



education

Department:
Education
PROVINCE OF KWAZULU-NATAL

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

**TOURISM
COMMON TEST
JUNE 2020**

MARKS: 200

TIME: 3 hours

This question paper consists of 21 pages.

INSTRUCTIONS AND INFORMATION

1. This paper consists of FOUR sections.
2. All questions are COMPULSORY.
3. Start each question on a new page.
4. You may use a calculator.
5. Show all your workings and calculations.
6. The following table is a guide to help you manage your time effectively.

SECTION	QUESTION	TOPIC	MARKS	TIME
A	1	Short questions	40	30 MINUTES
B	2	Mapwork & Tour Planning	100	80 MINUTES
	3	Foreign Exchange		
C	4	Tourism Attractions	30	50 MINUTES
D	5	Domestic, Regional and International tourism	30	30 MINUTES
		Tourism Sectors		

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 – 1.1.15.) in the ANSWER BOOK, for example 1.1.16. D.

1.1.1 Bull fights is a cultural activity in this country.

- A India
- B USA
- C England
- D Spain

1.1.2. When money filters through the economy of a region/country benefitting various organisations, this is known as the/a:

- A Multiplier Effect
- B Goodwill Drive
- C Tourist Charity Initiative
- D Gross Domestic Product

1.1.3 The starting point of the coronavirus epidemic was.

- A USA
- B Mexico
- C China
- D South Africa

1.1.4 When creating a professional image policy for a business, the following will have to be taken into consideration:

- A The learning institution where employees received their qualifications
- B The number of voluntary staff needed during peak seasons
- C Customer service policies
- D The marital status of each employee

1.1.5 The London economy will be affected by the 2020 cancellation of the:

- A Tour de France
- B Summer Olympic Games
- C Comrades marathon
- D Wimbledon Games

1.1.6. This icon is located in :



- A Poland
- B Thailand
- C Israel
- D Turkey

1.1.7 The AUD is the currency used by the following country:

- A USA
- B India
- C England
- D Australia

1.1.8 The following will NOT be included in a Code of Conduct for employees:

- A Work ethics
- B Fringe benefits
- C Grievance processes
- D Use of company assets

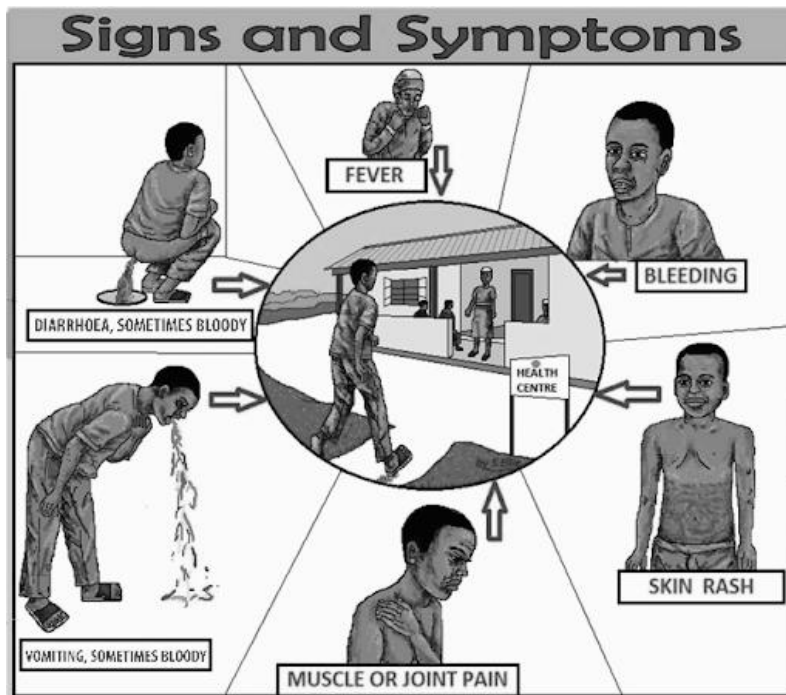
1.1.9 Identify the country from the list below that will accept a Schengen visa.

- A Germany
- B United Kingdom
- C Turkey
- D Ireland

1.1.10 One of the possible activities that will be enjoyed by a cultural tourist may include:

- A. Township tours around SOWETO
- B. Bungee Jumping of the Bloukrans Bridge
- C. Fishing in the Fish River Canyon
- D. Animal Tracking in Kruger National Park

1.1.11 The infographic below shows the signs and symptoms of::



- A HIV
- B TB
- C Cholera
- D Malaria

1.1.12 The corporate design of a business is reflected by a good:

- A billboard on the side of the road
- B slogan and logo
- C management team
- D number of stores opened in different locations

1.1.13 : Addis Ababa takes its time from the following time zone:

- A 30° E
- B 30° W
- C 45° W
- D 45° E

1.1.14. A Strong Rand will lead to all the following scenarios except for a/an....

- A Decrease in inbound tourism
- B Increase in outbound tourism
- C Decrease in domestic tourism
- D Increase in travel to developing countries

1.1.15 The time in South Africa is 14:00 if it is.... in Mexico.

- A 09:00
- B 22:00
- C 06:00
- D 07:00

(15)

1.2 Choose the correct word(s) from those given in the brackets. Write only the word(s) next to the question number (1.2.1 – 1.2.5) in the ANSWER BOOK, for example 1.2.6 Greenwich Meridian.

1.2.1 Drinking lots of water during a flight will help one reduce the effects of (jetlag / jet fatigue).

1.2.2 (Buckingham Palace/The Tower of London) is where the Crown jewels are kept and protected.

1.2.3 The South African government will provide refugees with an (immigration/asylum) visa which will provide them with safety while in the country.

1.2.4 (250ml/50ml) of eau de toilette per person is allowed by Customs.

1.2.5 Piracy is an example of a/an (political event/unforeseen circumstance)

(5)

1.3. Complete the following sentences by filling in the missing words. Write only the question number and the missing word. Choose from the words provided in the brackets, below.

**TB, Dress code, Red channel, Yen, Uniform, Rotation,
Green channel, Renimbi, Revolution, Hepatitis A**

1.3.1. A person carrying electronic equipment worth R 1500 will have to pass through this section of the airport.

1.3.2. Airline staff are expected to be dressed in the identical types of clothes that are considered formal wear.

1.3.3. This movement of the Earth resulting in the creation of the different seasons.

1.3.4. The currency used when travelling through Japan.

1.3.5. A travel related disease that can be contracted by eating and buying from places that don't practice proper hygienic.

(5)

1.4. Tourists are visiting famous icons around the world. Study the world map below and identify each icon visited by the tourists. Write the name of the icon and the country that they are located in. Redraw the table below and complete it in your answer book.

1.4.3. One of the biggest and most spectacular waterfalls in the world.

1.4.5. A structure that is unique in that it is a building that tilts (sloping position) to one side

1.4.1. I will enjoy a unique water based shopping experience.

1.4.4. One of the 7 wonders of the ancient world this icon shows the great ancient engineering skills of the North African population.

1.4.2. A great Arts centre to experience live shows.

QUESTION NUMBER	NAME OF ICON	COUNTRY
E.G. 1.4.6.	The Wailing Wall	Israel

(10)

1.5. A game park in South Africa decided to make some changes to the way in which they operated, in order to increase their desired target markets. Match the Factor associated with the success of tourist attractions in Column A with their plan of action in Column B. Write only the question number and the correct letter.

COLUMN A	COLUMN B
1.5.1. Efficient and ethical behaviour of staff	A. The management of the attraction decided to engage in road shows and they also developed a new and updated website to show off their products and services.
1.5.2. Marketing	B. The attraction site is now equipped with ramps and audio – visual information points.
1.5.3. Crime prevention	C. The attraction site offers different visiting times for school tours and general tours.
1.5.4. Universal Access	D. All staff are expected to be trained in first aid and are encouraged to be multi-lingual.
1.5.5. Sustainable and management Plans	E. The attraction site has encouraged picnics on site but have not yet updated their litter control measures.
	F. The attraction site has now introduced drones that circulate the huge area to prevent danger to the visitors and the animals within the park.

(5)

TOTAL SECTION A: [40]

SECTION B: MAPWORK & TOUR PLANNING AND FOREIGN EXCHANGE

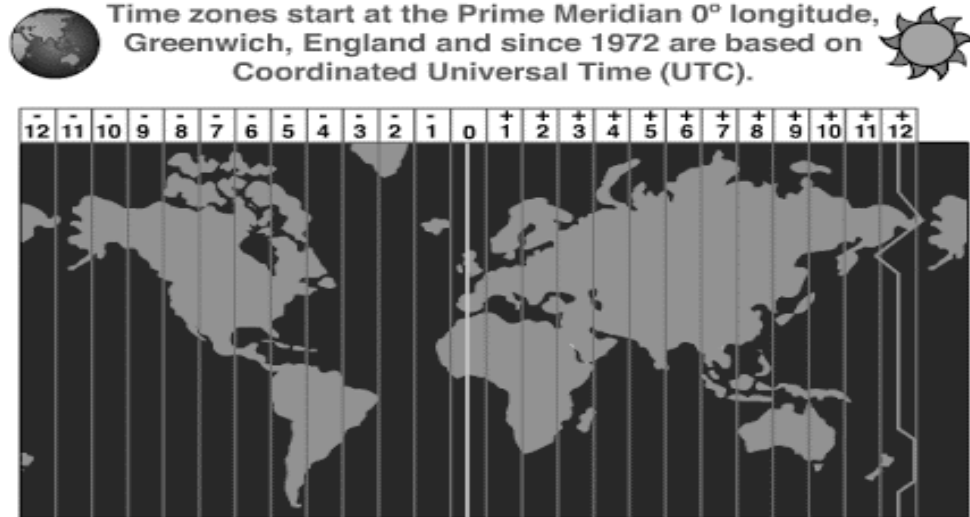
QUESTION 2

2.1. Use the map below and your prior knowledge to find words that will complete the paragraph below. Write only the question number and the missing word.

UTC ... Coordinated Universal Time

The Coordinated Universal Time official time standard is determined using highly precise atomic clocks.

Time zones start at the Prime Meridian 0° longitude, Greenwich, England and since 1972 are based on Coordinated Universal Time (UTC).



Greenwich Meridian International Dateline

This is a very simple map. Many land time zone lines vary so that each country can have a manageable time system.

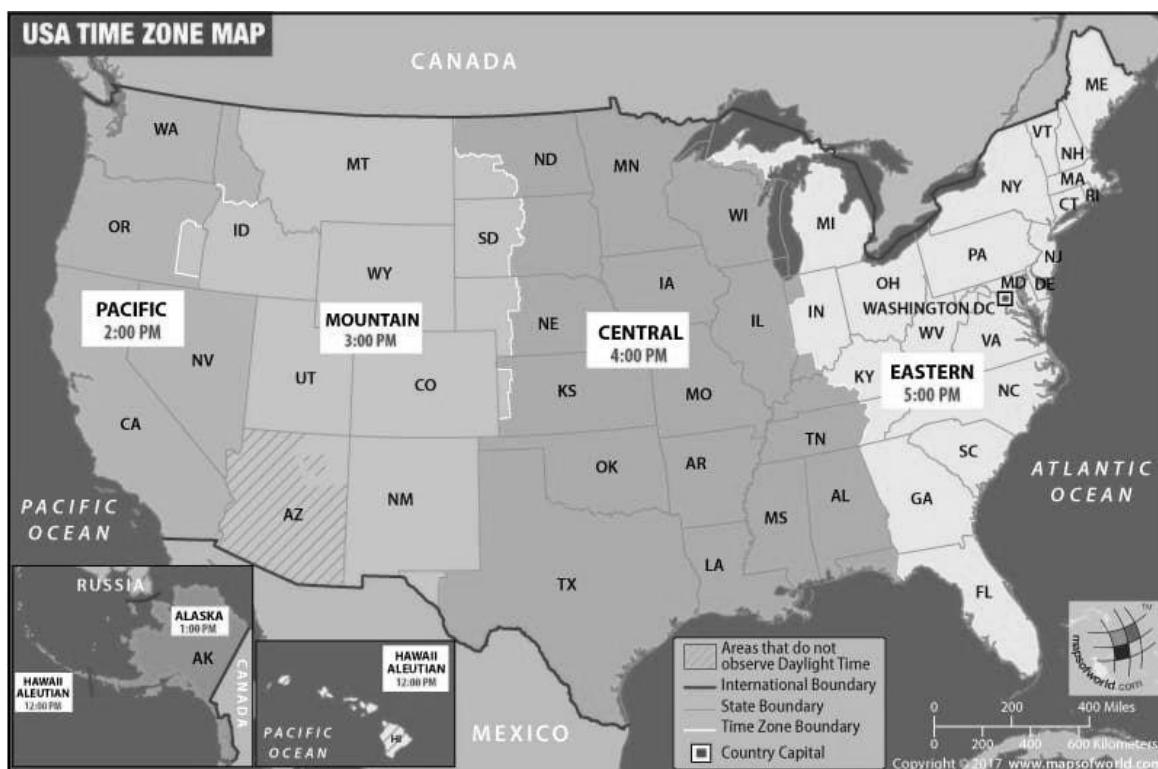
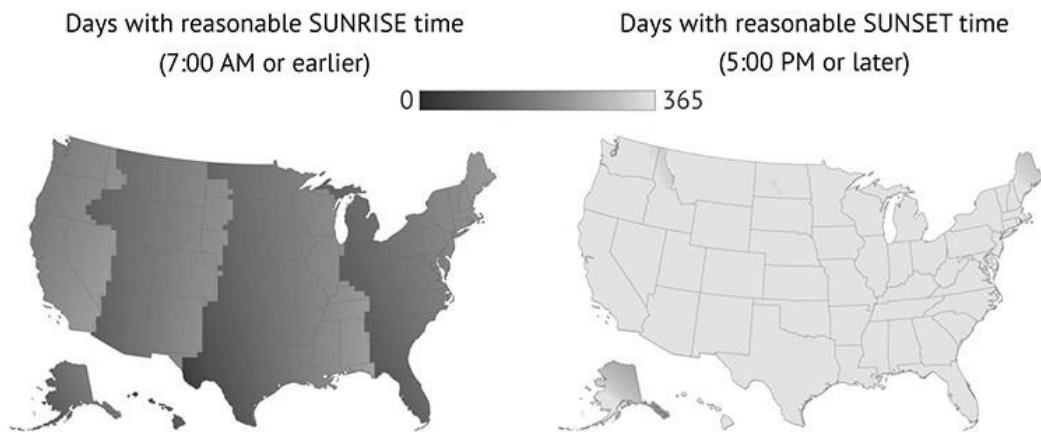
The use of daylight saving time in many countries also changes how many hours the time in one place differs from the time in another place.

© Jenny Eather 2014

Time is calculated using twenty four ---2.1.1.--- with 12 to the East which are ---2.1.2.--- in time and 12 to the West which are ---2.1.3.--- in time. In 1972 the term GMT was changed to ---2.1.4.--- which is the adoption of Military Time, which uses the ---2.1.5.---clock to read time. The Prime Meridian which is also called the ----2.1.6.--- is the central point from where time is calculated. The time zones begin at the prime meridian and end at the ---2.1.7.--- which is located at 180°. The time taken that each country adopts is referred to as ---2.1.8.--- while the exact time according to the position of the sun is referred to as local time. Daylight Savings Time is a system where countries turn their clock ---2.1.9.--- by 1 hour in the ---2.1.10.--- months in order to gain time to enjoy tourist activities during light hours. **(10)**

2.2. Refer to the diagrams below before answering the questions that follow.

If Daylight Saving Time were always in effect



Imagine that you were planning of travelling to countries across the USA.

Discuss the impact of time zones and daylight saving time (DST) on:

- 2.2.1. Travel Planning (2x2) (4)
- 2.2.2. Travelling from one destination to another across time zones (2x2) (4)

[8]

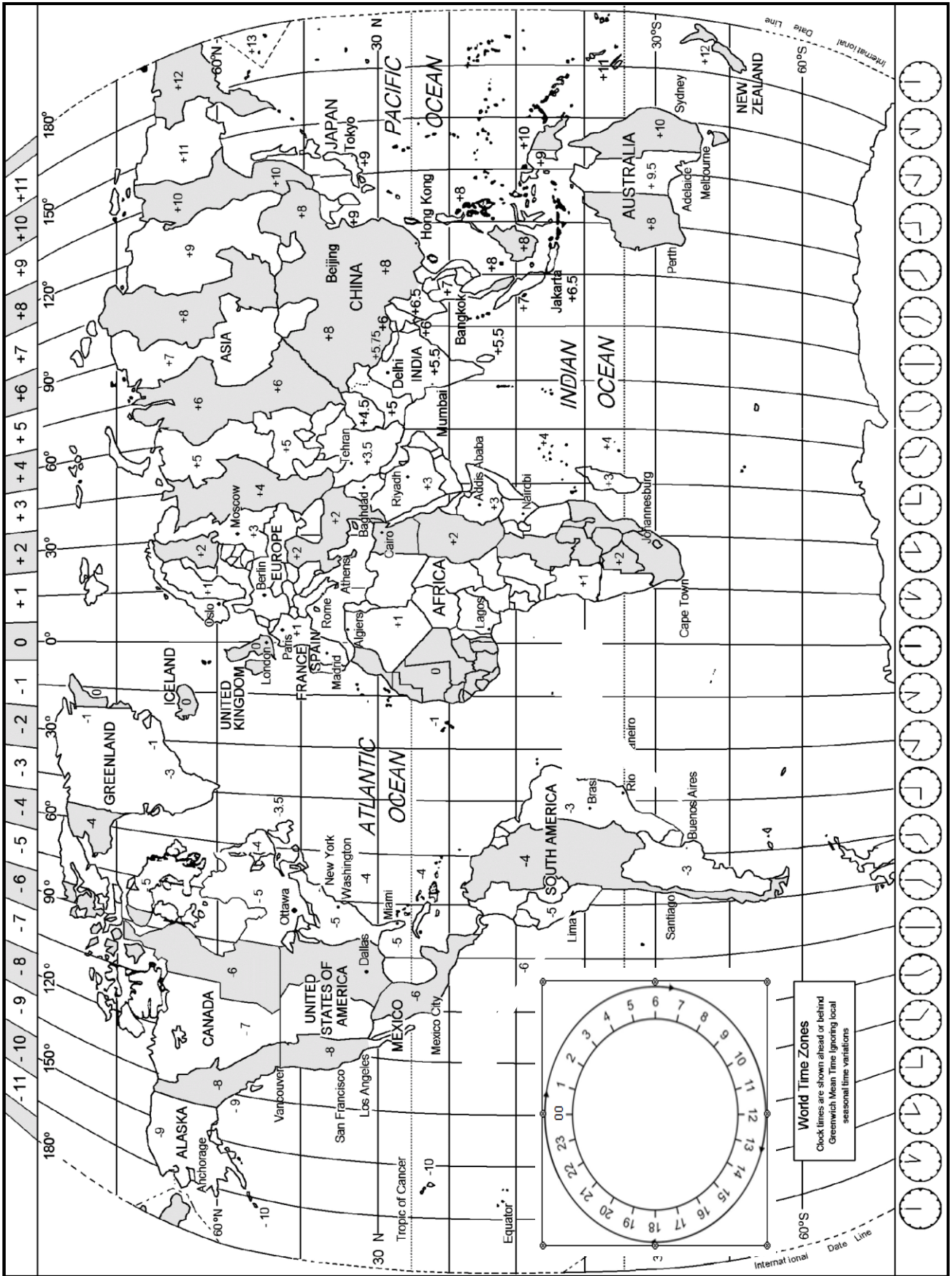
- 2.3. Refer to the route map, the information below and the Time Zone map on the next page, before answering the questions that follow.



A South African tourist has decided to take a 14 - day tour through some parts of Southern Africa. He will begin his journey and travel north with his last destination being Zanzibar. He will fly back to South Africa after returning his rental vehicle at the Julius Nyerere International Airport in Tanzania. The route map highlights the major attractions that he will visit on his trip.

- 2.3.1. The tourist has been classified as an Ecotourist based on his interests.
- Determine the type of accommodation that he will need if he decided to stay within or as close to each attraction as possible. (2)
 - Identify **ONE** type of Road transport that will be suitable for him to use during his travels including travel within the attraction areas. (2)
- 2.3.2. The tourist has been asked to produce his passport and his International Drivers licence at each border post.
- Describe a border post. (2)
 - Examine the need for him to produce these travel documents at the border posts. (2x2) (4)
 - Comment on why he would not be required to travel with a visa. (2)

- 2.3.3. When he arrives at the OR Tambo International Airport on his return home, he is asked to proceed to the Customs section of the airport in order to declare any restricted or prohibited goods that he may be carrying. He indicates that he is only carrying duty free goods which he doesn't feel he needs to declare.
- a. Explain the function of the Customs section of an International Airport. (2)
 - b. Differentiate between restricted goods and prohibited goods. (2x2) (4)
 - c. Describe the process of **declaring goods** in the Customs section of the airport. (2)
 - d. Provide another name for duty free goods. (2)
- [22]**
2. 4. Use the Time Zone map on the following page to answer the questions below.
- 2.4.1. The tourist would like to video call his sister from Victoria Falls (30° E). His sister lives in Tehran (+3,5).
- a. Determine the time difference between the two countries. (2)
 - b. If he places the call at 11:00 Zimbabwe standard time, at what time will his sister receive the call in Tehran. Tehran is practising DST at this time.? (5)
- 2.4.2. The tourist leaves Tanzania (45° E) at 10:00 on Tuesday on a 1hr 40 minute flight to Malawi (30° E). They will stop over in Malawi for 4 hours before boarding an SAA flight back to South Africa (30° E). The flight from South Africa to Malawi is scheduled for 2 hours. Calculate their arrival time and day in South Africa. (8)
- [15]**



2.5 Use the following infographic below before answering the questions that follow that follow.

TRAVEL HEALTH NEWS

REMEMBER THE **5 PRINCIPLES OF TRAVEL HEALTH**



Personal Safety

- Try not to travel at night, and travel with a companion.
- Don't wear expensive clothes or jewelry.
- Don't drink too much alcohol, and don't use drugs.



Prevent Mosquito and Other Bug Bites

- Use insect repellent on exposed skin.
- Wear long pants and long-sleeved shirts.
- Stay in air conditioned or screened-in rooms.
- Use bed nets while sleeping if your room doesn't have screens or air conditioning.



Get Recommended Vaccines

- All routine vaccines (including a flu shot)
- Hepatitis A
- Hepatitis B (for high-risk travelers)
- Typhoid



Food Safety

- Eat food that is cooked and served hot.
- Eat raw fruits and vegetables only if they can be peeled or washed in clean water.
- Don't drink tap water, drinks with ice, or drinks diluted with tap water.
- Download our app "Can I Eat This?" at www.cdc.gov/travel



Road Safety

- Avoid overcrowded, overweight, or top-heavy buses or vans.
- Ride only in marked taxis that have seatbelts.
- Know local traffic laws before you get behind the wheel.





U.S. Department of Health and Human Services
Centers for Disease Control and Prevention

For more information visit www.cdc.gov/travel or call 800-CDC-INFO

CS265088-C 04/28/2016

2.5.1. Identify the global health organisation that the CDC would have worked with in order to produce this infographic for tourists. (2)

2.5.2. Describe the function of the organisation identified in Q 2.5.1. (2)

2.5.3. The infographic is providing advice to prevent mosquito bites.
 a. Identify the travel related disease associated with the bite of a mosquito. (2)

b. Describe how would treat the disease identified in Q 2.5.3. (2)

2.5.4. Explain why the vaccinations for Hepatitis A and B are recommended and not compulsory. (2)

2.5.5. From the infographic, identify **ONE** safety precaution that one can take:
 a. When sampling the local food. (2)

b. When travelling after dark (2)

[14]

2.6. A group of 4 university students will be going a research trip to Namibia. They have booked return tickets to South Africa after their 4 day 3 night trip. The details of their expenses is detailed below. The university has agreed to pay for 50% of the total cost of the trip for the entire group.

Airfares: R 4 315 per person (RET)

Accommodation: R 368 p.p.p.n

Hire of a rented car:

- Group E vehicle - R 730 per day including free kilometres for each day (the vehicle will be sufficient to carry all 4 delegates)
- Insurances – R 125 per day
- Petrol – R3000 for the whole trip.
- PAI R35 per person – for the entire trip
- Contract FEE – R50
- GPS – R 200 for the whole trip
- There will be two drivers – Additional driver cost = R 210 for the whole trip.

Activities: 300 p.p.p.d.

Meals: R120 per meal per day per person. They will not include lunch or dinner in their budget for Day 4.

- 2.6.1. Explain the need to prepare a budget when travelling (2)
- 2.6.2. Identify any **ONE** factor that will affect the compiling of a group budget rather than a budget for one person. (2)
- 2.6.3. Create a simple budget for the group taking into account all expenses. Redraw the table below in your answer books and then complete the budget. (10)

Service	Calculation	Total Cost
E.g. Accommodation		

- 2.6.4. Determine the total cost that the university will be paying for the trip. (2)
[16]

QUESTION 3: FOREIGN EXCHANGE

Refer to the information below before answering the questions that follow



In 2019, President Cyril Ramaphosa's advisory team had to plan their trip to Russia for BRICS 2020. BRICS was cancelled due to the coronavirus. The team had to try and get refunds for the deposits that they had already paid.

Use the exchange rate table below and then answer the questions that follow.

CURRENCY	2019 Rates		2020 Rates	
	BBR	BSR	BBR	BSR
USD	14,21	14,38	18,25	18,32
GBP	18,35	18,48	22,94	23,01
EUR	16,15	16,18	20,01	20,08

(www.xe.com/currency converter) (currency rates for the period April 2019 vs April 2020)

- 3.1. Determine why there is such a massive increase in the exchange rates when comparing April 2019 and April 2020 (2)
- 3.2. Compare the BBR and the BSR for both years.
- a. Determine the trend for both the exchange rate values. (2)
- b. Identify a possible reason for this trend. (2)
- 3.3. If a South African wanted to travel in April 2020, determine which country would give them the biggest buying power. Provide evidence from the information provided. (2)
- 3.4. The South African Rand was strong against the EUR in April 2019 compared to April 2020. Critically analyse the impact on the following tourists during April 2019:
- a. Inbound British tourists. (2)
- b. South African Domestic Tourists (2)
- 3.5. The team paid 2542USD for their tour package in 2019. Determine how much they would receive now (2020), in ZAR for that amount. (3)

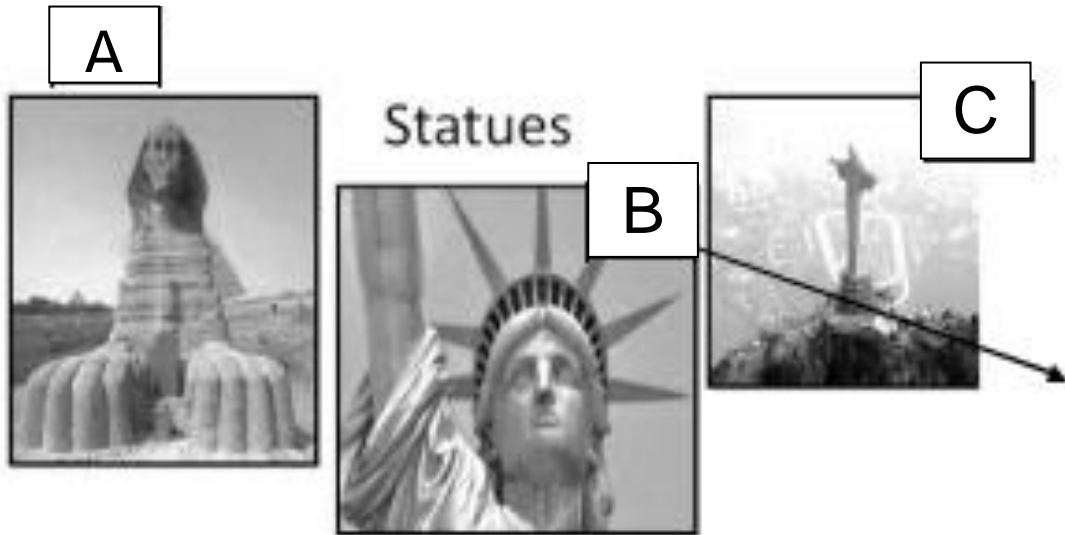
[15]

TOTAL SECTION B: 100

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

QUESTION 4

4.1. Refer to icons below and then answer the questions that follow.



The letters A, B and C indicate icons of the world. Copy the table below, in your answer book and complete in the missing information.

NUMBER	NAME OF ICON	COUNTRY	DESCRIPTION
<i>E.G.</i>	<i>Mount Everest</i>	<i>Nepal</i>	<i>Highest mountain in the world.</i>
A			
B			
C			

(3X3) (9)

4.2. Refer to the pictures below and then answer the questions that follow.



THE ALGARVE



THE FRENCH RIVIERA

- 4.2.1. Identify the continent of location for both these attractions. (2)
- 4.2.2. Determine **TWO** types of tourists who will be attracted to these two attractions. (2x2) (4)
- 4.2.3. These attractions are natural considered natural attractions. Do you think that they hold more importance than human-made attractions? Provide **TWO** reasons for your answer. (2x2) (4)
- 4.2.4. Determine how the types of tourists attracted to these two attractions contribute positively to the economy of their host countries. (2x2) (4)

[14]

4.3. Refer to the information below before answering the questions that follow.



60,000 visitors!!!!!!

The **Taj Mahal** is a designated a UNESCO World Heritage site in **Agra**, India, and sees about 7 million to 8 million **visitors per year**, according to the its website. During peak **tourist** season, it can see as **many** as 60,000 **visitors per day**, officials from the Archaeological Survey of India told the Times of India.(www.usnews.com)

4.3.1. Identify the city where one would find this global icon. (1)

4.3.2. Write a short paragraph explaining how the management of this icon can put in place management plans to avoid overcrowding and to ensure the safety of visitors while promoting repeat visits to the icon. (3x2) (6)

[7]

SUBTOTAL SECTION C: 30

SUBTOTAL SECTION C: 30

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

QUESTION 5

5.1. Refer to the *Estimates by the World Travel and Tourism council showing the average recovery time in months by type of crisis experienced globally*, before answering the questions that follow.

Crisis Category	Average Recovery Time (Months)
Political Turmoil	26.7
Terrorism	13.0
Pandemic	21.3
Environmental Disaster	23.8

(<https://www.weforum.org>)

- 5.1.1. Identify the category of events that the following examples fall under:
- Terrorism (2)
 - Environmental Disaster such as earthquakes (2)
- 5.1.2. The average recovery time refers to the amount of time it takes a country to recover financially or economically from the event.
- Write a short paragraph to explain why it takes a tourist destination so long to recover from environmental disasters. (3x2) (6)
- 5.1.3. The entire world has been affected by the 2020 Coronavirus pandemic.
- What do you understand by the term pandemic (2)
 - Determine **THREE** ways in which tourist destinations can plan in advance for the effects of future pandemics. (3x2) (6)
- 5.1.4. **Having good effective security management plans in place can lead to the quick recovery of nations and destinations from negative events.**
- Do you agree with this statement? Justify your answer with **TWO** good reasons. Your reasons must include examples to clearly explain your point. (2x2) (4)
- [22]

5.2. Study the cartoon below before answering the questions that follow



(source: elegantthemes.com)

- 5.2.1. Identify the second employment document that employees need to sign and acknowledge when signing a contract of employment. (2)
- 5.2.2. Differentiate between the document identified in Q 5.2.1. and a contract of employment. (2)
- 5.2.3. Discuss why all the employees in the same company will not sign the same contract of employment. Justify your answer with **TWO** good reasons. (2x2) (4)
- [8]

TOTAL SECTION D: 30
GRAND TOTAL: 200