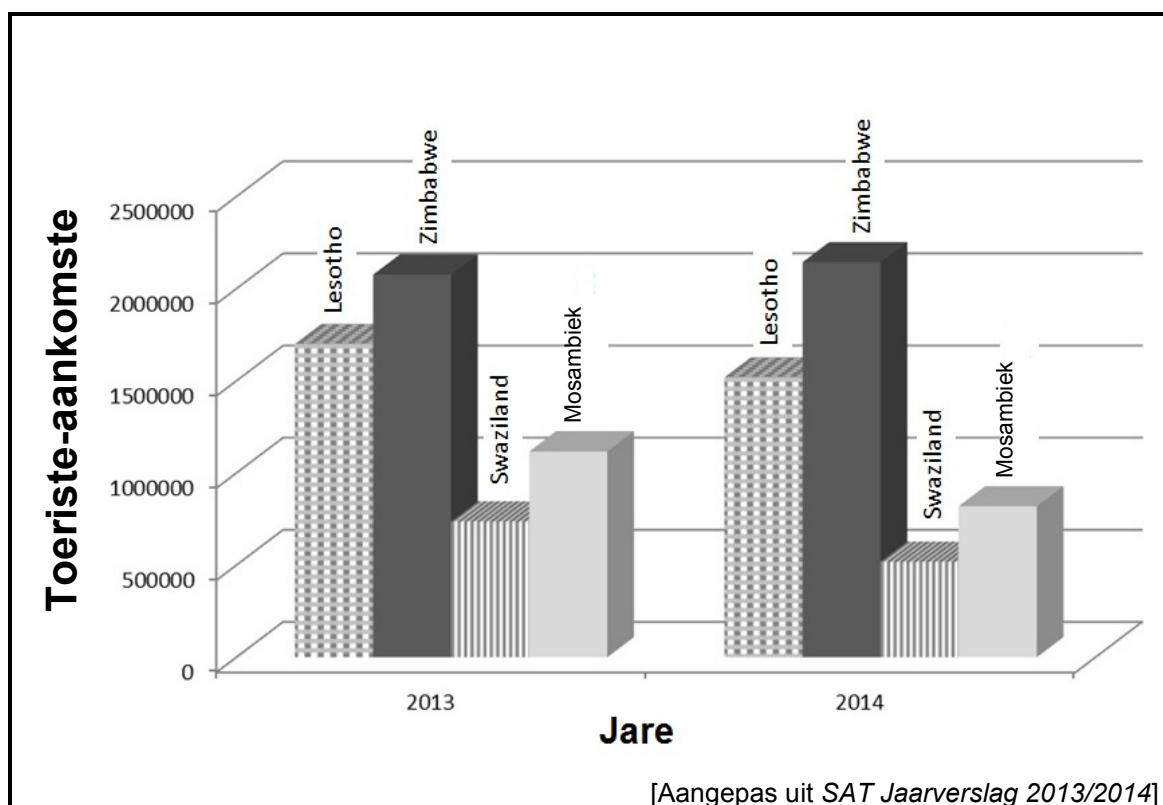
☒ D

- 1.1.1 Die kroning van Rolene Strauss van Suid-Afrika as Mej. Wêreld is 'n voorbeeld van 'n ...



- A natuurgebeurtenis.
B wêreldgebeurtenis.
C gesondheidsindaba.
D toerismehandelskou.
- 1.1.2 'n Stelsel wat gebruik word om geld van een land na 'n ander oor te plaas:
- A CAGR
B SWIFT
C WNNR
D IBAN
- 1.1.3 Wanneer 'n mens internasionaal reis, is ... 'n algemene kriminele aktiwiteit wanneer jy kontant as die hoofbetalingsmetode gebruik.
- A diefstal ('theft')
B roofkopiëring ('piracy')
C uitvissing ('phishing')
D kuberkrakery ('hacking')

- 1.1.4 Die kolomgrafiek hieronder toon dat hierdie Afrika-landmark vir die tydperk 2013–2014 'n sterk kernmark gebly het.



- A Mosambiek
B Lesotho
C Swaziland
D Zimbabwe
- 1.1.5 Die organisasie wat verantwoordelik is vir die versameling van inligting oor die aankoms en vertrek van toeriste na en van Suid-Afrika en wat 'n verslag oor hulle bevindinge uitreik:
- A DTGS
B Stats SA
C BBO's
D TGCSA
- 1.1.6 Die Verenigde Koninkryk het vanaf 1 Maart 2015 tot 25 Oktober 2015 DBT toegepas. Die tydsverskil tussen Suid-Afrika en die Verenigde Koninkryk gedurende hierdie tyd was ...
- A twee uur.
B een uur.
C drie uur.
D nul.

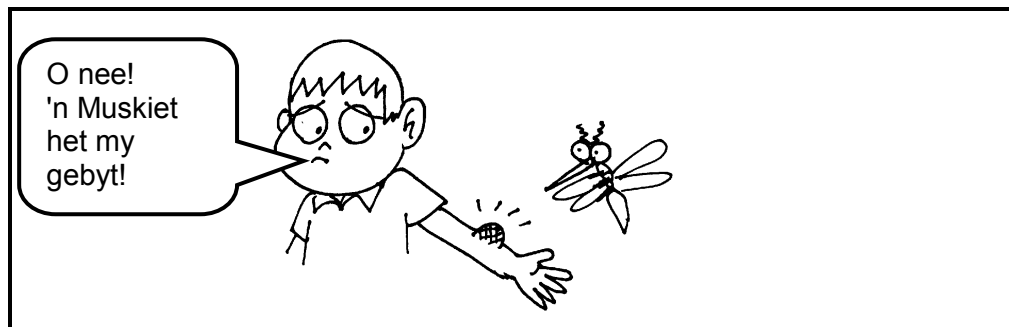
1.1.7 'n Passasier wat op 'n 10 uur lange vlug van Suid-Afrika na die Verenigde Koninkryk vlieg, sal aan hierdie reisverwante toestand ly:

- A Vluguitputting
- B Vlugvoosheid
- C Vlugspanning
- D Vlugfobie

1.1.8 'n Toeris wil 'n jaggeweer as deel van sy handbagasie op die vliegtuig neem. Die geweer sal as 'n ... item beskou word.

- A verbode
- B beperkte
- C belastingvrye
- D ingeweegde

1.1.9 Die insident hieronder kan hierdie siekte veroorsaak:



- A Hepatitis
- B Bilharzia
- C MIV
- D Malaria

1.1.10 Die geldeenheid wat die beste wisselkoers bied wanneer ZAR aangekoop word:

- | | | |
|---|-------------------|------------|
| A | 1 Britse pond | = ZAR21,50 |
| B | 1 euro | = ZAR15,34 |
| C | 1 Kanadese dollar | = ZAR11,39 |
| D | 1 VS-dollar | = ZAR14,91 |

1.1.11 FTT (voorheen FTTSA) sertifiseer besighede wat ...

- A by onbillike arbeidsgeskille betrokke is.
- B volhoubare toerisme toepas.
- C geld aan kinderwelsyn skenk.
- D aan BBSEB voldoen.

- 1.1.12 Hierdie reis-toepassing ('application') vir Apple iPhones stel reisigers in staat om verantwoordelike vervoerkeuses te maak wat op hul koolstofspoor gebaseer is.



Hierdie toepassing bevorder ... reis.

- A kulturele
 - B volhoubare
 - C avontuur-
 - D opvoedkundige
- 1.1.13 Die ...-virus, wat hoofsaaklik in Suid-Amerika voorkom, het in 2016 paniek gesaai in die toeristebedryf.
- A voëlgriep
 - B SARS
 - C Ebola
 - D Zika
- 1.1.14 'n Gedragskode gee riglyne oor hoe personeellede in 'n besigheid moet optree. Die gedragskode word deur die ... ontwikkel.
- A vakbonde en personeel
 - B bestuurders en personeel
 - C personeellede en die publiek
 - D gewone publiek en bestuur
- 1.1.15 Korporatiewe maatskaplike belegging verwys na ...
- A besighede wat hulle winste in buitelandse banke belê.
 - B individue wat sosiale geleenthede reël om hulle produkte te bemark.
 - C besighede wat finansiële bystand aan benadeelde gemeenskappe verleen.
 - D individue wat geld belê om die hoogste moontlike rente te verdien.

1.1.16 Hierdie logo word by al die Wêrelderfenisterreine vertoon:

A



B



C



D



1.1.17 Die doel van die NDT-toerisme-aansporingsprogram by Robbeneiland is om volhoubare praktyke in die toeristebedryf te verbeter deur ...

- A 'n sonkragstelsel by die museum te installeer.
- B van dieseleenhede vir sy kragbehoefte afhanklik te wees.
- C inheemse bome af te kap om elektrisiteit op te wek.
- D steenkool vir sy kragbehoefte te gebruik.

1.1.18 Hierdie ikoon is gebou om 'n stad in twee afsonderlike stede te verdeel:

- A Groot Muur van China
- B Auschwitz
- C Berlynse Muur
- D Kremlin

1.1.19 Die kernbesigheid van SAToerisme is om te verseker dat ...

- A wetgewing vir verantwoordelike toerisme afdwing word.
- B uitgaande Suid-Afrikaanse toeriste waarde vir geld kry.
- C beleid en wetgewing ten opsigte van toerisme opgestel word.
- D die bemarkingspogings van toerismebeheerders bevorder word.

1.1.20 Die Getaway-skou bemark 'n buitelugleefstyl en avontuur-ervarings vir binnelandse toeriste in die volgende provinsies:

- A Wes-Kaap en Gauteng
- B Vrystaat en KwaZulu-Natal
- C Oos-Kaap en Noordwes
- D Noord-Kaap en Limpopo

(20 x 1) (20)

1.2 Gee EEN woord/term vir elk van die volgende beskrywings deur 'n woord/term uit die lys hieronder te kies. Skryf slegs die woord/term langs die vraagnommer (1.2.1–1.2.5) in die ANTWOORDEBOEK neer.

mediese noodgevalle; geboortesertifikaat; Swartwoud; plaaslike tyd; gesondheidsertifikaat; kultuurtoeris; uitstappies; standaardtyd; Big Ben

1.2.1 Die koekoekhorlosie is 'n gewilde aandenking wat by hierdie besienswaardigheid gekoop word.

1.2.2 'n Pakkettoer kan hierdie opsionele aktiwiteite insluit.

1.2.3 Hierdie dokument bewys dat die toeris voor sy reis die nodige mediese voorsorgmaatreëls getref het.

1.2.4 Dit is die internasionaal erkende tyd van 'n streek of land.

1.2.5 Hierdie tipe reisiger stel in die teater belang en sal die Sydney-operahuis besoek.

(5 x 1) (5)

1.3 Kies die korrekte woord uit dié wat tussen hakies gegee word. Skryf slegs die woord langs die vraagnommer (1.3.1–1.3.5) in die ANTWOORDEBOEK neer, byvoorbeeld 1.3.6 paspoort.

1.3.1 Die Seinerivier in Frankryk kan as 'n (besienswaardigheid/ikoon) geklassifiseer word.

1.3.2 Toeriste wat in argitektuur belangstel, sal (Petra/Auschwitz) in Jordanië besoek.

1.3.3 'n Positiewe ervaring deur (werknemers/besoekers) by 'n besienswaardigheid dra by tot die sukses van die besienswaardigheid.

1.3.4 (Stiptelikheid/Besoldiging) is 'n voorbeeld van professionele verantwoordbaarheid in die toeristebedryf.

1.3.5 Die ITB word in (Londen/Berlyn) gehou.

(5 x 1) (5)



- 1.4 Kies die naam van die Suid-Afrikaanse Wêrelderfenisterrein uit KOLOM B wat by 'n beskrywing in KOLOM A pas. Skryf slegs die letter (A–F) langs die vraagnommer (1.4.1–1.4.5) in die ANTWOORDEBOEK neer, byvoorbeeld 1.4.6 G.

KOLOM A		KOLOM B	
1.4.1	Verteenwoordig die Ystertydperk en is die terrein waar die goue renoster gevind is	A	uKhahlamba-Drakensbergpark
1.4.2	Bevat bewyse van fossiel-oorblyfsels van miljoene jare gelede	B	Robbeneiland
1.4.3	Is voorheen as 'n hospitaal, militêre basis en tronk gebruik	C	Mapungubwe Kulturele Landskap
1.4.4	'n Hoogliggende terrein met wuiwende grasvelde, riviervalleie met steil hellings, rotsagtige kloue en voorbeelde van rotskuns	D	iSimangaliso-vleilandpark
		E	Wieg van die Mensdom
1.4.5	'n Kusterrein met die grootste biodiverse riviermondingstelsel in die Suidelike Halfrond	F	Richtersveld- Kulturele en Botaniese Landskap

(5 x 1)

(5)

- 1.5 Identifiseer die internasionale ikone/besienswaardighede hieronder. Skryf slegs die vraagnommer en die naam van die ikoon in die ANTWOORDEBOEK neer.

1.5.1 **EGIPTE**



1.5.2 **INDIË**



1.5.3 **ISRAEL**



1.5.4 **NEPAL**



1.5.5 **RUSLAND**



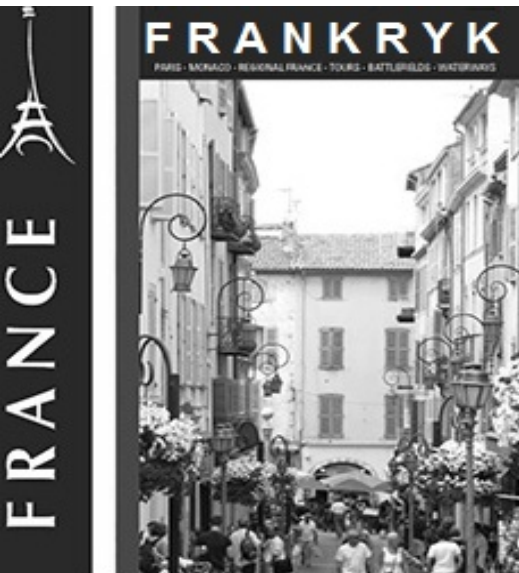
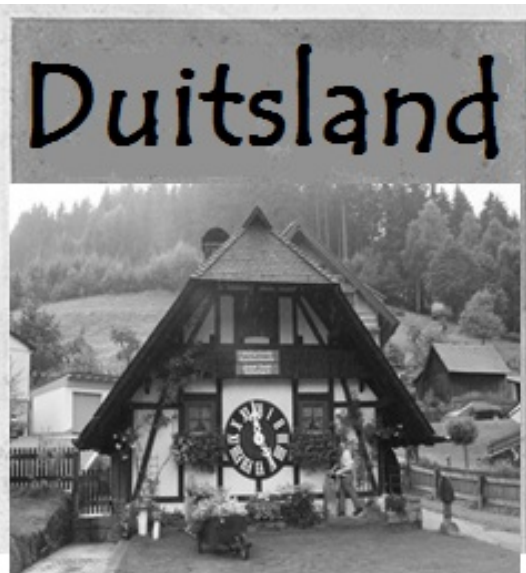
(5 x 1) (5)

TOTAAL AFDELING A: 40



AFDELING B: KAARTWERK EN TOERBEPLANNING; BUITELANDSEVALUTATIE-VERHANDELING**VRAAG 2**

2.1 Lees die inligting hieronder en beantwoord die vrae wat volg.

 Goeiedag! My naam is Zizipho. Ek is 'n 23-jarige rekenmeester van Gauteng. Ek wil in Europa gaan vakansie hou: in Frankryk of Duitsland. Ek het 'n beperkte begroting en sal die goedkoopste opsie kies. Kan jy my help om te besluit watter land ek moet kies?		
Frankryk?	OF	Duitsland?
		
• Frankryk bly die wêreld se vernaamste toeristebestemming. • Van die beste strande in Europa word hier aangetref. • Hulle het die hoogste berge. [Vertaal uit www.about-france.com]		• Duitsland word as een van die mees diverse bestemmings in die wêreld beskou. • Dit het groot stede, goeie infrastruktuur, klein dorpieë en nedersettings. • Hulle het die natuurlike Swartwoudstreek. [Vertaal uit www.holidaysonlocation.com]

2.1.1 Gee EEN element en 'n voorbeeld van die element wat by Zizipho se kliënteprofiel ingesluit sal word, byvoorbeeld:

Element van 'n kliënteprofiel:
Voorbeeld:

Beroep
Rekenmeester

(2)

- 2.1.2 Vergelyk die vluginligting van TWEE lugdienste hieronder en beantwoord die vrae wat volg.

VLUGINLIGTING			
Lugdiens	Vertrek- en aankomstye en lughawens	Vlug-nummer	Koste van retoer-vliegkaartjies
 Air France	20:00–06:20 OR TAMBO INTERNASIONAAL – CHARLES DE GAULLE INTERNASIONAAL	AF298	ZAR10 310,25
 Lufthansa	19:00–05:30 OR TAMBO INTERNASIONAAL – FRANKFURT INTERNASIONAAL	LH573	ZAR9 858,72

Neem Zizipho se kliënteprofiel in ag en identifiseer die lugdiens waarvan die pryse die beste by Zizipho se begroting sal pas.

(2)

- 2.1.3 Bestudeer die inligting oor akkommodasie en besienswaardighede in die twee lande hieronder en beantwoord die vrae wat volg.

FRANKRYK	DUITSLAND
Akkommodasie	Akkommodasie
	
Magendie: Parys	Green City Hotel: Vauban, Swartwoudstreek
R1 850,00 per nag	R1 540,00 per nag

- (a) Bereken die totale koste van EEN nag se akkommodasie en 'n retoervlug (in ZAR) vir ELKE bestemming, soos in VRAAG 2.1.2 aangedui word.

(4)

- (b) Vergelyk die twee hotelle.

Gee EEN rede waarom die Green City Hotel by Zizipho se kliënteprofiel pas.

(2)

The map displays the following time zones and major cities with their local times:

- Alaska:** Anchorage -9
- Canada:** Vancouver -8, San Francisco -8, Los Angeles -8, Dallas -6, New York -5, Washington -5, Ottawa -5
- United States of America:** Mexico City -6, Miami -5, Lima -5
- South America:** Brasilia -3, Rio de Janeiro -3, Buenos Aires -3
- Greenland:** -1
- Iceland:** 0
- United Kingdom:** London 0
- France:** Paris +1
- Spain:** Madrid +1
- Europe:** Berlin +1, Rome +1, Athens +2, Moscow +3, Baghdad +3, Riyadh +3, Cairo +2, Lagos +1, Johannesburg +2, Cape Town +2
- Africa:** Addis Ababa +3, Nairobi +3
- Asia:** Delhi +5.5, Mumbai +5.5, Bangkok +7, Jakarta +7.5, Beijing +8, Hong Kong +8, Tokyo +9
- China:** +8
- India:** +5.5
- Oceania:** Perth +8, Adelaide +9.5, Melbourne +10, Sydney +10, Auckland +12
- New Zealand:** +12

The map also includes a circular inset at the bottom right showing a 24-hour clock face, with the time 12:00 indicated. The map is labeled with major oceans (Atlantic, Indian, Pacific) and continents (North America, South America, Europe, Africa, Asia, Australia, New Zealand). Latitude and longitude lines are shown, with the Tropic of Cancer and Equator marked.

- 2.2.1 Twee studente het vir 'n e-leer-kursus in Toerismebestuur ingeskryf. 'n Aanlyn lesing (webinaar) sal om 13:00 op 30 November 2016 in Madrid, Spanje, begin.

Bereken die tyd en datum wanneer ELKE student, in sy/haar land, sal moet aanteken om aan die lesing deel te neem.

(a)		Jo Li van Tokio	(4)
(b)		Brydon van San Francisco	(4)

- 2.2.2 Lees die inligting hieronder en beantwoord die vrae wat volg.

DALLAS HET DIE 2016 WTTC WÊRELDBERAAD AANGEBIED Die WTTC Wêreldberaad is op 6–7 April 2016 in Dallas, Texas, by die Renaissance Dallas Hotel gehou.	
Die Minister van Toerisme in Suid-Afrika, mnr. Derek Hanekom, het die beraad bygewoon. As die reisagent vir die beraad moes jy sy vlug bespreek en die pendeldiens in Dallas oor die tyd en datum van sy aankoms inlig. LET WEL: Dallas en Londen pas albei hierdie tyd van die jaar DBT toe.	

Die vlugbesonderhede vir mnr. Hanekom van Londen na Dallas:

VLUGPLAN					
Lugdiens	Vertrek-datum	Vertrekstad en lughawe	Vertrek-tyd	Vlieg-tyd	Aankomsstad en lughawe
DELTA-lugdiens	Maandag 5 April 2016	Londen – Heathrow Internasionale Lughawe	11:00	8 uur	Dallas – Dallas Internasionale Lughawe

[Bron: www.gsa.com]

- (a) Skryf die afkorting *DBT* uit. (2)
- (b) Bereken die tyd en datum van mnr. Hanekom se aankoms in Dallas. (6)

2.3.1 Lees die inligting hieronder en beantwoord die vrae wat volg.

NUWE VISUMWETTE WAT DEUR DIE DEPARTEMENT VAN BINNELANDSE SAKE INGESTEL IS	
• Reisigers na Suid-Afrika moet persoonlik by 'n konsulaat of 'n ambassade aanmeld om biometriese data (elektroniese skandering van vingerafdrukke en retinale oogskandering) te verskaf wanneer hulle vir visums aansoek doen. • Kinders onder die ouderdom van 18 jaar wat reis, moet 'n onverkorte (volledige) geboortesertifikaat by hulle hê.	
Redes vir die nuwe visumwette sluit in: • Om kinderhandel ('child trafficking') te voorkom • Om te voorkom dat geskeide ouers hulle kinders onder die ouderdom van 18 jaar uit die land neem sonder die toestemming van beide ouers • Om die getal onwettige immigrante te verminder	
Hierdie wette is in die laaste deel van 2015 verslap as gevolg van die afname in inkomende internasionale toeriste.	

[Bron: www.ft.com]

In 'n paragraaf van 50 woorde, bespreek die invloed van hierdie visum- en reismette op:

- Suid-Afrika se toeristebedryf
- Suid-Afrika se nasionale veiligheid
- Kriminele aktiwiteite in Suid-Afrika

(3 x 2)

(6)

2.3.2 Bestudeer die prent hieronder en beantwoord die vrae wat volg.



Pepersproei is 'n aërosol wat in 'n aanvaller se oë gespuit word om die persoon tydelik te verblind. Baie toeriste hou pepersproei by hulle om hulle te beskerm.

Verduidelik TWEE redes waarom pepersproei 'n verbode item is en passasiers nie toegelaat word om dit saam met hulle op 'n vliegtuig te neem nie.

(4)

[36]

VRAAG 3

3.1 Lees die inligting hieronder en beantwoord die vrae wat volg.

'n Suid-Afrikaner het in 2015 en in 2016 die Verenigde Koninkryk besoek. Hy het op albei reise vis en skyfies vanaf die spyskaart hieronder bestel.

Vis & Skyfies DIE BESTE VANGS IN DIE OMGEWING SPYSKAART	
Vis & Skyfies	£6.50
Wors met 'n deeg & Skyfies	£4.00
Vleispastei & Skyfies	£5.50

Vergelyk die waarde van die rand op albei reise in die tabel hieronder.

2015	2016
£1 = R22,55	£1 = R24,69

3.1.1 Bereken die koste van die vis en skyfies in ZAR:

LET WEL: Toon ALLE berekeninge. Rond die antwoord tot TWEE desimale plekke af.

(a) In 2015 (2)

(b) In 2016 (2)

3.1.2 Noem die jaar waarin die toeris die beste waarde vir sy rand gekry het. (2)

3.2 Bestudeer die valutatabel hieronder en beantwoord die vrae wat volg.

LAND	VALUTAKODE	BAK	BVK
VSA	USD	10,20	10,90

LET WEL: Toon ALLE bewerkings. Rond die antwoord tot TWEE desimale plekke af.

3.2.1 Mnr. Small, 'n Amerikaanse toeris, arriveer in Suid-Afrika met USD12 600,00.

Bereken hoeveel hy in rand sal ontvang wanneer hy sy buitelandse valuta by 'n buitelandsevaluta-verhandelingskantoor wissel. (4)

3.2.2 Mnr. Small wil sy oorblywende rande omruil voordat hy Suid-Afrika verlaat. Hy gaan na 'n buitelandsevaluta-verhandelingskantoor om R2 750 vir VS-dollar te wissel.

Bereken die bedrag wat hy in VS-dollar sal ontvang. (4)
[14]

TOTAAL AFDELING B: 50

AFDELING C: TOERISMEBESIENSWAARDIGHEDE; KULTUUR- EN ERFENIS-TOERISME; BEMARKING**VRAAG 4**

4.1 Bestudeer die inligting hieronder en beantwoord die vrae wat volg.

Twee deelnemers van Suid-Afrika neem aan die 2016 Awesome Race met 'n watertema deel. Die prente en kaart hieronder toon internasionale ikone en besienswaardighede wat die deelnemers gedurende die wedloop sal besoek.

2016 WATERTEMA-AWESOME RACE

A

B

C

SLEUTEL:

--- Roete

→ Ligging van ikoon

Asië

Europa

Atlantiese Oseaan

Afrika

Indiese Oseaan

Australië

4.1.1 Gee die volgende inligting aan die deelnemers voordat die wedloop begin:

- (a) Die kontinent waarvandaan hulle sal vertrek (2)
- (b) Die name van die ikone/besienswaardighede by **A** en **C** (4)
- (c) EEN wateraktiwiteit waaraan die deelnemers by besienswaardigheid **B** sal deelneem (2)

4.1.2 Die filmspan van die Awesome Race gaan die deelnemers volg om die Asiatiese been van die wedloop te verfilm.

Skryf 'n paragraaf waarin jy DRIE maniere bespreek waarop die verfilming van die Awesome Race 'n positiewe invloed op Thailand as 'n toeristebestemming sal hê. (6)

4.2 Vergelyk die twee uittreksels oor historiese ikone hieronder wat uit 'n reiswebwerf geneem is, en beantwoord die vrae wat volg.

PARTHENON	COLOSSEUM
770 000 toeriste per jaar	Vier miljoen toeriste per jaar
	
Die Parthenon is 'n antieke Griekse tempel. Die beeldhouwerk en die tempel is deur suurreën en besoedelende stowwe van motors beskadig.	Die Colosseum is een van die indrukwekkendste oorblywende voorbeelde van Romeinse argitektuur. Dit is egter erg beskadig deur aardbewings en klipdiewe.

[Aangepas uit www.newworldencyclopedia.org]

- 4.2.1 Noem EEN ooreenkoms tussen die twee ikone ten opsigte van hulle ligging. (2)
- 4.2.2 Verwys na die beskrywing van die Parthenon en noem TWEE maniere waarop menslike aktiwiteite tot die vernietiging van hierdie ikoon gelei het. (4)
- 4.2.3 Stel EEN maatreeël voor om die invloed van vier miljoen besoekers per jaar aan die Colosseum te verminder. (2)

4.3 Lees die gevallestudie hieronder en beantwoord die vrae wat volg.

WIEG VAN DIE MENS DOM

Die Wieg van die Mensdom is 'n groot gebied wat in Gauteng en Noordwes geleë is, waar baie fossiele (oorblyfsels van ou beendere) aangetref word.

MAROPENG-BESOEKERSENTRUM BY DIE WIEG VAN DIE MENS DOM

Maropeng is in die Wieg van die Mensdom, 'n kort entjie vanaf die Sterkfonteingrotte, geleë. Dit is 'n besoekersentrum met permanente uitstallings van replikas (presiese weergawes) van fossiele wat by die Sterkfonteingrotte gevind is.

'n Rekordgetal van 2 500 toeriste het op 24 September 2015, Erfenisdag, Maropeng besoek om die pas ontdekte fossiel, met die naam *Homo naledi*, te besigtig.

Die Maropeng-besoekersentrum pas verantwoordelike toerismepraktyke toe.

Voorbeelde sluit in:

- Gereelde opleiding van personeel
- Verskaffing van veilige toerusting
- Werkskeppingsgeleenthede vir die plaaslike gemeenskap
- Toepassing van 'Fair Trade Tourism' (FTT)-beginsels
- Volhoubare afvalbestuur
- Rolstoeltoeganklik

[Aangepas uit www.maropeng.co.za]

4.3.1 Die besoekersentrum by die Wieg van die Mensdom kon op Erfenisdag 2015 as 'n suksesvolle toeristebesienswaardigheid beskou word.

Stem jy met hierdie stelling saam? Motiveer jou antwoord.

(2)

4.3.2 Verduidelik hoe Maropeng se voorkeur-indiensnemingsbeleid die plaaslike gemeenskap beïnvloed.

(2)

4.3.3 Bespreek EEN sterk punt en EEN swak punt van universele toegang by Maropeng.

(4)

[30]

VRAAG 5

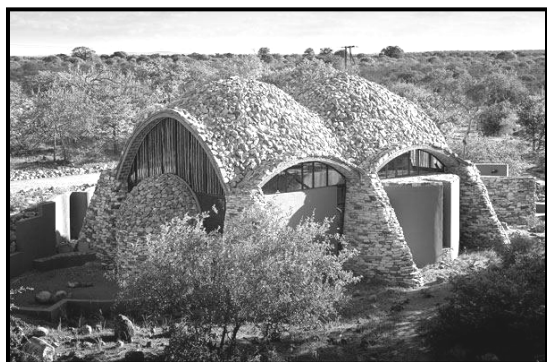
Bestudeer die webwerf-artikel hieronder en beantwoord die vrae wat volg.

KULTURELE WÊRELDERFENISTERREINE IN SUID-AFRIKA

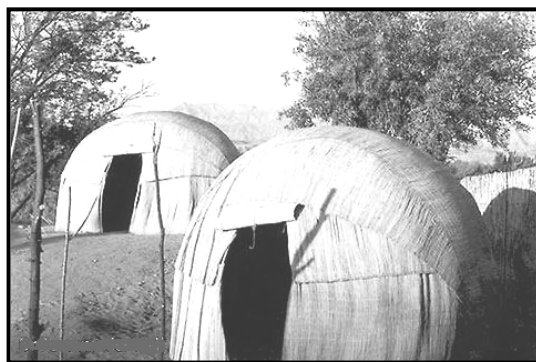
Suid-Afrika se kulturele Wêrelderfenisterreine beskerm die kulturele erfenis van huidige en vorige tradisies en kulture.

Voorbeelde van kulturele Wêrelderfenisterreine in Suid-Afrika:

A. Mapungubwe Kulturele Landskap



B. Richtersveld- Kulturele en Botaniese Landskap



[Aangepas uit www.whc.unesco.org]

- 5.1 Noem die provinsie waar kulturele Wêrelderfenisterrein **A** geleë is. (2)
 - 5.2 Identifiseer uit die voorbeelde hierbo die Suid-Afrikaanse Wêrelderfenisterrein wat vroeër die grootste koninkryk op die Afrika-subkontinent was. (2)
 - 5.3 Gee EEN ekonomiese aktiwiteit wat deur die kultuur wat in VRAAG 5.2 geïdentifiseer is, beoefen is. (2)
 - 5.4 Noem TWEE funksies van die wêreldorganisasie wat toesig hou oor die Wêrelderfenisterreine in Suid-Afrika. (4)
- [10]**

VRAAG 6

As die kommunikasiebeampte van SAToerisme, skryf 'n artikel wat fokus op hoe Suid-Afrika as 'n voorkeurbestemming bemark word.

Sluit die volgende subopskrifte by jou artikel in:

- Die rol van SAToerisme (2)
 - Die rol van TOMSA (2)
 - EEN Suid-Afrikaanse en EEN internasionale reishandelskou waar Suid-Afrika bemark word (2)
 - Die elemente wat op Suid-Afrika se handelsmerklogo gevind word (2)
 - Die belangrikheid om Suid-Afrika as 'n voorkeurbestemming te bemark (2)
- [10]**

TOTAAL AFDELING C: 50

AFDELING D: TOERISMESEKTORE; VOLHOUBARE EN VERANTWOORDELIKE TOERISME

VRAAG 7

Bestudeer die handelsmerkbeelde van besighede hieronder en beantwoord die vrae wat volg.

Die professionele beeld van 'n maatskappy is meer as net 'n herkenbare en betroubare handelsmerk. Dit word op baie ander maniere as net deur die fisiese voorkoms van die geboue en die personeel uitgebeeld.

A	B	C
	Maak vandag vol vir 'n beter môre 	
D	E	F
		

- 7.1 Identifiseer TWEE toerismemaatskappye hierbo waar die personeel uitstekende telefoonvaardighede en e-pos-skrifvaardighede moet hê wanneer vervoerbesprekings gemaak word. (2)
- 7.2 Gee EEN rede vir jou keuse in VRAAG 7.1. (2)
- 7.3 Maak 'n lys van VIER elemente wat op Sunset Air (Lugdiens) se briefhoof moet verskyn wat 'n professionele beeld sal uitstraal. (4)
- 7.4 Gee EEN voorbeeld van hoe die besighede in VRAAG 7.1 hulle e-pos-skrifvaardighede kan verbeter om hulle professionele beeld te bevorder. (2)

[10]

VRAAG 8

8.1 Bestudeer die inligting hieronder en beantwoord die vrae wat volg.

VOLHOUBARE TOERISTE-AKKOMMODASIE**DIE STARLIGHT HOTELS-GROEP**

Die volhoubaarheid van hulle hotelle is vir die Starlight Hotels-groep baie belangrik.



Hulle verseker volhoubare praktyke deur koste te verlaag, meer energie-doeltreffend te wees en minder te vermors.

Toeriste kan die 'geen-skoonmaak groen opsie' kies wanneer hulle akkommodasie by die hotel bespreek. Die 'geen-skoonmaak groen opsie' beteken dat die hotelkamer gedurende die gas se verblyf vir drie agtereenvolgende dae nie skoongemaak of gediens sal word nie.

8.1.1 Identifiseer EEN manier in die inligting hierbo waarop die Starlight Hotels-groep ELK van die volgende pilare van die driedubbele slotreël toepas:

(a) Omgewingspilaar (2)

(b) Ekonomiese pilaar (2)

8.1.2 Die drie 'R'e' ('reduce, re-use, recycle'/verminder, hergebruik, herwin) is volhoubare praktyke wat deur die Starlight Hotels-groep geïmplementeer word.

Verduidelik VIER maniere waarop die Starlight Hotels-groep sy koolstofspoor deur die 'geen-skoonmaak groen opsie' verklein. (8)

8.1.3 Sou jy die 'geen-skoonmaak groen opsie' kies as jy by een van die hotelle van die Starlight Hotels-groep tuisgaan? Gee EEN rede vir jou antwoord. (2)

8.2 Lees die stelling hieronder en beantwoord die vrae wat volg.

Individue wat omgewingsvriendelike gedrag tuis en in hulle alledaagse lewe toon, sal waarskynlik op dieselfde manier optree wanneer hulle met vakansie is.

8.2.1 Stem jy met die stelling hierbo saam? Motiveer jou antwoord. (2)

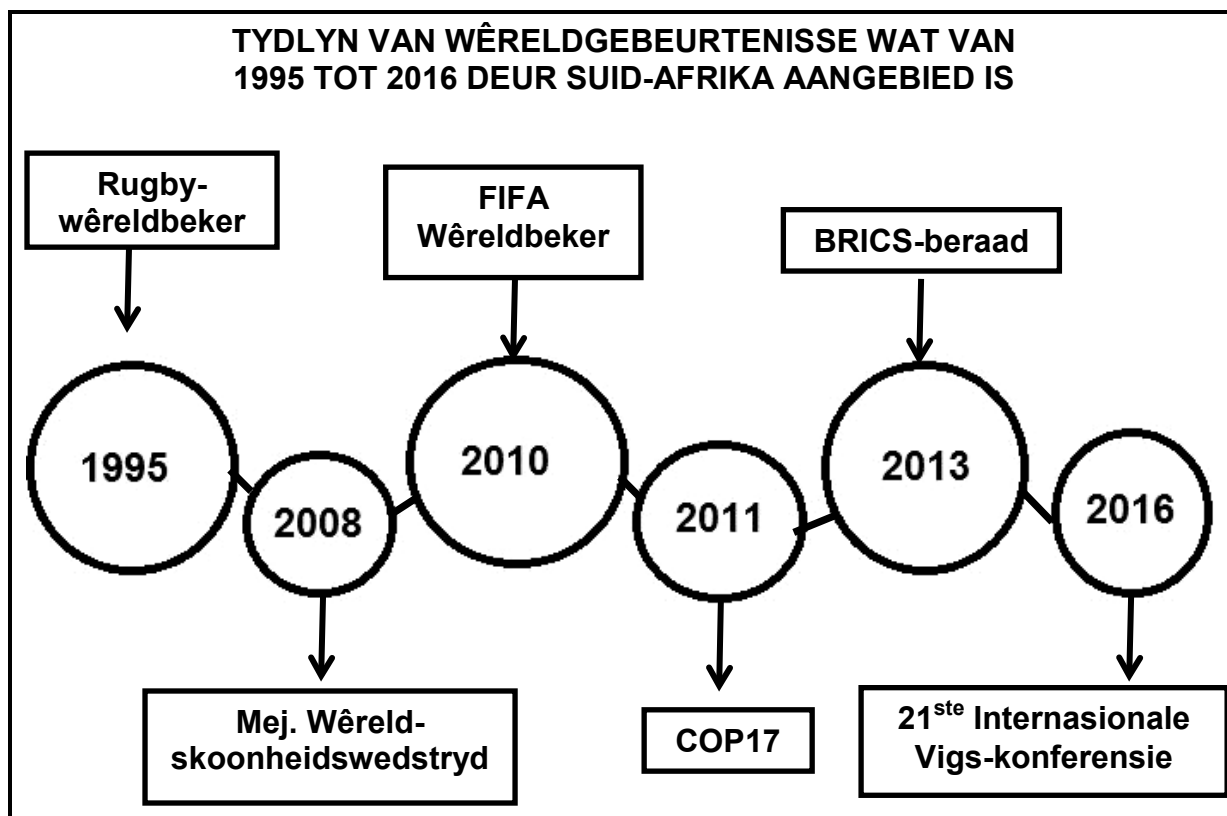
8.2.2 Gee TWEE voorbeelde van omgewingsvriendelike gedrag deur toeriste wat 'n ekologies-sensitiewe gebied besoek. (4)
[20]

TOTAAL AFDELING D: 30

AFDELING E: PLAASLIKE, STREEKS- EN INTERNASIONALE TOERISME; KOMMUNIKASIE EN KLIËNTEDIENS

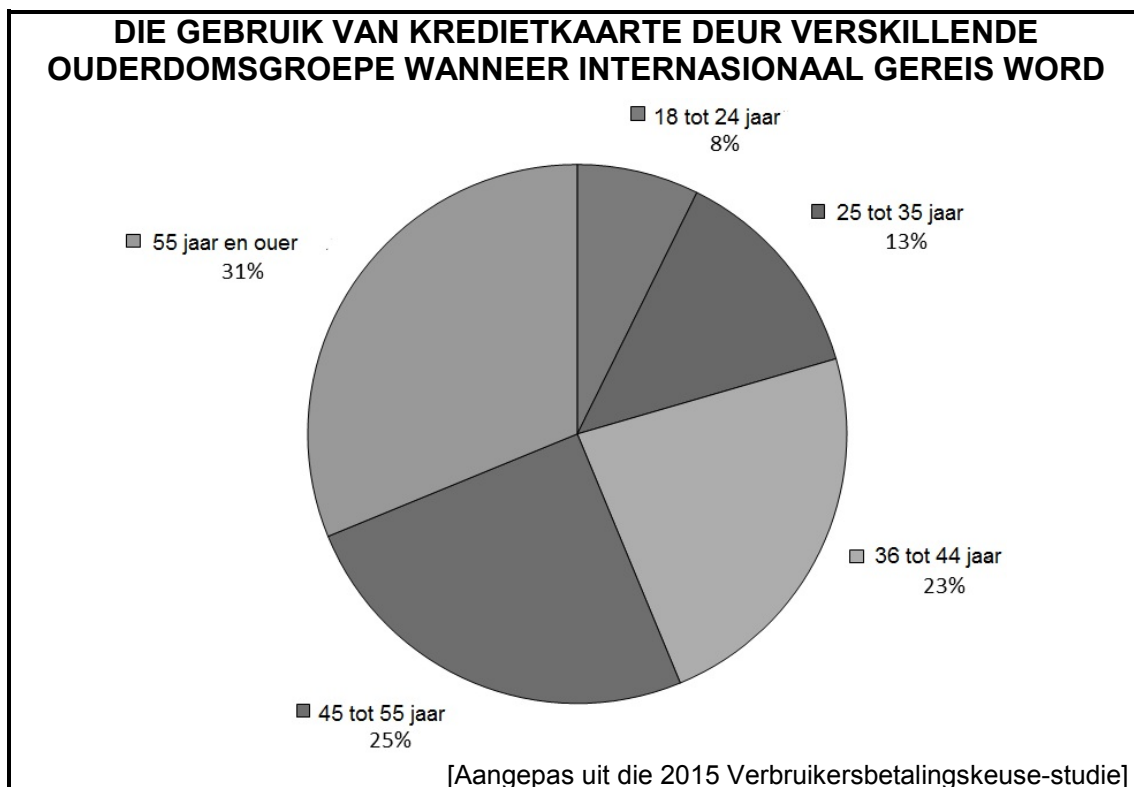
VRAAG 9

9.1 Bestudeer die inligting hieronder en beantwoord die vrae wat volg.



- 9.1.1 Verduidelik die opskrif 'Tydlyn van Wêreldgebeurtenisse wat van 1995 tot 2016 deur Suid-Afrika aangebied is'. (2)
- 9.1.2 Buiten werkskepping en vaardigheidsontwikkeling, bespreek TWEE ander positiewe invloede wat die gebeurtenisse hierbo op die ekonomie van Suid-Afrika gehad het ten opsigte van: (4)
- (a) Beleggings (4)
- (b) Infrastruktuur (4)
- 9.1.3 Bespreek DRIE maniere waarop Suid-Afrika sy mededingende voordeel kan behou om toekomstige wêreldgebeurtenisse te kan aanbied. (6)

9.2 Bestudeer die grafiek hieronder en beantwoord die vrae wat volg.



9.2.1 Identifiseer die ouderdomskategorie waar kredietkaarte die voorkeurbetalingsmetode is wanneer internasionaal gereis word. (2)

9.2.2 Gee TWEE redes waarom die ouderdomsgroep wat in VRAAG 9.2.1 geïdentifiseer is, verkies om kredietkaarte te gebruik. (4)

[22]

VRAAG 10

10.1 Gee EEN rede waarom dit vir besighede belangrik is om terugvoering van hulle kliënte te kry. (2)

10.2 Gee TWEE voorbeelde van kliënte-opnames wat deur besighede gebruik word. (2)

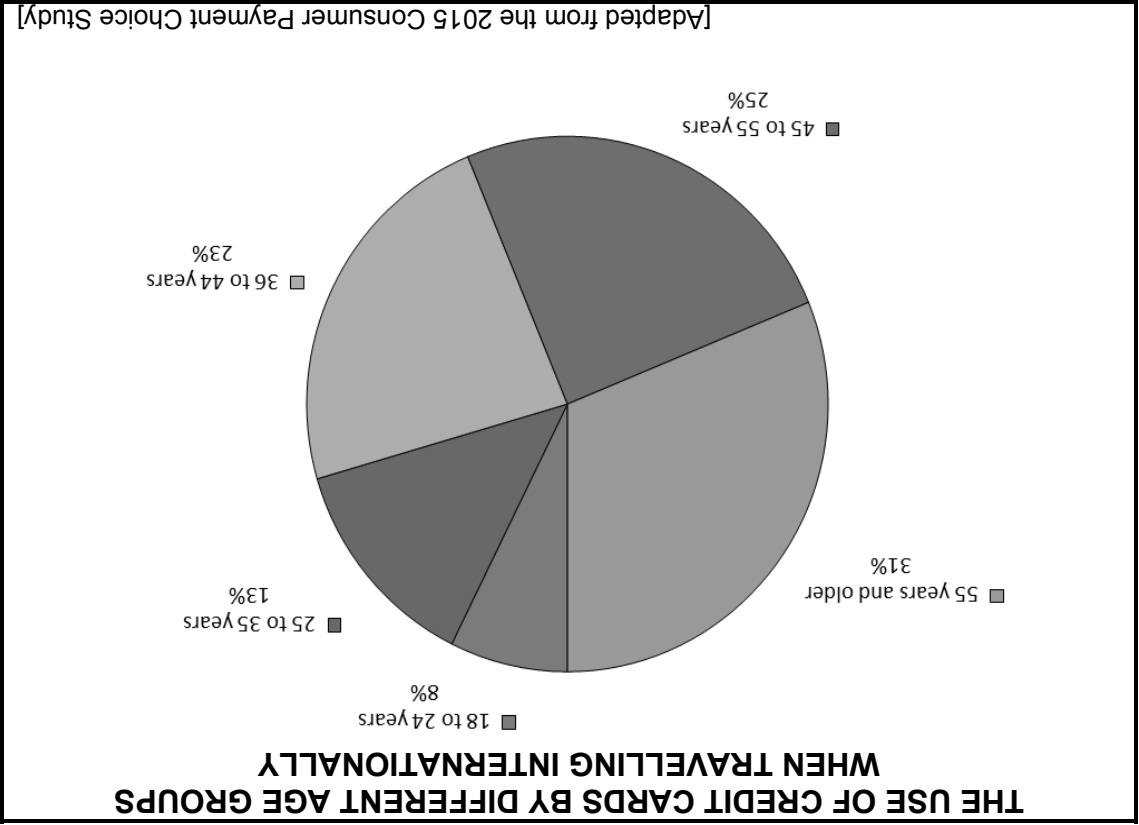
10.3 Verduidelik TWEE maniere waarop terugvoering vanaf kliënte personeel kan inlig en bemagtig om kliëntedienslewering te verbeter. (4)

[8]

TOTAAL AFDELING E: 30
GROOTTOTAAL: 200

9.2

Study the graph below and answer the questions that follow.



9.2.1 Identify the age category where credit cards are the preferred method of payment when travelling internationally. (2)

9.2.2 Give TWO reasons why the age group identified in QUESTION 9.2.1 prefers to use credit cards. (4)

QUESTION 10

10.1 Give ONE reason why it is important for businesses to get feedback from their customers. (2)

10.2 Give TWO examples of customer surveys used by businesses. (2)

10.3 Explain TWO ways in which feedback from customers may inform and empower staff to improve their customer service delivery. (4)

[8]

TOTAL SECTION E:

30

GRAND TOTAL:

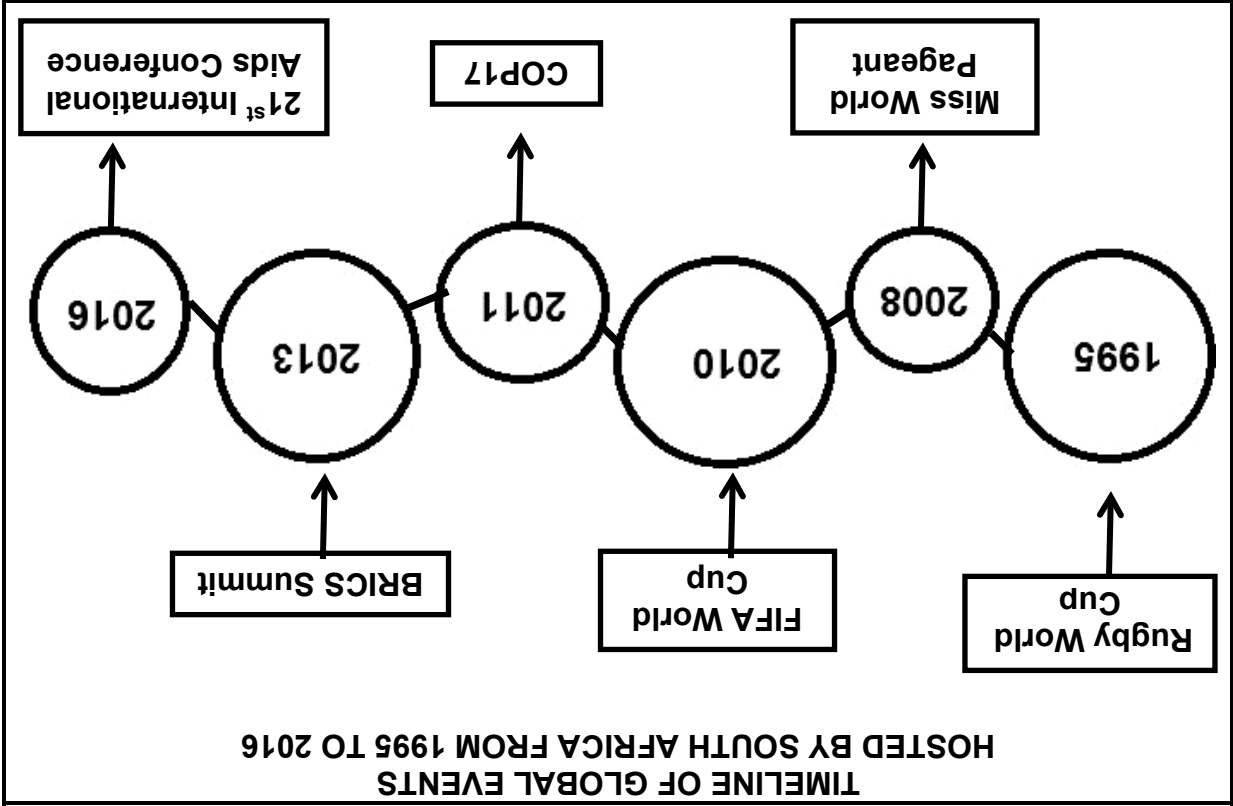
200



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.



- 9.1.1 Explain the heading 'Timeline of Global Events Hosted by South Africa from 1995 to 2016'. (2)
- 9.1.2 Apart from job creation and skills development, discuss TWO other positive impacts the above events had on the economy of South Africa regarding:
- (a) Investments (4)
- (b) Infrastructure (4)
- 9.1.3 Discuss THREE ways in which South Africa can maintain its competitive edge in order to host future global events. (6)



QUESTION 8

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

SUSTAINABLE TOURIST ACCOMMODATION

THE STARLIGHT HOTELS GROUP



The Starlight Hotels group takes the sustainability of their hotels very seriously.

The group ensures sustainable practices by reducing costs, being more energy efficient and less wasteful.

Tourists may choose the 'no-cleaning green option' when they book accommodation at the hotel. The 'no cleaning green option' means the hotel room will not be cleaned or serviced for three consecutive (following) days during the guest's stay.

8.1.1 Identify ONE way in the information above in which the Starlight Hotels group practises EACH of the following pillars of the triple bottom line:

- (a) Environmental pillar (2)
- (b) Economic pillar (2)

8.1.2 The three Rs (reduce, re-use, recycle) are sustainable practices implemented by the Starlight Hotels group.

Explain FOUR ways in which the Starlight Hotels group reduces its carbon footprint through the 'no-cleaning green option'. (8)

8.1.3 Would you choose the 'no-cleaning green option' if you stayed at one of the hotels of the Starlight Hotels group? Give ONE reason for your answer. (2)

8.2 Read the statement below and answer the questions that follow.

Individuals who demonstrate environmentally friendly behaviour at home and in everyday life are likely to behave in the same manner when on holiday.

- 8.2.1 Do you agree with the statement above? Motivate your answer. (2)
- 8.2.2 Give TWO examples of environmentally friendly behaviour by tourists visiting an ecologically sensitive area. (4)

TOTAL SECTION D: 30
[20]



SECTION D: TOURISM SECTORS; SUSTAINABLE AND RESPONSIBLE TOURISM

QUESTION 7

Study the brand images of companies below and answer the questions that follow.

The professional image of a company is more than just a recognisable and trustworthy brand. It is portrayed (shown) in many ways other than the physical appearance of the buildings and the staff.

A		D	
B		E	
C		F	

- 7.1 Identify TWO tourism companies above where the staff must have excellent telephone skills and e-mail writing skills when making transport bookings. (2)
- 7.2 Give ONE reason for your choice in QUESTION 7.1 (2)
- 7.3 List FOUR elements that must appear on the letterhead of Sunset Air that will project a professional image. (4)
- 7.4 Give ONE example of how the companies in QUESTION 7.1 may improve their e-mail writing skills to promote their professional image. (2)

[10]



QUESTION 5

Study the website article below and answer the questions that follow.

CULTURAL WORLD HERITAGE SITES IN SOUTH AFRICA

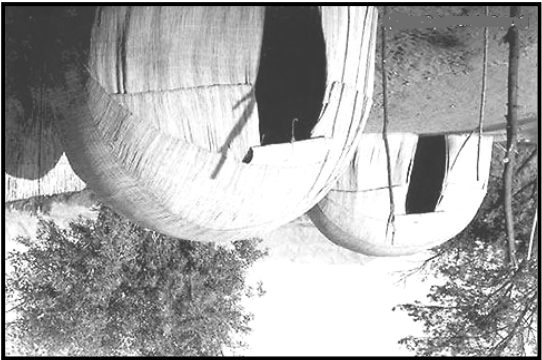
South Africa's cultural World Heritage Sites protect the cultural heritage of both present and past traditions and cultures.

Examples of cultural World Heritage Sites in South Africa:

A. Mapungubwe Cultural Landscape



B. Richtersveld Cultural and Botanical Landscape



[Adapted from www.whc.unesco.org]

- 5.1 Name the province where cultural World Heritage Site **A** is located. (2)

5.2 From the examples above, identify the South African World Heritage Site that used to be the largest kingdom on the African subcontinent. (2)

5.3 Give ONE economic activity that was practised by the culture identified in QUESTION 5.2. (2)

5.4 State TWO functions of the global organisation that oversees (watches over) the World Heritage Sites in South Africa. (4)
- QUESTION 6**

As the communications officer of SATourism, write an article focusing on how South Africa is marketed as a destination of choice.

Include the following subheadings in your article:

- The role of SATourism
- The role of TOMSA
- ONE South African and ONE international travel trade show where South Africa is marketed
- The elements found on South Africa's brand logo
- The importance of marketing South Africa as a destination of choice

TOTAL SECTION C: 50



4.3

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

CRADLE OF HUMANKIND

The Cradle of Humankind is a large area situated in Gauteng and North West where many fossils (remains of old skeletons) are found.

MAROPENG VISITOR CENTRE AT THE CRADLE OF HUMANKIND

Maropeng is situated within the Cradle of Humankind, a short drive from the Sterkfontein Caves. It is a visitor centre with permanent displays of replicas (exact copies) of fossils found at the Sterkfontein Caves.

On 24 September 2015, Heritage Day, a record number of 2 500 tourists visited Maropeng to see the newly discovered fossil called *Homo naledi*.

The Maropeng visitor centre practises responsible tourism.

Examples include:

- Regular training of staff
- Providing safe equipment
- Creating job opportunities for the local community
- Practising Fair Trade Tourism (FTT) principles
- Sustainable waste management
- Wheelchair accessible

[Adapted from www.maropeng.co.za]

4.3.3

Discuss ONE strength and ONE weakness of universal access at Maropeng.

(4)

4.3.2

Explain how Maropeng's preferential (favoured) employment policy affects the local community.

(2)

4.3.1

The visitor centre at the Cradle of Humankind could be regarded as a successful tourist attraction on Heritage Day 2015.

(2)

Do you agree with this statement? Motivate your answer.

[30]



4.1.1 Give the contestants the following information before the start of the race:

- (a) The continent from where they will depart (2)
 - (b) The name of the icons/attractions at **A** and **C** (4)
 - (c) ONE water-based activity the contestants will participate in at attraction **B** (2)
- 4.1.2 The film crew of the Awesome Race will follow the contestants to film the Asian leg of the race.
- Write a paragraph discussing THREE ways in which the filming of the Awesome Race will impact positively on Thailand as a tourist destination.
- (6)

4.2

Compare the two extracts on historical icons below taken from a travel website and answer the questions that follow.

PARTHENON	COLOSSEUM
	
770 000 tourists per year	Four million tourists per year
The Parthenon is an ancient Greek temple. The sculptures and the temple have been damaged by acid rain and car pollutants.	The Colosseum is one of the finest surviving examples of Roman architecture. However, it has been severely damaged by earthquakes and stone robbers.

[Adapted from www.newworldencyclopedia.org]

- 4.2.1 Name ONE similarity between the two icons in terms of their location. (2)
- 4.2.2 Refer to the description of the Parthenon and state TWO ways in which human activities have led to the destruction of this icon. (4)
- 4.2.3 Suggest ONE measure to reduce the impact of four million visitors per year to the Colosseum. (2)



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

QUESTION 4

4.1

Study the information below and answer the questions that follow.

Two contestants from South Africa are participating in the 2016 water-themed Awesome Race. The pictures and map below show international icons and attractions the contestants will visit during the race.

2016 WATER-THEMED AWESOME RACE

KEY:

- Location of icon (solid arrow)
- Route (dashed arrow)

A

B

C

Indian Ocean

Africa

Europe

Asia

Atlantic Ocean

Australia



QUESTION 3

3.1

Read the information below and answer the questions that follow.

A South African visited the United Kingdom in 2015 and in 2016. He bought fish and chips from the menu below on both trips.

fish & chips THE BEST CATCH AROUND	
MENU	
Fish & Chips	£6.50
Battered Sausage & Chips	£4.00
Pie & Chips	£5.50

Compare the value of the rand on both trips in the table below.

2015	2016
£1 = R22,55	£1 = R24,69

3.1.1

Calculate the cost of the fish and chips in ZAR:

NOTE: Show ALL calculations. Round off the answer to TWO

decimal places.

(a) In 2015

(b) In 2016

3.1.2 State the year in which the tourist received the best value for his rand.

3.2 Study the currency table below and answer the questions that follow.

COUNTRY	CURRENCY CODE	BBR	BSR
USA	USD	10,20	10,90

NOTE: Show ALL calculations. Round off the answer to TWO decimal

places.

3.2.1

Mr Small, an American tourist, arrives in South Africa with

USD12 600,00.

Calculate how much he will receive in rand when he exchanges his

foreign currency at a foreign exchange bureau.

3.2.2

Mr Small would like to exchange his remaining rands before he

leaves South Africa. He goes to a foreign exchange bureau to

exchange R2 750 for US dollar.

Calculate the amount that he will receive in US dollar.

(4)
[14]

TOTAL SECTION B:

50



2.3.1 Read the information below and answer the questions that follow.

NEW VISA LAWS INTRODUCED BY THE DEPARTMENT OF HOME AFFAIRS	
• Travellers to South Africa must appear in person at a consulate or an embassy to provide biometric data (electronic scanning of fingerprints and retinal scanning of the eye) when applying for visas. • Children travelling under the age of 18 must carry their unabridged (complete) birth certificate.	Reasons for the new visa laws include: • To avoid child trafficking • To prevent divorced parents from taking their children under the age of 18 out of the country without the permission of both parents • To reduce the number of illegal immigrants
These laws were relaxed (lessened) in the latter part of 2015 due to the decline in inbound international tourists.	

[Source: www.ft.com]

In a paragraph of 50 words, discuss the impact of these visa and travel laws on:

- South Africa's tourism industry
 - South Africa's national security
 - Criminal activities in South Africa
- (3 x 2) (6)

2.3.2 Study the picture below and answer the questions that follow.



Pepper spray is an aerosol sprayed into the eyes of an attacker to temporarily blind the person. Many tourists carry pepper spray to protect themselves.

Explain TWO reasons why pepper spray is a prohibited item and passengers are not allowed to carry it onto an aircraft.

(4)
[36]



2.2.1

Two students have enrolled for an e-learning course in Tourism Management. An online lecture (webinar) will start at 13:00 on 30 November 2016 in Madrid, Spain.

Calculate the time and date when EACH student will have to log in, in his/her country, to participate in the lecture.

(a)		Jo Li from Tokyo
(b)		Brydon from San Francisco

(4)

(4)

2.2.2

Read the information below and answer the questions that follow.



DALLAS HOSTED THE 2016 WTTC GLOBAL SUMMIT

The WTTC Global Summit was held on 6–7 April 2016 in Dallas, Texas, at the Renaissance Dallas Hotel.

The Minister of Tourism in South Africa, Mr Derek Hanekom, attended the summit. As the travel agent for the summit, you were required to book his flight and inform the shuttle service in Dallas about his time and date of arrival.

NOTE:

Dallas and London are both practising DST at this time of the year.

The flight details for Mr Hanekom from London to Dallas:

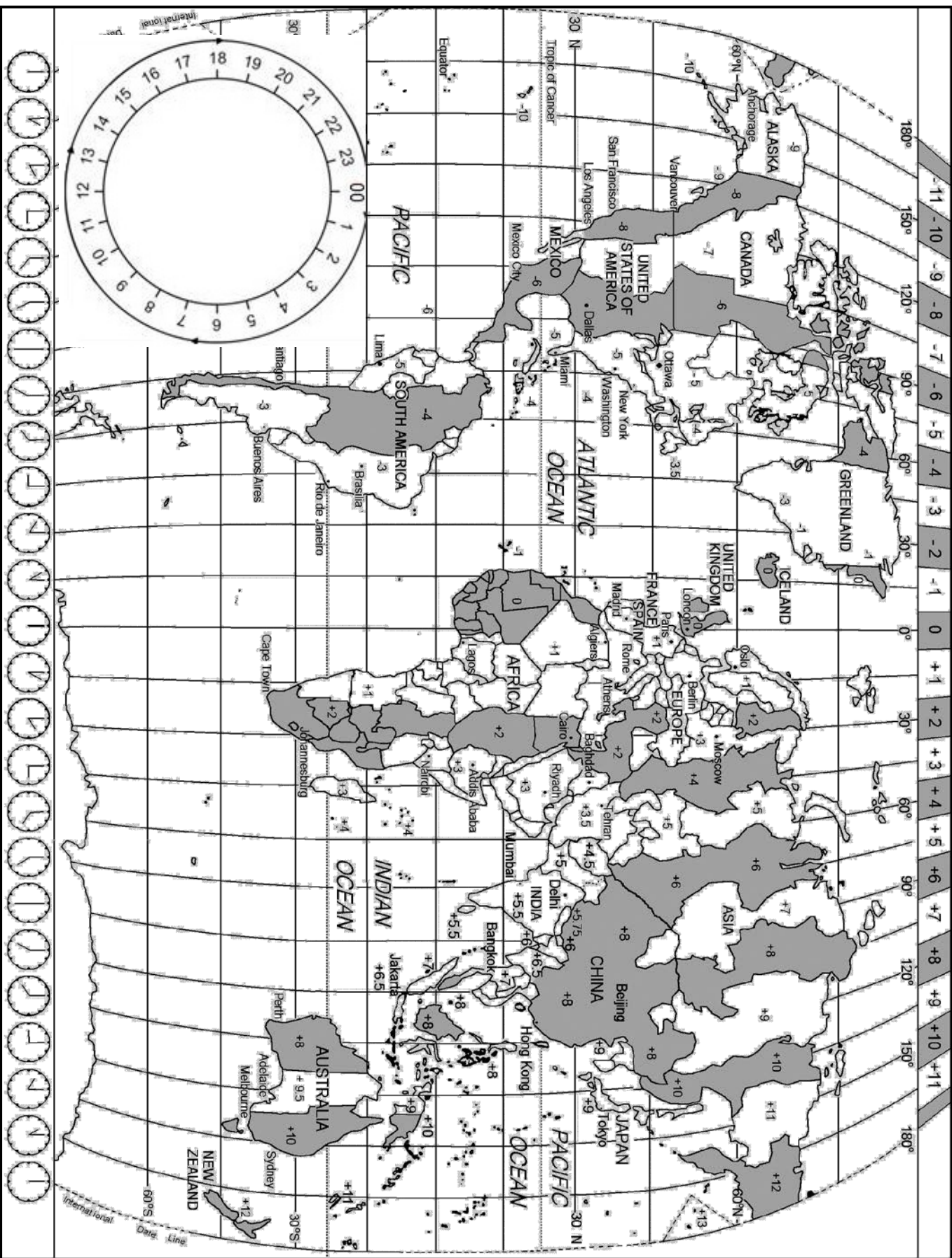
FLIGHT PLAN					
Airline	Departure date	Departure city and airport	Departure time	Flying time	Arrival city and airport
DELTA airlines	Monday 5 April 2016	London – Heathrow International Airport	11:00	8 hours	Dallas – Dallas International Airport

[Source: www.gsa.com]

- (a) Write out the abbreviation *DST*.
- (2)
- (b) Calculate the time and date of Mr Hanekom's arrival in Dallas.
- (6)



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



2.1.2 Compare the flight information of TWO airlines below and answer the questions that follow.

FLIGHT INFORMATION				
Airline	Departure and arrival times and airports	Flight number	Cost of return airfare	
 Air France	20:00–06:20 OR TAMBO INTERNATIONAL – CHARLES DE GAULLE INTERNATIONAL	AF298	ZAR10 310,25	
 Lufthansa	19:00–05:30 OR TAMBO INTERNATIONAL – FRANKFURT INTERNATIONAL	LH573	ZAR9 858,72	

Keeping Zizipho's client profile in mind, identify the airline whose prices will better suit Zizipho's budget.

(2)

2.1.3 Study the information on accommodation and attractions in the two countries below and answer the questions that follow.

FRANCE		GERMANY	
			
Magendie: Paris		Green City Hotel: Vauban, Black Forest Region	
R1 850,00 per night		R1 540,00 per night	

(a) Calculate the total cost of ONE night's accommodation and a return flight (in ZAR) for EACH destination, as indicated in QUESTION 2.1.2.

(4)

(b) Compare the two hotels.

Give ONE reason why the Green City Hotel suits Zizipho's client profile.

(2)



SECTION B: MAP WORK AND TOUR PLANNING; FOREIGN EXCHANGE

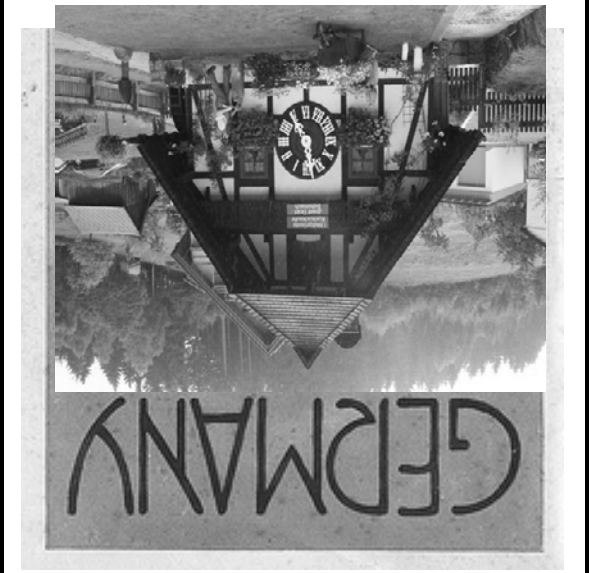
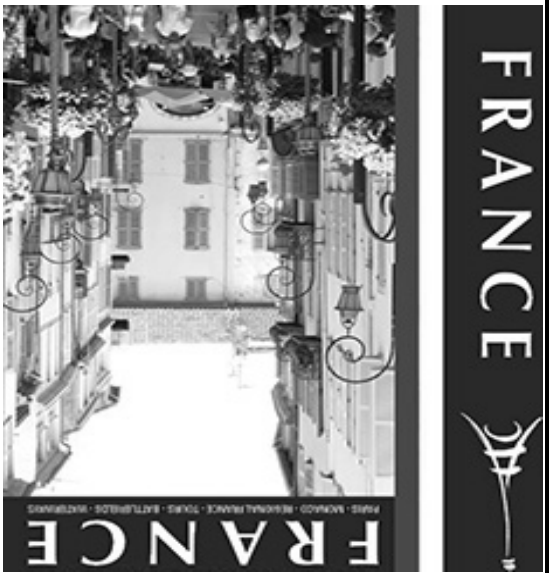
QUESTION 2

2.1 Read the information below and answer the questions that follow.



Good day! My name is Zizipho. I am a 23-year-old accountant from Gauteng. I would like to go on holiday in Europe: either to France or Germany. I have a limited budget and will choose the cheapest option. Can you help me decide which country I should choose?

France? OR Germany?



• France remains the world's number one tourist destination. Some of the greatest beaches in Europe are found here. They have the highest mountains. [Source: www.about-france.com]	• Germany is regarded as one of the most diverse destinations in the world. It has large cities, good infrastructure, small towns and villages. They have the natural Black Forest region. [Source: www.holidaysonlocation.com]
--	--

2.1.1 Give ONE element and an example of the element that would be included in Zizipho's client profile, for example:

Element of a client profile: Occupation
Example: Accountant

(2)

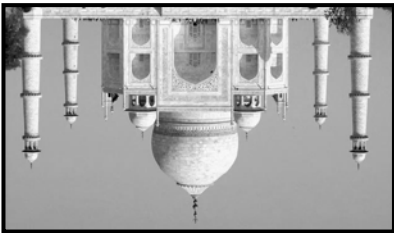


1.5 Identify the international icons/attractions below. Write only the question number and the name of the icon in the ANSWER BOOK.

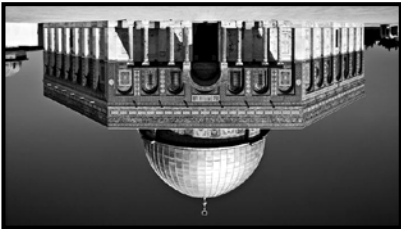
1.5.1 EGYPT



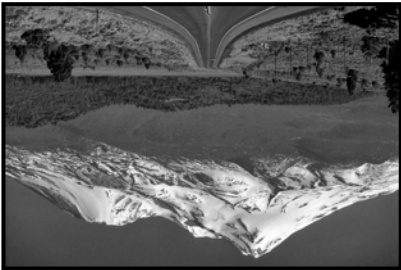
1.5.2 INDIA



1.5.3 ISRAEL



1.5.4 NEPAL



1.5.5 RUSSIA



(5 x 1) (5)

TOTAL SECTION A: 40

Please turn over

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WESTERN CAPE

1.4

Choose the name of the South African World Heritage Site from COLUMN B that matches a description 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	Represents the Iron Age and is the site where the golden rhinoceros was found	A	uKhahlamba Drakensberg Park
1.4.2	Contains evidence of fossil remains dating back millions of years	B	Robben Island
		C	Mapungubwe Cultural Landscape
1.4.3	Was once used as a hospital, military base and prison	D	iSimangaliso Wetland Park
1.4.4	A high-altitude site with rolling grasslands, steep-sided river valleys, rocky gorges and examples of rock art	E	Cradle of Humankind
		F	Richtersveld Cultural and Botanical Landscape
1.4.5	A coastal site with the largest biodiverse estuarine (river mouth) system in the Southern Hemisphere		

(5 x 1)

(5)



1.1.20 The Getaway Show markets an outdoor lifestyle and adventure experiences for domestic tourists in the following provinces:

- A Western Cape and Gauteng
- B Free State and Kwazulu-Natal
- C Eastern Cape and North West
- D Northern Cape and Limpopo

(20 x 1) (20)

1.2 Give ONE word/term for each of the following descriptions by choosing a word/term from the list below. Write only the word/term next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

medical emergencies; birth certificate; Black Forest; local time; health certificate; cultural tourist; excursions; standard time; Big Ben

1.2.1 The cuckoo clock is a popular souvenir bought at this attraction.
1.2.2 A package tour may include these optional activities.

1.2.3 This document proves that the tourist has taken the necessary medical precautions before travelling.

1.2.4 This is the internationally recognised time of a region or country.

1.2.5 This type of traveller is interested in theatre and will visit the Sydney Opera House.

(5)

1.3 Choose the correct word from those given in brackets. Write only the word next to the question number (1.3.1–1.3.5) in the ANSWER BOOK, for example 1.3.6 passport.

1.3.1 The river Seine in France can be classified as an (attraction/icon).
1.3.2 Tourists with an interest in architecture will visit (Petra/Auschwitz) in Jordan.
1.3.3 A positive experience by (employees/visitors) at an attraction contributes to the success of an attraction.

1.3.4 (Punctuality/Remuneration) is an example of professional accountability in the tourism industry.

1.3.5 The ITB is held in (London/Berlin). (5 x 1) (5)



1.1.16 This logo is displayed at all the World Heritage Sites:

A



B



C



D



1.1.17 The NDT Tourism Incentive Programme at Robben Island aims at enhancing (improving) sustainable practices in the tourism industry by ...

- A installing a solar energy system at the museum.
- B depending on diesel units for its power needs.
- C chopping down indigenous trees to generate electricity.
- D using coal for its power needs.

1.1.18 This icon was built to divide a city into two separate cities:

- A Great Wall of China
- B Auschwitz
- C Berlin Wall
- D Kremlin

1.1.19 The core business of SATourism is to ensure that ...

- A legislation for responsible tourism is enforced.
- B outbound South African tourists get value for money.
- C policy and legislation with regard to tourism are drafted.
- D the marketing efforts of tourism businesses are promoted.



- 1.1.12 This travel app (application) for Apple iPhones allows travellers to make responsible transportation choices based on their carbon footprint.



This app encourages ... travel.

- 1.1.13 The ... virus, found mainly in South America, caused panic in the tourism industry in 2016.
- A cultural
B sustainable
C adventure
D educational

- 1.1.14 A code of conduct guides the behaviour of staff members in a business. The code of conduct is developed by the ...
- A bird flu
B SARS
C Ebola
D Zika

- 1.1.15 Corporate social investment refers to ...
- A trade unions and staff.
B managers and staff.
C staff members and the public.
D general public and management.

- A businesses that invest their profits in foreign banks.
B individuals who arrange social events to market their products.
C businesses that give financial assistance to disadvantaged communities.
D individuals who invest money in order to get the highest possible interest.



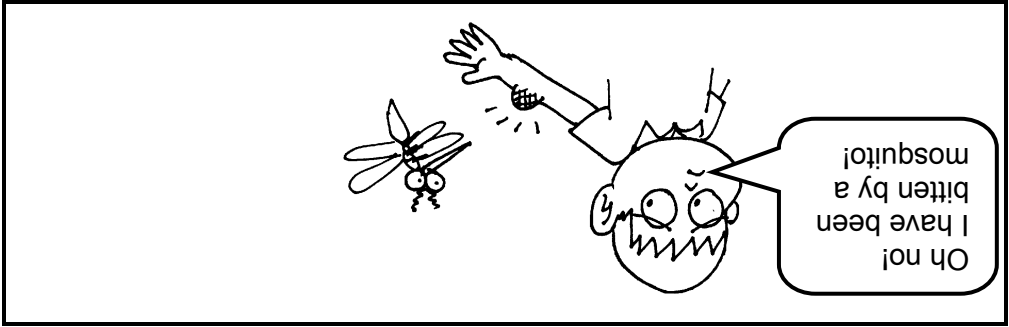
1.1.7 A passenger who flies on a 10 hour flight from South Africa to the United Kingdom will suffer from this travel-related condition:

- A Jet fatigue
- B Jet lag
- C Jet stress
- D Jet phobia

1.1.8 A tourist would like to carry his hunting rifle onto the aircraft as part of his hand luggage. The rifle will be regarded as a ... item.

- A prohibited
- B restricted
- C duty-free
- D checked

1.1.9 The incident depicted below may cause this disease:



- A Hepatitis
- B Bilharzia
- C HIV
- D Malaria

1.1.10 The currency that offers the best exchange rate when buying ZAR:

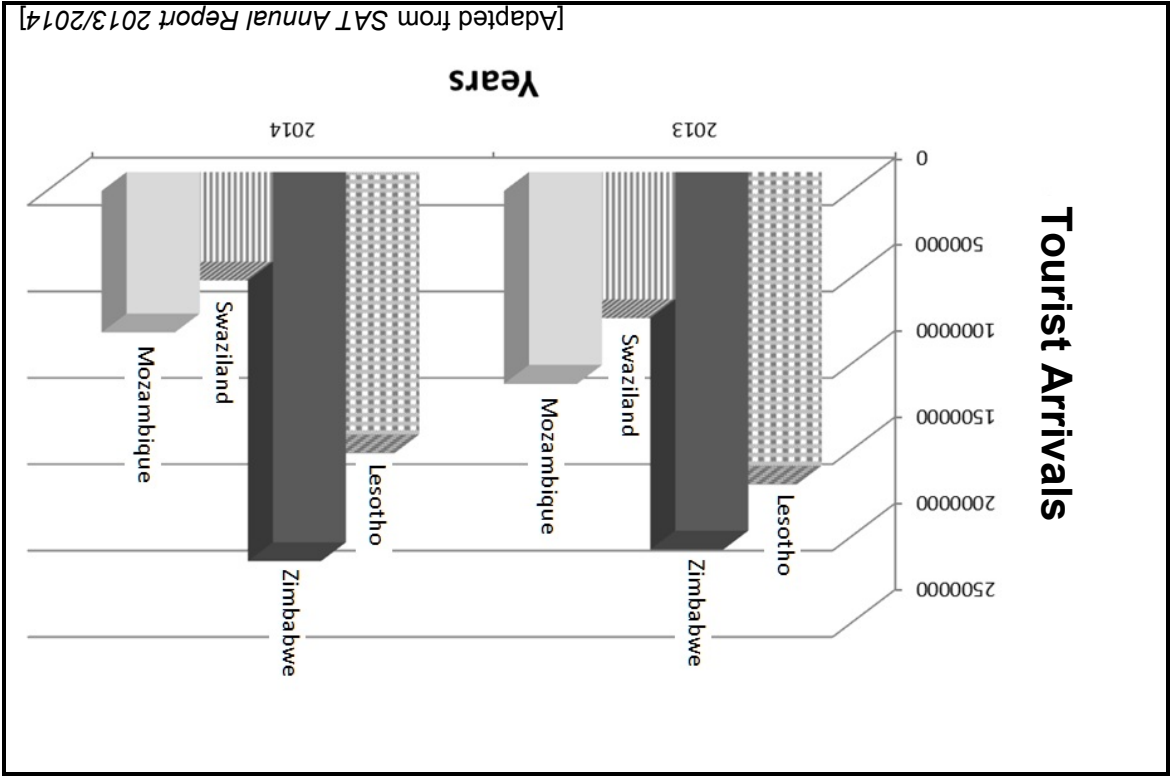
- A 1 British pound = ZAR21,50
- B 1 euro = ZAR15,34
- C 1 Canadian dollar = ZAR11,39
- D 1 US dollar = ZAR14,91

1.1.11 FTT (formerly FTTSA) certifies companies that ...

- A engage in unfair labour disputes.
- B practise sustainable tourism.
- C donate money to child welfare.
- D are BBBEE compliant.



1.1.4 The bar graph below shows that this African land market remained a strong core market for the period 2013–2014.



- A Mozambique
- B Lesotho
- C Swaziland
- D Zimbabwe

1.1.5 The organisation responsible for collecting information on the arrival and departure of tourists to and from South Africa and which issues a report on its findings:

- A DTGS
- B Stats SA
- C DMOs
- D TGCSA

1.1.6 The United Kingdom practised DST from 1 March 2015 until 25 October 2015. The time difference between South Africa and the United Kingdom during this time was ...

- A two hours.
- B one hour.
- C three hours.
- D zero.



SECTION A: SHORT QUESTIONS

QUESTION 1

1.1 Various options are provided as possible answers to the following questions. Write down the question number (1.1.1–1.1.20), choose the answer and make a cross (X) over the letter (A–D) of your choice in the ANSWER BOOK.

EXAMPLE:

1.1.21

A

B

C

B

1.1.1 The crowning of Rolene Strauss from South Africa as Miss World is an example of a ...



- A natural occurrence.
- B global event.
- C health indaba.
- D tourism trade show.

1.1.2 A system used to transfer money from one country to another:

- A CAGR
- B SWIFT
- C CSIR
- D IBAN

1.1.3 When travelling internationally, ... is a common criminal activity when cash is used as the main method of payment.

- A theft
- B piracy
- C phishing
- D hacking



INSTRUCTIONS AND INFORMATION

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. In QUESTIONS 3.1 and 3.2, round off your answer to TWO decimal places.
5. Show ALL calculations where required.
6. You may use a non-programmable calculator.
7. Use the mark allocation at each question as a guide to the length of your answer.
8. Write neatly and legibly.
9. The table below is a guide to help you allocate your time according to each section.

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





AFTERNOON SESSION

This question paper consists of 24 pages.

TIME: 3 hours

MARKS: 200

NOVEMBER 2016

TOURISM

TRSM.1

GRADE 12

NATIONAL
SENIOR CERTIFICATE

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

basic education

