BERGVLIET HIGH SCHOOL

TOURISM END OF YEAR EXAMINATION

14 NOVEMBER 2025

GRADE 10

MARKS: 150

TIME: 3 hours

EXAMINER: K.GRASS

MODERATOR: C. STEVENS

MEMORANDUM

SECTION A: SHORT QUESTIONS

QUESTION 1

1.1

1.1.1 D✓

1.1.2 B✓

1.1.3 A✓

1.1.4 A✓

1.1.5 A✓

1.1.6 A✓

1.1.7 D✓

1.1.8 C✓

1.1.9 D✓

1.1.10 C✓

1.1.11 B✓

1.1.12 D✓

1.1.13 C✓

1.1.14 D✓

1.1.15 A✓

1.1.16 B✓

1.1.17 A✓

1.1.18 C✓

1.1.19 D✓

1.1.20 B✓

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

1.2

1.2.1	National Heritage✓		(1)
1.2.2	Hospital✓		(1)
1.2.3	Restaurant✓		(1)
1.2.4	Filling Station✓		(1)
1.2.5	National Parks✓		(1)
		(5 x 1)	**[5]**

1.3

1.3.1	C✓		(1)
1.3.2	E✓		(1)
1.3.3	A✓		(1)
1.3.4	B✓		(1)
1.3.5	D✓		(1)
		(5 x 1)	**[5]**
		TOTAL SECTION A:	**30**

SECTION B: MAPWORK AND TOUR PLANNING; DOMESTIC, REGIONAL AND INTERNATIONAL TOURISM

2.1 2.1.1 Kimberley✓

2.1.2 Free State✓

2.1.3 Bloemfontein✓

2.1.4 Pietermaritzburg✓

2.1.5 Limpopo✓

2.1.6 Polokwane✓

2.1.7 Mpumalanga✓

2.1.8 Gauteng✓

2.1.9 Pretoria✓

(9 x 1) (9)

2.2 2.2.1 Eastern Cape✓ and KwaZulu Natal✓ (2)

2.2.2 Cape Town – Grahamstown = 899km✓
Grahamstown – Durban = 854km✓

Total = 1753km✓ OR 1753km✓✓✓ (3)

2.2.3 854km✓ ÷ 100km/h✓ = 8 h 54min/8h54min✓

OR 8 h 54min/8 h54 min✓✓✓ (3)

2.2.4 Traffic congestion✓
Stops (toilet or mechanical) ✓
Road works✓
- toll gates
[Any THREE] (3)

[20]

TOTAL SECTION B: 20

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

QUESTION 3

3.1 3.1.1 iSimangaliso Wetland Park✓

3.1.2 This area has subtropical forests, coral reefs, coastal dunes, swamps, long sandy beaches, large papyrus, reed wetlands and lakes.✓

- There are many different species of birds, fish and mammals in the park.

3.1.3 Comrades Marathon✓

3.1.4 The world's biggest and oldest 90km ultra-marathon, attracting local and international tourists.✓

- It is run between Pietermaritzburg and Durban. The direction of the race alternates each year.

3.1.5 uKhahlamba/Drakensberg Park✓

3.1.6 This is South Africa's highest mountain range✓

- The park has outstanding natural beauty.
- There are many caves and rock shelters, and the largest and most concentrated group of rock paintings in Africa.

3.1.7 uShaka Marine World✓

3.1.8 An entertainment park situated at the southern end of Durban's Golden Mile✓

(8 x 1) (8)

3.2 King Shaka International Airport✓✓ (2)

[10]

QUESTION 4

4.1 24 September✓✓ (2)

4.2 (a) It is the values, attitudes, beliefs and practices of a group of people.✓✓
Accept any other relevant response (2)

(b) They are things inherited from family and society and passed on to future generations.✓✓
Accept any other relevant response (2)

(c) It refers to the different cultures and practices of people in a region✓✓
Accept any other relevant response (2)

4.3 South Africa is made up of many racial groups who have different backgrounds and cultures, all living together in unity.✓✓ (2)

[10]

QUESTION 5

5.1 It is to create awareness of your product or service. ✓✓ (2)

5.2 The target market is adventure seekers; those who are interested in deep sea diving. ✓✓ (2)

5.3 Product✓✓: deep sea diving✓✓
- Price: R 950pp

(4)

5.4 A travel magazine✓✓
- Social media accounts
- Brochures and hand out in the marine/ocean area
- Accept any other relevant response (2)

[10]

TOTAL SECTION C: 30

SECTION D: TOURISM SECTORS, SUSTAINABLE AND RESPONSIBLE TOURISM

QUESTION 6

6.1 6.1.1 Name: Jewel✓
Age: 27✓
Nationality: South African✓
Occupation: Physiotherapist✓

- Destination: Germany
- Type of tourist: Medical (4)

6.1.2 He's departing Cape Town/Flying out of Cape Town✓✓
He's crossing an international boarder (flying from Cape Town to Germany)✓✓ (4)

6.1.3 Road transport (car, bus)✓✓
- rail transport (local train/tram) (2)

[10]

6.2 6.2.1 TGCSA/Tourism Grading Council of South Africa✓✓ (2)

6.2.2 The hotel will be listed on the TGCSA website✓✓
The hotel will be able to advertise in the SAT booklet✓✓
- Grading is good for business; tourists trust a graded establishment (4)

6.2.3 Lodges✓
Game Lodges✓
- Guest house
- Country house
- Bed and breakfast (2)

6.2.4 Double room: a room with one bed that can occupy two people✓✓

Twin room: a room with two single beds to occupy two people✓✓ (4)

6.2.5 <u>Advantages</u>
You are able to get to your destination quicker✓
It is flexible (you can stop wherever you like) ✓
- It is convenient
[Any TWO]

<u>Disadvantages</u>
Accidents may occur✓
Road works may occur which slows down the journey✓
- Price of fuel increases and becomes expensive
[Any TWO] (4)

6.2.6 (a) It is the rate quoted per person sharing✓✓

(b) It is a light breakfast containing bread rolls/sliced bread with coffee, tea or fruit✓✓ (4)

6.2.7 Yes✓. It has WiFi making it easy for the tourist to connect with clients or his company✓✓
- There is a terrace and bar area for informal meeting (3)

[23]

QUESTION 7

7.1 Sustainable tourism aims to protect and preserve resources for future generations✓✓
- It is concerned with the well-being of the environment, people and economy. (2)

7.2 7.2.1 Energy efficient✓✓
- less wasteful
- no cleaning green option (2)

7.2.2 Reduce running costs✓✓
- saving money
- lowering expenses (2)

7.3 It means taking responsibility for all your actions.✓✓ (2)

7.4 Reduce water usage✓✓
Try to minimize waste✓✓
- Adhere to recycling principles implemented by the restaurant
- Be mindful of noise and space while enjoying your meal
- Respect the culture and customs of others in the restaurant
- Accept any other relevant answer. (4)

[12]

TOTAL SECTION D: 45

SECTION E: COMMUNICATION; COMMUNICATION TECHNOLOGY AND CUSTOMER CARE

QUESTION 8

8.1 8.1.1 a Portable✓
- Multiple features

8.1.1 b Not all service providers and cell phone brands are compatible✓
- cell phone rates are expensive

8.1.2 a Easy to access information (comparison), communicate, do bookings and payments/transfers✓
- Paperless= environmentally friendly
- Ability to view destination (images)
- Read reviews by other tourists

8.1.2 b Technology consumes energy✓
- Access to electricity/ connection to the internet not always available (However, Wireless becoming more and more accessible)

8.1.3 a People who are not in the same area can meet in a personal way✓
- It is innovative, easy to use, reliable, high-quality

8.1.3 b Technology is expensive✓
- Time differences
- Both parties need technology
- Both parties need to be available due to the time difference (6)

8.2 8.2.1 They can post updates on new offerings✓✓
- It can be used as a platform where clients can post reviews
- Recent pictures of the business or related products can be uploaded
- News and updates can be posted
- Accept any other relevant response (2)

8.2.2 Promotional videos on new offerings can be posted✓✓
- Offerings of the business can be showcased to draw customers
-Accept any other relevant answer (2)

[10]

QUESTION 9

9.1 She did not receive any letter of confirmation✓
She was put on hold by a rude receptionist✓
She had to wait long to be helped✓
- She got lost because the directions were confusing and street names have changed
- Nobody assisted her at reception (3)

9.2 Train staff to send confirmation after receiving payment for any booking✓✓
Put steps and quality control measures in place to follow with any booking✓✓
- train receptionists on telephone etiquette
- train staff to be helpful and attend to clients immediately
- update the map on the website
- ensure reception staff are on duty or have them make alternative arrangements with other staff members
- inform the client on what to do in the case of late arrival
- accept any other relevant answer (4)

9.3 Be polite and concise✓
Use correct language, grammar and punctuation✓
- Do not include unnecessary abbreviations/ punctuation, capital letters/emoticons
- Reply promptly
- Write a subject heading
- Do not forward chain letters
- Respect the privacy of those you are contacting
- Do not add large images/ attachment (2)

9.4 Satisfied customers✓✓
Positive word of mouth✓✓
Increased profits✓✓
- satisfied employees
- return visits (customer loyalty) (6)
[15]

TOTAL SECTION E: 25

GRAND TOTAL: 150