



GRADE 12

TERM 2

TOURISM

JUNE EXAMINATION

MEMORANDUM

**SECTION A: SHORT QUESTIONS****QUESTION 1.1: MULTI-CHOICE QUESTIONS****[15]**

1.1.1	B
1.1.2	D
1.1.3	A
1.1.4	C
1.1.5	B
1.1.6	A
1.1.7	C
1.1.8	B
1.1.9	B
1.1.10	A
1.1.11	C
1.1.12	B
1.1.13	B
1.1.14	A
1.1.15	A

**QUESTION 1.2: MATCH COLUMN A WITH COLUMN B****[5]**

1.2.1	I
1.2.2	H
1.2.3	G
1.2.4	F
1.2.5	A

**QUESTION 1.3: MATCH COLUMN A WITH COLUMN B****[5]**

1.3.1	E
1.3.2	A
1.3.3	C
1.3.4	B
1.3.5	D

**QUESTION 1.4: CHOOSE THE WORD IN BRACKETS****[10]**

1.4.1	Icon
1.4.2	History
1.4.3	More
1.4.4	Concierge
1.4.5	BSR

**QUESTION 1.5: CROSSWORD PUZZLE**

**[10]**



1.5.1 V ↓
E
N
I



1.5.2 -B →	L	A	C	K	F	O	R	1.5.3 E ↓	S	T
---------------	---	---	---	---	---	---	---	--------------	---	---



E
---

I
F
F
E

1.5.5 A ↓
U

1.5.4 W →	I	N	D	M	I	L	L	S
--------------	---	---	---	---	---	---	---	---



C
H
W
I
T
Z

**TOTAL QUESTION 1: [45]**

**SECTION B: MAP WORK AND TOUR PLANNING; FOREIGN EXCHANGE [75]****QUESTION 2: MAP WORK AND TOUR PLANNING [40]**

Use the world time zone map on APPENDIX B and the information below and answer the questions that follow:

2.1 Michael will be leaving at 09:30 on 6 July 2019 with flight SA504 from OR Tambo International Airport to depart to Los Angeles. The flight lasts 13 hours.

2.1.1 Work out how late he will land in Los Angeles. Use DST in your calculation. (5)

- He leaves 09:30 on July 6 from Johannesburg + 2 ✓
- Flight time is 13 hours = 09:30 + 13 hours = 22: 30 ✓
- Time difference +2 Johannesburg, - 8 Los Angeles = -10 Time difference ✓
- 22:30 - 10 hours' time difference: 12:30 + 1DST daylight saving time ✓
- = 13:30 in Los Angeles on July 7, 2019 ✓

2.1.2 Michael feels confused about the use of daylight saving time. Explain the concept to him. (3)

- Certain countries especially America and Britain move their watches by one hour ✓ in the summer ✓ to use the daylight hours better. ✓

2.1.3 Michael suffers from jetlag after his flight. Explain the concept and give TWO (2) examples of jet lag symptoms. (4)

- Jet lag cannot be prevented. It happens when we travel over many time zones. ✓ Jet lag is caused by a disruption to our daily rhythms, or body clock, which affects our sleep patterns. ✓
- (Any 2 correct answers)
- Feeling sleepy during the day and being alert at night.
- Feeling tired and having no energy.
- Being dehydrated – feeling constantly thirsty.
- Having an upset stomach.
- Feeling nauseous.
- Difficulty concentrating.
- Loss of appetite.
- Indigestion.
- Feeling irritable.
- Experiencing frequent headaches.

2.1.4 Suggest TWO (2) ways in which jet lag can be overcome. (2)

- (Any 2 correct answers)
- Drink plenty of liquids before, during and after your flight, but stay away from drinks that contain caffeine and alcohol.
- Get plenty of rest before, during and after your flight.
- Try to get to your destination, try to fit into the normal sleeping and waking pattern for that place.
- When you get to your destination, try to fit into the normal sleeping and waking pattern for that place.

2.1.5 Security is a major issue at the airport. Set TWO (2) safety precautions that Michael can take while he is at the airport. (2)

- (Any 2 correct answers)
- Never accept help from a stranger who approaches you offering assistance, especially if you do not need assistance. This is true even if he or she is in uniform.
- If you do need assistance, go to an information kiosk, shop or restaurant.
- Never leave luggage or items you are carrying unattended. Make sure there is someone to watch over them or put them in a locker.
- Only make use of well-known, registered transport, such as Uber, bus companies and meter-taxis. Do not under any circumstances accept a lift or transport from a stranger who approaches you.
- Just as with safety on the street, do not openly display valuables such as cameras and electronic equipment. In a very busy airport, there are many snatch-and-run thieves.

2.1.6 Michael's girlfriend Nicolene asked him to buy perfume at the OR Tambo duty free shop. How much perfume (in ml) may he buy according to customs regulation? (1)

- 50 ml ✓

2.1.7 Michael wants to drive in Los Angeles by himself. Give advice on which one documents must he have to drive there. Where will he get the documents from? (2)

- Although it is not compulsory to have an International Driver's License or Permit (IDP) when driving overseas, it is recommended, especially if one is driving in a non-English-speaking country. In South Africa an IDP is only issued by the Automobile Association (AA). ✓ ✓

2.1.8 State ONE (1) reason why Michael should visit a travel clinic before he leaves for Los Angeles. (2)

- Michael needs to find out if he needs any vaccinations before he goes to Los Angeles and he must make sure he gets the right vaccinations for certain areas where he travels. ✓ ✓

2.1.9 Explain the purpose of the Red and Green channels at the airport to Michael. Give an example and motivate your answer.

(2 x 2 = 4)

(4)

- Red channel: When you have limited goods with you then you have to declared goods.
- (Any 1 correct answer)
- Have goods in excess of their duty free allowance.
- Are carrying goods or gifts on behalf of others.
- Have brought in goods for trade purposes.
- Are carrying prohibited goods.
- Green channel: When you have no goods to declare. ✓
- (Any 1 correct answer)
- Have nothing to declare.
- Only have goods that qualify for the duty-free allowances given above.
- Do not carry goods or gifts on behalf of others.
- Do not carry goods brought in for trade purposes.
- Do not carry goods that are restricted or illegal.

2.2 As a travel agent you are responsible to provide an itinerary for Mr. Dickson. The following you represent to him:

2.2.1 Draw the table below and complete the itinerary for Mr. Dickson. (7)

<b>Day</b>	<b>Morning</b>	<b>Afternoon</b>
2.2.1.1 6 June 2019 ✓	Flight to Cape Town	2.2.1.2 V & A Waterfront Shopping centre ✓
2.2.1.3 7 June 2019 ✓	2.2.1.4 Table Mountain ✓	2.2.1.5 Table Mountain and relaxing ✓
2.2.1.6 8 June 2019 ✓	2.2.1.7 Robben Island ✓	Flight back to Johannesburg

2.2.2 Use the table as guide and complete Mr. Dickson's budget for his short holiday. (6)

<b>Item</b>	<b>Calculation</b>	<b>Sub Total</b>
Transport	A. Flight R1200.00 B. Vehicle R1050.00	2.2.2.1 R2250.00 ✓ ✓
Accommodation	A. R750.00 x 2	2.2.2.2 R1500.00 ✓
Excursions	A. Table Mountain R150.00 B. Robben Island R370.00	2.2.2.3 R520.00 ✓ ✓
	<b>TOTAL:</b>	2.2.2.4 R4270.00 ✓ ✓

2.3 Explain why it is important that you, as a travel agent, have a tour plan for your clients. (2)

- The Tourist does not know our country unless visit it before and at the same attraction. So you create an itinerary to suit its needs and give the tourist the opportunity to visit the attraction (s) without worrying about the planning of their bookings / prevents the form visiting an attraction. ✓ ✓

**TOTAL QUESTION 2: [40]**

**QUESTION 3: FOREIGN EXCHANGE [35]**

3.1 Read the case study and study the conversion table and answer the questions that follow:

3.1.1 Name the currency she is going to use in Italy. (2)

- EUR – European Euro/€ ✓ ✓

3.1.2 Work out how much local currency will she have in Italy. (2)

- $R30\,000.00 \div 14.71$  (BSR) ✓ = €2 039.428 (Round off 2 039.43) ✓

3.1.3 She has €100 when she returns to South Africa. Convert it to Rand. (2)

- $€100 \times R14.68$  (BBR) ✓ = R1 468.00 ✓

3.1.4 South Africa has a weak rand when she departures. Is that for her a good or bad time to travel? Motivate your answer. (2)

- (Any 2 correct answers)
- The value of a currency changes on a daily basis and it can effect tourists.
- Tourists should try to travel when their own currency is strong.
- So No: She'll have to pay more Rands to get European Euro's. Europe is too expensive to visit now.

3.1.5 Nicolene decides she is scared Michael will be returning early from Los Angeles and decides to travel to New York on a later stage. What currency would she have used there? (2)

- VSA-dollar/American Dollar/USD/US\$ ✓ ✓

- 3.2 In your opinion, what is the main reason for our currency becoming weak?  
(5 x 2 = 10) (10)
- (Any 5 correct answers)
  - A weak or negative GDP growth rate.
  - A high rate of inflation.
  - Political instability.
  - A weak demand for that currency.
  - Global economic challenges that may negatively affect the currency.
  - Major natural disasters, such as floods, droughts or earthquakes.
- 3.3 What is the difference between bank selling rate and bank buying rate? (4)
- Bank selling rate: The bank selling rate is the rate at which a bank will sell foreign currency. ✓ ✓
  - Bank buying rate: The bank buying rate is the rate at which a bank will buy foreign currency. ✓ ✓
- 3.4 Analyse: “*developed countries*”. (4)
- Fully industrialised countries ✓ with a highly developed economy, ✓ a good GDP, ✓ excellent infrastructures, ✓ and a high general standard of living. ✓
- 3.5 What does weak rand and strong rand mean? (4)
- When the rand is strong, we will pay fewer rand when we buy another currency. ✓ ✓
  - When the rand is weak, we will pay more rand when we buy another currency. ✓ ✓
- 3.6 What does the acronym “GDP” stand for? (3)
- Gross ✓ Domestic ✓ Product ✓

**TOTAL QUESTION 3: [35]**



**SECTION D: DOMESTIC, REGIONAL AND INTERNATIONAL TOURISM;  
TOURIST ATTRACTIONS [80]**

**QUESTION 4: DOMESTIC, REGIONAL AND INTERNATIONAL TOURISM [40]**

4.1 Study the following photos and answer the questions that follow:

4.1.1 Name at each of the following pictures, (A – F) what was the impact on international tourism and on the affected country's economy. (6 x 2 = 12) (12)

- A: Tsunami: The destruction of the tourist industry had a very negative impact on the economies of the affected countries. It took a long time for the industries and infrastructure in these countries to recover. ✓ ✓
- B: Accidents: A decline in tourism because of accidents will have a negative impact on affected countries' economies. It will also keep people from using certain airlines or train companies, which will affect their profits. ✓ ✓
- C: Diseases: Both tourists and business people will be put off visiting countries where diseases are a risk. The limits placed on the tourism industry will have a negative impact on the economy. ✓ ✓
- D: Civil War: In the first quarter of 2012, the industry made 12,8 billion Syrian pounds (about R6,5 billion). The income of the tourism industry had dropped over 75% which had a serious impact on the country's economy. ✓ ✓
- E: Terrorism: Tourism has delivered smaller amounts to the country's economy and more people have been left to visit the country or operate businesses of certain cultures in the country. ✓ ✓
- F: Xenophobia the African economy was shattered, tourists and other visitors from other countries were threatened and even killed. So other countries' money spending has become lower in our country. ✓ ✓

4.1.2 In the above QUESTION 4.1.1 (A – F) state whether if it is or was a political situation and or an unforeseen occurrence. (6 x 2 = 12) (12)

- A: Unforeseen occurrence ✓ ✓
- B: Unforeseen occurrence ✓ ✓
- C: Unforeseen occurrence ✓ ✓
- D: Political situation ✓ ✓
- E: Political situation ✓ ✓
- F: Political situation ✓ ✓

4.2 Do global events just have positive effects on international tourism? Why? (8)

- No, ✓ (Any 7 correct answers) Infrastructure will be vacant after the event. The event or world event can cost a lot of money
- And the country might not get the money back afterwards. Traffic problems, natural resources competition, overpopulation, basic goods can be too expensive for local people, pollution can be very bad, the global carbon footprint can be bigger due to transport for tourists, crime can get worse, newly developed infrastructure can be too expensive to maintain.

4.3 Global events can also have various negative impacts. What can the the global events be discouraging of the negative effects? (4)

- Pollution ✓
- An increase in crime ✓
- Excessive price increases ✓
- Disintegration of culture ✓

4.4 A global event often means the upgrading and improvement of facilities such as stadiums and conference centres, roads and transport services. The economic boost will lead to an increase in the growth rate of a nation's GDP. Hosting a global event can have major benefits for the economy of the host country.

4.4.1 Indicate the benefits for the host country. (4)

- (Any 4 correct answers)
- Improvement of infrastructure.
- Upgrading of tourist facilities.
- Improved global status and visibility as the world will be watching the event through media and the internet.
- Increased foreign business as more tourists arrive.
- Increased awareness and interest from businesses who may invest in the country.

**TOTAL QUESTION 4: [40]**

**QUESTION 5: TOURIST ATTRACTIONS [40]**

5.1 Study the photo's below and answer the questions that follow:

5.1.1 Identify icon A and B. (2)

- A: The Pyramids of Giza and the Sphinx. ✓
- B: Mount Fuji. ✓

5.1.2 In which countries will you find icon A and B? (2)

- A: In Egypt outside Cairo in Giza ✓
- B: On the island of Honshu, in Japan, round about 100 km south west of Tokyo. ✓

5.1.3 Explain why each icon is important. (2 x 2 = 4) (4)

- A: These are the oldest surviving human-made structures that are associated with Egypt. Of the Seven Wonders of the Ancient World, the pyramids are the only ones still standing. ✓ ✓
- B: Mount Fuji has been associated with Japan for centuries. Mount Fuji has a remarkably symmetrical cone which is snow-covered for several months of the year. ✓ ✓

5.1.4 Discuss why the icons above are seen as icons, and not attractions. (2)

- (Any 2 correct answers)
- It brings money to the country.
- It is unique to the country; it has symbolic value.
- It attracts many visitors

5.1.5 Write a paragraph where you highlighted the economic importance of the icons for the respective countries. (3 x 2 = 6) (6)

- (Any 3 correct answers)
- Learners must write a paragraph. Subtract one point if not in a paragraph. This may include:
- It earns valuable foreign currency.
- It gives extra income to the government through taxes.
- It creates jobs.
- It has a multiplier effect, where money spent directly in tourism is spent indirectly in other sectors.
- It leads to infrastructure development.
- This leads to better development in the environment.

5.2 Study the photos of icons C and D and answer the questions that follow:

5.2.1 Identify icon C and D. (2)

- C: The Grand Canyon. ✓
- D: The Algarve. ✓

5.2.2 Name ONE (1) comparisons between these icons. (2)

- (Any 1 correct answer)
- Both are icons and natural areas.
- Both are popular tourist attractions

5.2.3 What type of tourist will visit icons C and D? (2)

- Eco-tourists or leisure tourists ✓ ✓

5.2.4 Identify TWO (2) ways in which human activities can effect these icons. (2)

- (Any 2 correct answers)
- People can damage / destroy the icon by damaging the rock formations, they can make dirt; some tourists travel long distances that releases greenhouse gases, traffic problems can happen, too many tourists can damage the environment and negatively affect the local community.

5.2.5 Suggest TWO (2) ways in which human influences can be reduced by these icons. (2 x 2 = 4) (4)

- (Any 2 correct answers)
- Add/Put up bins everywhere for trash.
- Provide frequent security guards who watch tourist's not to damage or destroy the icons.
- Limit the number of tourists visiting the area.
- Educational programs to emphasize the importance of cleaning.
- Use of responsible and sustainable tourism practices.

5.3 Study the icons below and answer the questions that follow:

5.3.1 What is the name of icon E? (2)

- Statue of Liberty ✓ ✓

5.3.2 Icon E was a gift to United States. Which country has given this icon to the United States? (2)

- France ✓ ✓

5.3.3 Give ONE (1) reason why this gift was given to the United States. (2)

- To celebrate the hundred-year anniversary of the American Declaration of Independence in 1776. ✓ ✓

5.3.4 In which countries are icons F and G? (2)

- F: Netherlands ✓
- G: Australia ✓

5.3.5 Icons F and G were originally built for some reason. Give ONE (1) reason for each why these icons were built. (2 x 2 = 4) (4)

- F: They were built for several purposes, such as draining the land, wheat milling and the sawing of logs. ✓ ✓
- G: Presents plays, musicals, opera, contemporary ballet and each forms of music from such as symphony concerts to jazz, as well as exhibitions and films to. Can accommodate over 2,600 people in a concert hall and more than 1,500 Opera Theatre. ✓ ✓

**TOTAL QUESTION 5: [40]**

**GRAND TOTAL: [200]**





