BERGVLIET HIGH SCHOOL

TOURISM END OF YEAR EXAMINATION

14 NOVEMBER 2025

GRADE 10

MARKS: 150

TIME: 2.5 hours

EXAMINERS: K.GRASS

MODERATOR: C. STEVENS

This question paper consists of 17 pages

INSTRUCTIONS AND INFORMATION

Read the following instructions before answering the questions:

1. This question paper consists of FIVE sections.

2. ALL questions in SECTIONS A, B, C, D and E are COMPULSORY.

3. Answer ALL questions in the answer book provided

4. A calculator may be used, all answers to be rounded off to TWO DEMCIMAL places.

5. The table below is a guide to help you allocate your time according to each section.

SECTION	SUBJECT	MARKS	TIME (minutes)
A	Short questions	30	15
B	Mapwork and Tour Planning	20	20
C	Tourist Attractions; Culture and Heritage Tourism; Marketing	30	35
D	Tourism sectors; Sustainable and Responsible Tourism	45	50
E	Domestic, Regional and International Tourism; Communication and Customer Care	25	30
	TOTAL	**150**	**150**

SECTION A: SHORT QUESTIONS

QUESTION 1

1.1 Various possible options are provided as answers to the following questions. Choose the correct answer and write only the letter (A - D) next to the question number (1.1.1 - 1.1.20) in the answer book, for example 1.1.21 A.

1.1.1 Kenzo from South Africa attended the 2019 Rugby World Cup in Japan. He is a …

A domestic tourist
B excursionist
C regional tourist
D international outbound tourist

1.1.2 Self-catering establishments require:

A room service
B cooking areas
C shuttle service
D shared bathrooms

1.1.3 The Lesedi Cultural Village would appeal to tourists interested in:

A culture and education
B games
C leisure
D sport

1.1.4 The 0° line of longitude is called:

A the Greenwich Meridian
B the equator
C the international date line
D time zone

1.1.5 The type of establishment chosen by a tourist is influenced by a/the:

A budget
B colour of the walls
C how efficient the transport is
D dishwashing facilities in a luxury lodge

1.1.6 If you pay using the internet:

A you can book and pay in advance
B you can use an ATM
C you can use a cheque
D you can use a speed point

1.1.7 GPS stands for:

A General Positioning System
B Global Position Synchronisaton
C Good Position System
D Global Positioning System

1.1.8 The Sardine Run occurs between the months of:

A February and March
B March and June
C May and July
D March to July

1.1.9 In the accommodation sector, identify the facility that can be referred to as in-room technology:

A complimentary tea and coffee
B extra blanket
C baby cot
D electronic key card

1.1.10 The government department that is responsible for issuing passports to South Africans.

A Department of Trade and Industry
B Department if International Affairs
C Department of Home Affairs
D Department of Economic Development

1.1.11 The term used to describe the illegal hunting of animals is

A hunting
B poaching
C trapping
D game viewing

1.1.12 Tourism is the study of activities, services and industries that provide a ... experience.

A bad
B unforgetable
C luxury
D travel

1.1.13 The equator divides the world in a/an

A Eastern and Southern hemisphere
B Western and Eastern hemisphere
C Northern and Southern hemisphere
D Northern and Western hemisphere

1.1.14 A/An ... arrives at and departs from a destination on the same day.

A tour operator
B travel guide
C tourist
D excursionist

1.1.15 According to Maslow's hierarchy of needs, the most basic need is:

A Physiological needs
B Safety needs
C Love/Belonging needs
D Esteem needs

1.1.16 Hot air ballooning is an example of:

A road transport
B extraordinary transport
C water transport
D boating transport

1.1.17 Bathroom extractor fans are an example of technology for ...

A comfort
B information
C entertainment
D safety

1.1.18 ... are map keys which use symbols to indicate features.

A Cardinal points
B Compass points
C Legends
D Grids

1.1.19 The International Date Line (IDL) is an imaginary line on the Earth's surface at ... longitude.

A 30º
B 60º
C 90º
D 180º

1.1.20 Which of the following has a negative effect on domestic tourism?

A Employment
B High interest and inflation rates
C Strong local economy
D Good infrastructure

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

1.2 Select the correct word(s) that best represents the map symbol. Write only the number and the correct word(s) e.g. 1.2.6 – Golf course.

National Heritage; Restaurant; Filling Station; National Parks; Hospital, Hotel

1.2.1 

1.2.2 

1.2.3 

1.2.4 

1.2.5 

(5 x 1) **[5]**

1.3 Match the term in COLUMN A with the function in COLUMN B. Write only the letter (A - E) next to the question number (1.3.1 - 1.3.5) in the answer book, for example 1.3.6 - F.

Column A		Column B	
1.3.1	ATM	A	Requires an app that enables internet banking and transfers from one account to another.
1.3.2	Speedpoint machines	B	An outdated form of payment.
1.3.3	Cellphone payments	C	Used for drawing cash.
1.3.4	Cheques	D	Convenient way of making large payments, accepted almost everywhere.
1.3.5	Credit card	E	Used to carry out credit and debit card transactions.

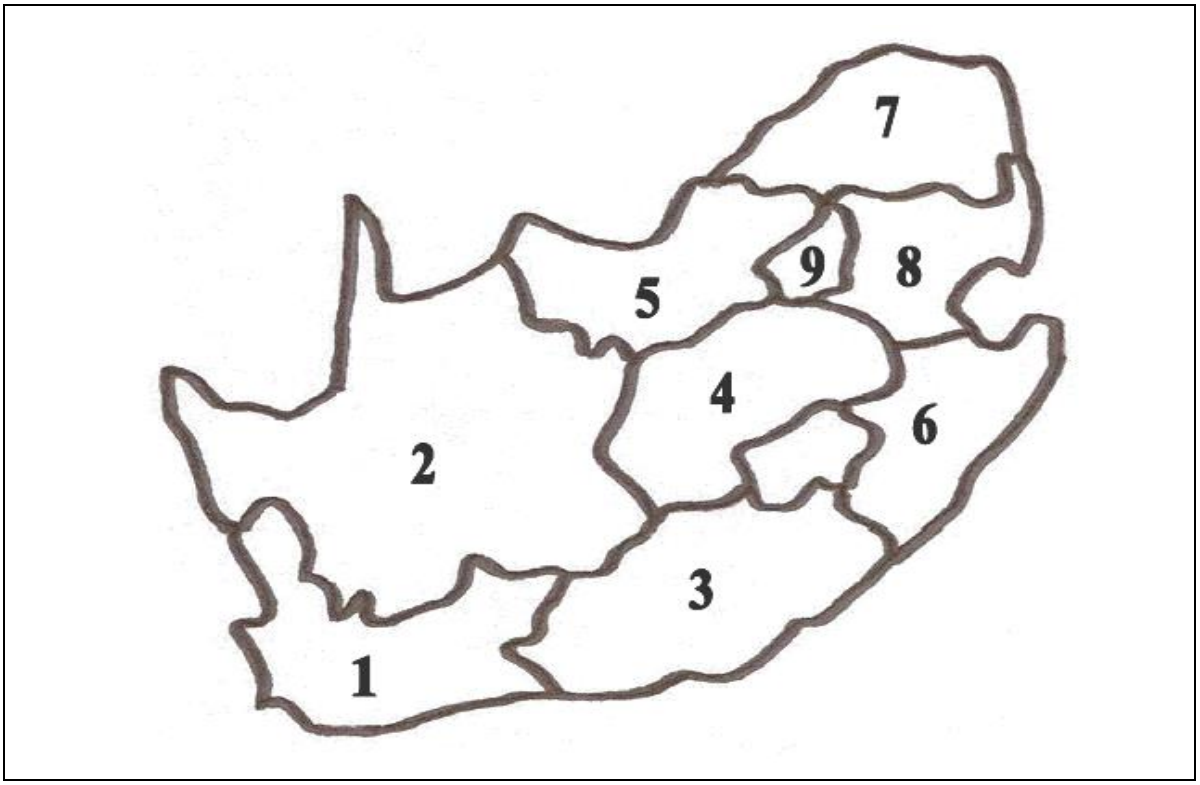
(5 x 1) **[5]**

TOTAL SECTION A: 30

SECTION B: MAP WORK AND TOUR PLANNING

QUESTION 2

2.1 Study the map of South Africa below and answer the questions that follow.



Identify the provinces and capital cities where applicable. Write only the question number and the correct answer, for example, 2.1.13 – Western Cape.

Number	Name of province	Capital City
2	Northern Cape	2.1.1
4	2.1.2	2.1.3
6	KwaZulu Natal	2.1.4
7	2.1.5	2.1.6
8	2.1.7	Nelspruit
9	2.1.8	2.1.9

(9 x 1) (9)

[9]

2.2 Ethan lives in Cape Town and decided to do a self-drive tour of two other provinces. He drove from Cape Town to Grahamstown where he will stay for 2 days and thereafter make his way to Durban where he will stay for 4 days and visit popular attractions in the city.

George												
773	Bloemfontein											
438	1004	Cape Town										
1319	634	1753	Durban									
645	584	1079	674	East London								
465	601	899	854	180	Grahamstown							
1171	398	1402	578	982	999	Johannesburg						
762	177	962	811	780	667	472	Kimberly					
1183	410	1431	236	752	932	356	587	Ladysmith				
1203	464	1343	821	1048	1065	287	380	597	Mafikeng			
335	677	769	984	310	130	1075	743	1062	1548	Port Elizabeth		
880	570	1314	439	235	415	869	747	517	1003	545	Umtata	
926	153	1156	564	737	754	258	294	340	451	830	718	Welkom
1701	928	1932	1118	1512	1529	530	1002	894	808	1605	1403	788	Messina

2.2.1 Name the TWO provinces Ethan will drive to. (2 x 1) (2)

2.2.2 Using the distance table above, calculate the total distance Ethan will drive from Cape Town to Grahamstown and then to Durban. (3 x 1) (3)

2.2.3 Calculate how long it will take for Ethan to drive from Grahamstown to Durban if he drives at an average speed of 100km/h. (3 x 1) (3)

2.2.4 Suggest THREE factors which may have caused a delay in QUESTION 2.2.3 resulting in him driving longer than expected. (3 x 1) (3)

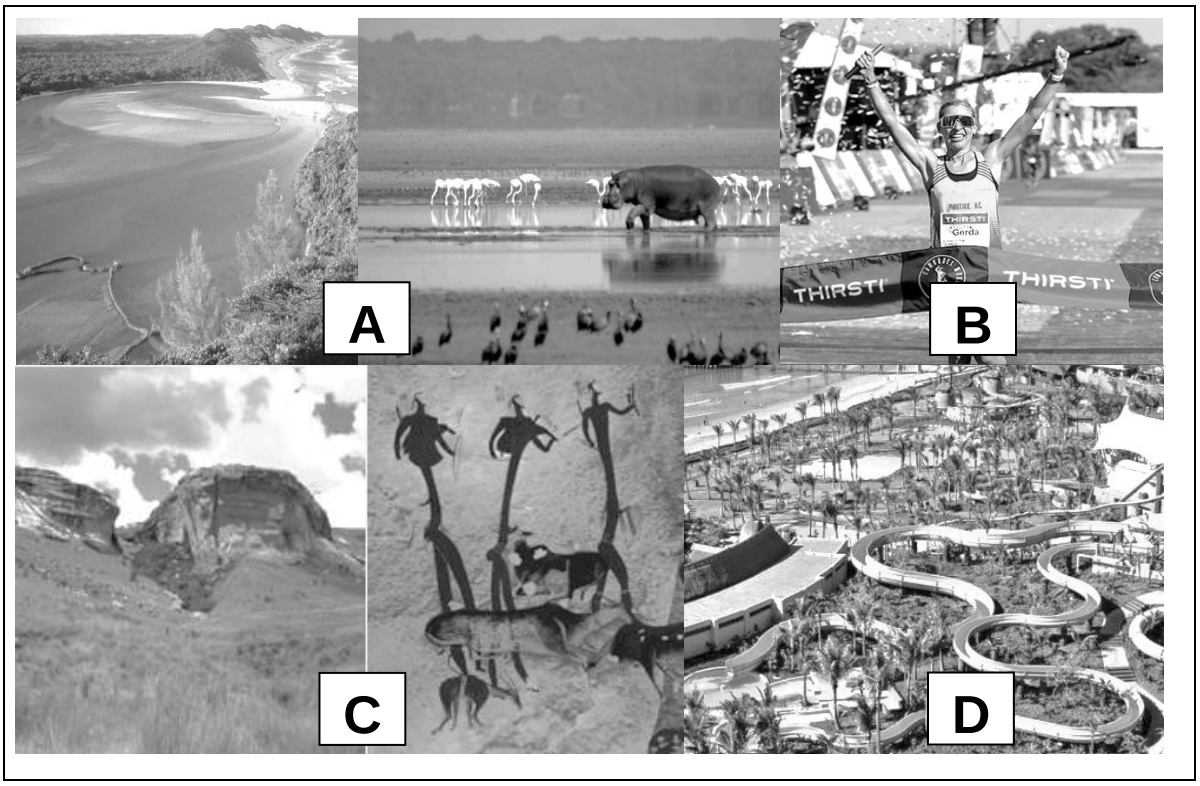
[11]

TOTAL SECTION B: [20]

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

QUESTION 3

3.1 Study the images of the attractions in KwaZulu Natal below and answer the questions that follow.



	Name of the attraction	ONE reason for its importance
A	3.1.1	3.1.2
B	3.1.3	3.1.4
C	3.1.5	3.1.6
D	3.1.7	3.1.8

(8 x 1) (8)

3.2 Provide the name of the international airport of KwaZulu Natal. (2)

[10]

QUESTION 4

Study the information below and answer the questions that follow.



Heritage Day is one of the newly created South African public holidays. It is a day in which all are encouraged to celebrate their cultural traditions in the wider context of the great diversity of cultures, beliefs, and traditions that make up the nation of South Africa.

https://www.sahistory.org.za/dated-event/first-celebration-national-heritage-day

4.1 Give the date when Heritage Day is celebrated in South Africa. (2)

4.2 Define the following:

(a) Culture (2)

(b) Heritage (2)

(c) Diversity (2)

4.3 Explain what is meant when South Africa is referred to as 'a rainbow nation'. (2)

[10]

QUESTION 5

Study the deep-sea diving advertisement below and answer the questions that follow.



5.1 Discuss what the purpose of marketing is. (2)

5.2 In your opinion, who is the target market of the advertisement above? (2)

5.3 Identify and extract ONE element of the marketing mix evident in the advertisement above (2 x 2) (4)

5.4 Recommend, to the owners of this business, where the best place would be to advertise this advertisement. Provide a reason for your answer. (2)

[10]

TOTAL SECTION C: 30

SECTION D: TOURISM SECTORS; SUSTAINABLE AND RESPONSIBLE TOURISM

QUESTION 6

6.1 Study the tourist profile below and answer the questions that follow.



Jewel had always dreamed of seeing Europe, but he'd never imagined his first trip overseas would be for surgery. At twenty-seven, he was a young physiotherapist from Cape Town, accustomed to helping others heal. Now, he was the one in need, facing a medical procedure he couldn't get at home. After months of pain and consultations, he found his best option lay in Germany, where a specialised orthopaedic surgery could finally relieve the lingering injury in his shoulder.

As he packed, his mind was filled with nerves and excitement. Germany was known for cutting-edge medical care and, he hoped, a speedy recovery. But going alone into unfamiliar territory, undergoing surgery, and facing recovery without his usual support network weighed on him. After some convincing, his older sister, Kirsten, arranged time off work to accompany him for the first week of the trip. She promised to stay through his surgery and early recovery, her calming presence offering him comfort.

The surgery went smoothly. The doctors assured him it was a success, and by the second day, he felt a sense of hope he hadn't experienced in years. During the first week of recovery, he felt the urge to explore but was held back by the need for rest. He and Kirsten settled for quiet moments at the apartment's window, watching autumn leaves flutter down. She even managed to find an English-speaking support group for medical tourists, giving him a few local connections he could lean on when she flew home.

As days turned to weeks, Jewel's strength returned. One cool afternoon, he ventured out on his own to explore the city's winding streets and leafy parks, savouring his freedom. When he returned to Cape Town, he knew he'd bring back more than just a mended shoulder—he'd carry with him the resilience of having travelled alone, found his way in a foreign land, and healed in both body and spirit.

6.1.1 Develop a tourist profile for Jewel. (4 x 1) (4)

6.1.2 Discuss why Jewel will be considered as an outbound, international tourist. (2 x 2) (4)

6.1.3 Suggest one mode of road transport Jewel would have used to explore the city. (2)

[10]

6.2 Study the source below and answer the questions that follow.

Victoria and Alfred Waterfront



Located right in the heart of the V and A Waterfront, this 4-star hotel offers a sun terrace with a bar. Free Wi-Fi and parking are provided.

Offering views of the Alfred Basin, Table Mountain or the piazza, all the rooms and lofts at the V and A Hotel offer king-size beds, a mini-bar and a private bathroom with bathrobes. Free coffee, herbal teas and biscuits are also available.

The surrounding area provides ample shopping and entertainment opportunities, from craft markets to cinemas and amphitheatres. The Nelson Mandela Gateway to Robben Island is within 800 feet of the hotel.

Guests can also make use of the hotel's pool, which is located across the street at the 5-star sister property, Dock House Boutique Hotel. Victoria and Alfred Hotel provides 24-hour security.

www.victoriaandalfred.com-capetown.com

6.2.1 State the name of the organization responsible for grading the Victoria & Alfred Hotel. (2)

6.2.2 Discuss TWO benefits of the Victoria & Alfred hotel being graded. (2 x 2) (4)

6.2.3 A hotel is an example of serviced accommodation. Provide TWO other examples of serviced accommodation. (2 x 1) (2)

6.2.4 Explain the difference between a double room and a twin room. (2 x 2) (4)

6.2.5 Hotel guests are able to make use of the hotel shuttle. Discuss TWO advantages and TWO disadvantages of using road transport. (2 x 2) (4)

6.2.6 The following terms were most likely displayed on the room rate sheet of the hotel, on their website. Explain what the following terms mean:

(a) pps (2)

(b) Continental breakfast (2)

6.2.7 In your opinion, does the hotel suit a business tourist? Motivate your answer. (1 + 2) (3)

[23]

QUESTION 7

Study the source below and answer the questions that follow.

Esona's Restaurant takes sustainability of their restaurant very seriously. The business ensures sustainable practices by reducing costs and being more energy efficient and less wasteful.

The Restaurant implements a 'no-cleaning green option' which means that they use paper instead of table cloths which avoids sending dirty tablecloths to the dry cleaners.



7.1 Explain the concept *Sustainable Tourism.* (2)

7.2 Identify ONE way in the information above in which Esona's Restaurant practices EACH of the following pillars of the triple bottom line:

7.2.1 Environmental pillar. (2)

7.2.2 Economic pillar. (2)

7.3 Explain the concept *Responsible Tourism.* (2)

7.4 Give TWO rules for tourists that display responsible tourist behaviour while visiting Esona's Restaurant. (2 x 2) (4)

[12]

TOTAL SECTION D: 45

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

QUESTION 8

8.1 Analyse the communication technology/equipment used to communicate in the tourism industry, and provide ONE advantage and ONE disadvantage of each type of technology/equipment identified.

Write only the numbers (8.1.1 a to 8.1.3 b) and the relevant answer.

	Technology type/equipment	Advantages	Disadvantages
8.1.1	<u>Cell phones</u> Used as a form of verbal communication and can be used to communicate via email, social networking, SMS, MMS and instant messaging.	8.1.1 (a)	8.1.1 (b)
8.1.2	<u>Computers</u> Ability to make bookings through websites or email using a credit card as a form of payment.	8.1.2 (a)	8.1.2 (b)
8.1.3	<u>Video call/conferencing</u> This communication method involves two or more participants being able to see each other while having a conversation, without being at the same place or country	8.1.3 (a)	8.1.3 (b)

(6 x 1) (6)

8.2 Discuss how a tourism business could use the following social network platforms.

8.2.1 

(2)

8.2.2 

(2)

[10]

QUESTION 9

Study the scenario below and answer the questions that follow.

> Jada had decided to go away for a week of relaxation. She made a reservation for one week at the Sea Hotel in Umhlanga. She made her payment and emailed the proof of payment to the hotel. However, she did not receive any notifications from the hotel to confirm her booking.
>
> She phoned the hotel and was put on hold immediately by a rude receptionist. When she finally got through, they managed to help her after a long wait.
>
> She printed the map to the hotel which she got from their website, but it was confusing because the street names had changed. The map was not updated.
>
> When she finally arrived at the hotel, she could not find anyone at reception. She dragged her bags inside and she waited for 20 minutes feeling hot and tired.

9.1 Identify THREE examples of bad service from the scenario above. (3 x 1) (3)

9.2 Advise TWO ways the bad service identified in QUESTION 9.1 can be corrected. (2 x 2) (4)

9.3 The staff at the Sea Hotel should be trained in email etiquette. In a paragraph, highlight TWO factors representing email etiquette. (2 x 1) (2)

9.4 Discuss THREE advantages of how the Sea Hotel would benefit by implementing service excellence. (3 x 2) (6)

[15]

TOTAL SECTION E: 25

GRAND TOTAL: 150