



CHIEF DIRECTORATE – CURRICULUM MANAGEMENT

**GRADE 12 LEARNER SUPPORT
PROGRAMME**

**REVISION AND REMEDIAL TEACHING
INSTRUMENT:
ANSWERS**

SUBJECT: TOURISM

June 2009

This document consists of 11 pages.

Strictly not for test/examination purposes

SECTION A

1.1	1.1.1	D ✓	LO1 AS1	(1)
	1.1.2	B ✓	LO1 AS1	(1)
	1.1.3	C ✓	LO1 AS2	(1)
	1.1.4	A ✓	LO1 AS3	(1)
	1.1.5	A ✓	LO2 AS4	(1)
	1.1.6	C ✓	LO2 AS1	(1)
	1.1.7	D ✓	LO2 AS1	(1)
	1.1.8	B ✓	LO2 AS2	(1)
	1.1.9	B ✓	LO2 AS3	(1)
	1.1.10	B ✓	LO2 AS1	(1)
	1.1.11	A ✓	LO3 AS1	(1)
	1.1.12	D ✓	LO3 AS1	(1)
	1.1.13	C ✓	LO3 AS1	(1)
	1.1.14	B ✓	LO3 AS3	(1)
	1.1.15	A ✓	LO3 AS3	(1)
1.2	1.2.1	SATSA ✓	LO1 AS1	(1)
	1.2.2	Internet ✓	LO4 AS5	(1)
	1.2.3	Xhosa ✓	LO2 AS3	(1)
	1.2.4	Carbon footprint ✓	LO2 AS1	(1)
	1.2.5	Basic Conditions of Employment Act ✓	LO1 AS3	(1)
1.3	1.3.1	water ✓	LO2 AS3	(1)
	1.3.2	wine ✓	LO2 AS3	(1)
	1.3.3	developing/undeveloped/under developed ✓	LO2 AS1	(1)
	1.3.4	UNESCO ✓	LO2 AS4	(1)
	1.3.5	host community ✓	LO2 AS1	(1)
1.4	1.4.1	Sydney Opera House ✓		(1)
	1.4.2	Australia ✓		(1)
	1.4.3	Kabah ✓		(1)
	1.4.4	Mecca ✓		(1)
	1.4.5	San Francisco ✓		(1)
	1.4.6	USA ✓		(1)
	1.4.7	Taj Mahal ✓		(1)
	1.4.8	India ✓		(1)
	1.4.9	Cape Town ✓		(1)
	1.4.10	South Africa ✓	LO3 AS1	
1.5	1.5.1	True ✓		(1)
	1.5.2	False. ✓ It is polite to greet the tourist first ✓		(2)
	1.5.3	False. ✓ It is impolite to argue/accept differences of opinion ✓	LO4 AS2	(2)

TOTAL SECTION A: 40

SECTION B: TOURISM AS AN INTERRELATED SYSTEM**QUESTION 2**

- 2.1 2.1.1 Broad-Based Black Economic Empowerment ✓✓ LO1 AS2 (2)
- 2.1.2
- Ownership✓
 - Strategic representation✓
 - Employment equity✓
 - Skills development✓
 - Preferential procurement✓
 - Enterprise✓
 - Social development ✓ (Any 4) LO1 AS2 (7)
- 2.2 Skill development initiatives through external training providers and “upskilling” internal training programmes. ✓✓ LO1 AS1 (2)
- 2.3 2.3.1 A significant growth leading to increased profits and clients will be satisfied with the products being offered as they know that the staff or employees are well trained. ✓✓ LO1 AS1 (2)
- 2.3.2 That it is of high quality or there is service excellence✓✓ LO1 AS1 (2)
- 2.4 2.4.1
- To ensure growth in tourism✓
 - Encourage travel within the SA provinces or destinations✓
 - Increase spending patterns of tourists ✓ LO1 AS 2 (3)
- 2.4.2
- Creation of wealth for all in the community✓✓
 - Improvement of the community’s infrastructure ✓✓
 - Increase in community’s revenues✓✓ (Any 3) LO1 AS2 (6)
- 2.4.3
- Young up and coming✓
 - Striving families✓
 - Independent young couples and families✓
 - Well-off homely couples✓
 - Home based low income couples✓
 - Basic needs older families✓
 - Golden active couples✓ (Any 4) LO1 AS2 (4)
- 2.4.4 Young up and coming.✓ They are still young and keen to travel, a majority in the population, have money at their disposal for fun and travelling. ✓✓ LO1 AS1 (3)

QUESTION 3

3.1 Tourism and Hospitality Education and Training Authority✓✓ LO1 AS3 (2)

3.2 Each company has to come up with their own rules so as to regulate the functionality of the organisation✓✓ and thus formulate their own code of conduct for their employees in order to improve service delivery and profitability of the company. ✓✓ LO1 AS3 (4)

3.3

- Long tiring hours✓
- Busy restaurant✓
- Standing up for most of their shift✓
- Hot working conditions✓

(Any 3) LO1 AS3 (3)
[9]

TOTAL SECTION B: 40

SECTION C: RESPONSIBLE AND SUSTAINABLE TOURISM

QUESTION 4

- 4.1 4.1.1 Variety of life forms, ✓
Living in a specific habitat ✓ LO2 AS4 (2)
- 4.1.2 Poverty; ✓disease/health problems ✓ (can also name HIV/Aids – not just AIDS; or TB; or malaria, (but only one example. of disease for one mark); ✓population growth (demographic trends); ✓
(Any 4) LO2 AS1 (4)
- 4.1.3 (a) (TWO MARKS MUST GO FOR CLEAR EXPLANATION):
Global warming is the increase in the average measured temperature of the Earth/earth's near-surface air and oceans ✓✓(ANY ONE OF THE FOLLOWING)
been studied since the mid-20th century, and its projected continuation. ✓ /Also known as "climate change." ✓/is the result of the damage that greenhouse gasses/carbon dioxide/atmospheric pollutants do to the ozone layer.
LO2 AS2 (3)
- (b) Industrialised countries (certain countries)
agreed/signed a treaty/legal binding commitment; ✓
To reduce their emission of greenhouse gases into the atmosphere/ to reduce emission of dangerous chemicals;
✓To prevent dangerous anthropogenic (man-made) interference/negative effect on the climate/further increase temperature. ✓ (Any 3) LO2 AS2 (3)
- (c) Changes in agricultural yields, ✓
Modifications of trade routes, ✓
Glacier retreat/melting of polar ice-caps ✓
Mass species extinctions; ✓
Increases in the ranges of diseases. ✓ (Any 3) LO2 AS2 (3)
- 4.1.4 The majority of the world's population ✓
thinks that it is more important than anything else (very important)✓ to make money/profit.✓ LO2 AS2 (3)
- 4.1.5 Authorities ✓
They have the power to make laws ✓
and implement them/or they can force people to do it, e.g. fines.
LO2 AS2 (3)
- 4.1.6 Restrict fishing (issue permits; only seasonal fishing; size); ✓
Encouraging restaurants (markets) to buy only specific species;✓
Support breeding programmes; ✓
Instituting fines; ✓etc. (Any 3) LO2 AS2 (3)

QUESTION 5

- 5.1 FIRST THREE MARKS FOR METHODS. (Other answers possible look for interpretation in answer.) Examples:
 Putting tour packages together for South Africans (putting different types of products together); ✓
 Offering specials/discount/out-of-season rates; ✓
 Publicising the fact of its international status and making it a 'must see'; ✓
 (SECOND THREE MARKS FOR ANY THREE WHS's)
 Mapungubwe Cultural Landscape; ✓
 Robben Island; ✓
 Sterkfontein Caves/Cradle of humankind; ✓
 Cape Floral Kingdom; ✓
 Greater St. Lucia Wetlandspark/Isimangaliso; ✓
 Ukhuhlamba/Drakensberg Park; ✓
 Richtersveld Botanical Landscape; ✓
 Vredefort Dome. ✓ (3 + 3) LO2 AS3 (6)
- 5.2 (FIVE MARKS FOR ANY FIVE GROUPINGS + FIVE MARKS FOR EXAMPLE OF ANY CRAFT. REMEMBER MUST BE SPECIFIC AND ABLE TO BUY IT AT A ROADSIDE MARKET and BE TRANSPORTABLE TO OVERSEAS.)
 Sothos (Northern-, Southern)✓: wood-, leather-, ivory-, metal-carvings; also Sotho hats. ✓
 Zulus✓: Traditional clothing; beads; straw hats; baskets; clay pots; knob-sticks; shields.
 Ndebele✓: Distinct patterned blankets/clothing; ornamental beadwork (uses seeds); copper/brass rings for neck, arms.
 Xhosa✓: Beadwork; clay pots, baskets; Traditional clothing; long-stem pipes; Wire toys, ornaments✓.
 Khoisan✓: Bow and arrows; ostrich egg, ornaments, leather goods, etc. ✓
 Afrikaners✓: 'Vellies' leather shoes; biltong. ✓ etc. (5 x 2) LO2 AS4 (10)
[16]

TOTAL SECTION C: 40

SECTION D: TOURISM GEOGRAPHY, TRAVEL TRENDS AND ATTRACTIONS

- 6.1 6.1.1 A Zambia✓
B Botswana✓
C DRC✓ LO3 AS1 (3)
- 6.1.2 W Metical✓
Y Mauritian Rupee✓
Z Zimbabwe Dollar✓ LO3 AS5 (3)
- 6.1.3 (a) DST = Daylight Saving Time✓ (1)
(b) A situation whereby some countries turn their clocks
one hour forward/ahead of their standard Time zone,
i.e. one hour is added to the standard time zone of that
country.✓✓ (2)
(c) More time to view the country's attractions or more
time to take part in tourist activities.✓✓ LO3 AS1 (2)
- 6.1.4 Mount Kilimanjaro✓
• Highest mountain in Africa✓
• Highest free standing mountain in the world✓
• Five different types of terrain✓
• Many mountain climbing routes✓
• The only place with permanent ice/snow in Africa✓
(Any 2) Or
Lake Tanganyika✓
• Water sports✓
• Fishing✓
• Canoeing✓ (Any 2) LO3 AS1 (3)
- 6.2 6.2.1 • Health professionals✓
• Travel agents and tour operators✓
• Travel manuals/gazettes✓
• The internet✓
• World Health Organisation publications (WHO)✓
• TIMATIC – electronic version of Travel Information
Manual (TIM)✓
• Tourism related organisations✓ (Any 3) LO3 AS2 (3)
- 6.2.2 • To protect an individual going to another country from
contracting an infectious disease.✓
• To prevent visitors from bringing in an infectious disease
from another country.✓ LO3 AS2 (2)

- 6.2.3
- Warning against walking alone in certain areas after dark✓
 - Warning about carrying valuables around, especially large amounts of cash✓
 - Leaving valuables on car seats✓
 - Looking like a tourist✓
 - Understanding instructions in the event of an emergency e.g. if guests are required to evacuate a building✓
 - Driving safely and responsibly✓ (Any 3) LO3 AS2 (3)
- 6.2.4
- Passport ✓
 - Visa✓
 - Health certificate✓ LO3 AS2 (3)
- 6.2.5
- (a) Transit visa✓
 - (b) South African Consulate✓ OR the embassy in Germany✓ LO3 AS2 (2)
- 6.3.1
- (a) Johannesburg (SA) is +2 GMT
Auckland (N.Z) is +12 GMT
Time difference +2 - +12 = 10 hrs✓

Time of dep. 18:15
Local time in Auckland = 18:15 + 10 hrs
= 28:15
= 28:15 - 24
= 04:15 (next day)✓
Add flying time = 04:15 + 18 hrs
Time of arrival = 22:15 (next day)✓ (3)
 - (b) Time of arrival 22:15 the next day
Time difference 10 hrs✓
Local Time in Johannesburg 22:15 - 10 hrs = 12:15✓

OR
18:15 + 18 hrs✓ (flying time)
= 36:15 - 24
= 12:15✓ (2)
 - (c) Yes, it is an appropriate time to phone the chairman.
This is because even though it is quite late in Auckland, it is 15 minutes past midday in Johannesburg.✓✓ LO3 AS1 (2)
- 6.3.2 It means the next day.✓ LO3 AS1 (1)

- 6.3.3
- Foreign exchange kiosk at the airport in New Zealand✓
 - Bureau de Change✓
 - Travel agents✓
 - Foreign exchange dealers✓
 - Major hotels ✓
 - Banks✓
- (Any 2) LO3 AS3 (2)

6.3.4 $R60\,000,00 \div 6,34$
 $= \$NZ\,9\,463,72$
 $= \$NZ\,9\,464$ ✓✓

LO3 AS5 (2)

- 6.4 6.4.1 (a) A general itinerary
- A tour plan to popular places✓
 - Presented as an attractive package to the public in newspaper, pamphlets, on the radio, etc.✓
 - Does not target any specific group✓
 - Will include a variety of attractions and activities to suit different people. ✓
- (Any 2) (2)
- (b) A personal itinerary
- Prepared for specific clients according to their needs and preferences✓
 - Addressed to the client by name✓
 - Drawn up with an agent or operator after a series of discussions.✓
 - It is not used to market the tour to other clients. ✓
- (Any 2) LO3 AS2 (2)

- 6.4.2 (a) Day 1: Arrive in Mthatha. Visit the Nelson Mandela Museums in Mthatha and Qunu, etc.✓
 Overnight in Holiday Inn Garden Court✓
 Day 2: Proceed to East London, enjoy lunch at a beachfront✓ hotel and drive to Mpekweni.✓
 Overnight in Mpekweni Beach Resort.✓
 Day 3: Drive to Port Elizabeth and at leisure in PE.✓
 Day 4: At leisure in PE.✓
 Day 5: Return to Johannesburg.✓
- LO3 AS2 (7)

TOTAL SECTION D: 50

SECTION E: CUSTOMER CARE AND COMMUNICATION

- 7.1
- Type of food ✓
 - Form of entertainment ✓
 - Type of clothing ✓
 - Particular type of place of worship ✓
 - A particular language ✓
 - Accommodation requirements ✓
- (Any appropriate response acceptable) (Any 4) LO4 S1 (4)
- 7.2 7.2.1
- To identify tourist needs ✓
 - To identify tourism markets ✓
 - To identify current market trends ✓
 - To identify future market trends ✓
 - To monitor customer satisfaction ✓
- (Any 4) LO4 AS1 (4)
- 7.2.2
- Questionnaire ✓
 - Market survey ✓
 - Interview ✓
- LO4 AS1 (3)
- 7.3 utopiaafrica @mweb.co.za ✓ – A computer based programme ✓ that allows any type of message or information to be posted from one user to another ✓ OR A facility that allows immediate, fast, efficient and cost effective sending ✓ of messages and information locally and internationally ✓. (3)
- 7.3.2 www.utopiainafrika.com ✓ – to source more information data about this company ✓ ✓ OR share and communicate data to other systems. ✓ ✓ (3)
- 7.3.3 “A B&B Retreat in Nature” ✓ LO4 AS5 (1)

QUESTION 8

- 8.1
- Friendly service✓
 - Guests' preferences
 - Meal preferences✓
 - Attending to guests requests and concerns promptly✓ and efficiently✓ (any appropriate response acceptable)
- (Any 4) LO4 AS2 (4)
- 8.2 When team members perform well, it serves as a motivation for those in the team to perform just as well, if not better. ✓✓ This type of attitude leads to team success that impacts positively on the business. ✓✓The business will attract more customers and this in turn will improve the profitability of the business. ✓✓
- LO4 AS4 (6)
- 8.3
- A cellphone✓
 - A computer ✓
 - A telephone line ✓
 - A modem✓
- (Any 2) LO4 AS5 (2)

TOTAL SECTION E: 30

GRAND TOTAL: 200