BERGVLIET HIGH SCHOOL

TOURISM END OF YEAR EXAMINATION

10 NOVEMBER 2025

GRADE 11

MARKS: 200

TIME: 3 hours

EXAMINERS: K.GRASS

MODERATOR: C.STEVENS

This question paper consists of 20 pages

INSTRUCTIONS AND INFORMATION

Read the following instructions before answering the questions:

1. This question paper consists of FIVE sections.
2. Answer ALL the questions.
3. Start EACH question on a NEW page.
4. Round off your answers in QUESTION 3 to TWO decimal places.
5. Show ALL calculations where necessary.
6. You may use a non-programmable calculator.
7. Use the mark allocation for each question as a guideline for the length of your answer.
8. Detach page 2 and staple to the front of your answer booklet.
9. Write neatly and legibly.
10. The table below is a guideline to help you divide your time according to each section.

SECTION	SUBJECT	MARKS	TIME (minutes)
A	Short questions	40	20
B	Mapwork and Tour Planning; Foreign Exchange	20	20
C	Tourist Attractions; Culture and Heritage Tourism; Marketing	40	40
D	Tourism sectors; Sustainable and Responsible Tourism	60	60
E	Domestic, Regional and International Tourism; Communication and Customer Care	40	40
	TOTAL	**200**	**180**

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 An airline that offers many services to passengers such as on-board meals and entertainment, preferential seating and blankets.

A budget airline
B airline hub
C full-service airline
D connecting flights

1.1.2 A type of technology used at certain international airports to verify the identity of passengers using fingerprint matching:

A thermal body scanner
B biometric scanner
C full body scanner
D x-ray scanner

1.1.3 The area in the airport where security checks, customs and immigration are performed.

A airport terminal
B airport airside
C airport landside
D check-in counter

1.1.4 The area accessible to anyone who has arrived by land.

A airport landside
B airport airside
C baggage allowance
D baggage collection

1.1.5 The place where passengers present their travel documents to an airline agent when they wish to board their flight.

A kiosk counter
B boarding lounge
C check-in counter
D boarding pass

1.1.6 When flying internationally travellers should produce a/an …

A proof of address
B identity document
C passport
D learner's license

1.1.7 Scans a person's whole body to determine body temperature. This indicates a passenger with a high fever.

A Metal detectors
B Thermal body scanner
C X-ray scanner
D Biometric scanner

1.1.8 Tweede Nuwejaar is …

A A celebration that occurs on the 2 December annually.
B A celebration where people throw coloured paint at each other.
C A minstrel (Kaapse Klopse) festival.
D A parade where Disney characters can be seen.

1.1.9 ... is an example of a landlocked SADC country.

A Madagascar
B Mozambique
C Botswana
D Angola

1.1.10 The island of Mozambique is a small … island.

A beautiful
B coral
C tropical
D ice

1.1.11 The capital city of Mauritius is:

A Port Louw
B Victoria
C Cape Town
D Port Louis

1.1.12 The act of exchanging the currency of one country for its equivalent value in a foreign currency:

A exchange rate
B foreign exchange
C fluctuations
D multiplier effect

1.1.13 The monetary unit used in Japan:

A £
B ¥
C $
D €

1.1.14 Real-time communication between two or more participants.

A email
B photocopying machine
C printer
D video conferencing

1.1.15 This type of insurance covers you for death and disability resulting from an accident in the rental car:

A TLW
B SCDW
C PIE
D STLW

1.1.16 Tourism levy with regard to car rental is a fee that the renter pays based on the length of rental and total kilometers travelled. This fee is paid to …

A TGCSA.
B TBCSA.
C SAVRALA.
D PRASA.

1.1.17 Stories that are passed down from one generation to the next in specific cultures are referred to as:

A traditions
B cuisine
C folklore
D culture

1.1.18 The barrel-shaped drum is also referred to as a/an:

A beats
B ghoema
C snare
D African drum

1.1.19 General requirements and personal qualities needed in the hospitality industry include:

A stamina for long hour shifts
B good communication skills
C ability to work under pressure
D All of the above

1.1.20 Effective verbal communication includes ...

A varying the tone of your voice.
B fidgeting.
C making use of a variety of hand gestures.
D using jargon.

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

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

1.2.1 (Aisle/Runway) is the passageway down the length of the aircraft which allows crew, flight attendants and passengers to move from one end of the cabin to the other.

1.2.2 The (galley/kitchen) is the area where the flight crew prepare food for the passengers.

1.2.3 The (flight pit/cockpit) is the area at the front of the aircraft where the pilot sits.

1.2.4 (Flight tables/Tray tables) are used for food and drinks or as a desk.

1.2.5 (Cargo hold/Baggage hold) is the area where checked baggage and cargo is stored.

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

1.3 Match the term in COLUMN B with the description in COLUMN A. 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 - G.

Column A		Column B	
1.3.1	A flight from one airport to another airport in the same country.	A	Regional flight
1.3.2	Coming into one country from another country.	B	Gateway
1.3.3	Leaving one country to another country.	C	Inbound
1.3.4	When a flight leaves a country to go to another country in the same region.	D	Domestic flight
1.3.5	A point of entry into a country or a point of departure from a country.	E	Outbound

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

1.4 Select the term that best matches the descriptions below regarding quality service management. Write only the correct term next to the question number (1.4.1 - 1.4.5) in the answer book.

Customer surveys; Quality control checks; Performance management; In-service training; SMS

1.4.1 It is a random method used to measure employees' actions against the behaviour and standards expected by the tourism business.

1.4.2 On the job training usually provided to a new staff member by a more experienced staff member.

1.4.3 An electronic communication method used to request or provide feedback.

1.4.4 A set of questions for a customer based on quality of service delivery.

1.4.5 It is the process used by firms to determine the levels of skills of their staff. It is also used to determine what skills or competencies (abilities) are needed for staff members to deliver excellent service.

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

1.5 Use the word cloud below and extract the FIVE elements of an itinerary. Write only the FIVE relevant words in your answer books.



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

TOTAL SECTION A: 40

SECTION B: MAP WORK AND TOUR PLANNING; FOREIGN EXCHANGE

QUESTION 2

Study the package tour below and answer the questions that follow.

Askari Game Lodge and Spa – Magaliesburg (2 nights)	
Day 1	Flight: Port Elizabeth to Johannesburg Car hire: Avis Car Hire Accommodation: Askari Game Lodge and Spa
Day 2	Car hire: Avis Car Hire Accommodation: Askari Game Lodge and Spa
Day 3	Car hire: Avis Car Hire Flight: Johannesburg to Port Elizabeth
Inclusions: · Return flights from Port Elizabeth to Johannesburg · 3-Day car rental with 200 km free daily, limited waivers, airport surcharge and tourism levy · 2 Nights' accommodation at Askari Game Lodge and Spa · Breakfast and dinner daily · BONUS: One game drive per stay · Travel dates: 1 November 2024 – 31 January 2025 · Cost: R 6406 pp sharing [Source: www.thompsons.co.za]	

2.1 Provide TWO services offered to the guests who book this package tour. (2 x 1) (2)

2.2 Identify the type of tourist who would consider booking the above-mentioned offer. Motivate your answer. (2)

2.3 Suggest ONE reason why a tourist would choose this packaged tour. (2)

2.4 You are a travel agent selling this package. Suggest TWO items your clients should pack when preparing for this packaged tour. Take into account the time of year the tour is on offer. (2 x 1) (2)

[8]

QUESTION 3

Study the exchange rates given below and answer the questions that follow:

FOREIGN CURRENCY	CURRENCY CODE	BBR	BSR
United States Dollar	USD	17.33	17.94
European Euro	EUR	18.77	19.55
Great British Pound	GBP	22.51	23.52

3.1 Ilhaam from Port Elizabeth returns from her business trip to the USA. She has $75 leftover of her spending money.

Calculate the amount in rand she will receive when exchanging her foreign currency for local currency. Show all the steps of your calculation. (3)

3.2 Morgan is planning a visit to her family in London. She has saved R8 500 to use as spending money for her trip

3.2.1 Morgan has never travelled internationally before and has heard about the term “fluctuations” when exchanging currency. Explain this term to her. (2)

3.2.2 List TWO places Morgan should go to exchange her local currency for foreign currency before her trip. (2 x 1) (2)

3.2.3 Calculate how much of the foreign currency she will receive when she exchanges her rand for the currency of the destination that she will be visiting. Show all the steps of your calculations. (3)

3.3 Explain how the money that both Ilhaam and Morgan spent, in the respective countries that they plan to visit, will contribute to the local economies of those countries. (2)

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TOTAL SECTION B: 20

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

QUESTION 4

4.1 Choose a word(s) from the list that best matches each description/statement below. Write only the word(s) next to the question number (4.1.1 - 4.1.5) in the ANSWER BOOK. You may only use a given option once.

Luanda; Two; Kissama National Park; None; Kinshasa; Hippopotamus; Lion; One

4.1.1 It is the only game park in Angola that can accommodate tourists.

4.1.2 The capital city of the DRC.

4.1.3 The number of harbours in the DRC.

4.1.4 Virunga National Park has the highest concentration of … in Africa.

4.1.5 The Island of Mozambique is 3km long and be explored in … day.

(5 x 1) (5)

4.2 Refer to the images of the SADC tourism attractions below and answer the questions that follow.

 Virunga National Park	 Lake Malawi
 Grand Baie	 Bazaruto Archipelago

4.2.1 Redraw and complete the table below in the ANSWER BOOK.

SADC Attraction	Country	ONE reason why it is a top tourist attraction
E.g. Fish River Canyon	Namibia	It is the second-largest canyon in the world
Virunga National Park	(1)	(1)
Lake Malawi	(1)	(1)
Grand Baie	(1)	(1)
Bazaruto Archipelago	(1)	(1)

(8)

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QUESTION 5

Read the statement below and answer the questions.

The Rainbow Nation was the name given to South Africa by Archbishop Desmond Tutu after the first democratic election in 1994. This is a perfectly descriptive name that captures the cultural uniqueness and diversity in South Africa.

5.1 Explain your understanding of the following concepts:

5.1.1 Culture (2)

5.1.2 Heritage (2)

5.1.3 Diversity (2)

5.2 In a paragraph, discuss the South African heritage uniqueness by focusing on the following:

1. <u>Traditional cuisine of different groups:</u>
   - Xhosa
   - Muslim
   - English and Afrikaans

2. <u>Traditional healing and medicine of different groups</u> (8)

5.3 Study the logo of SAHRA and answer the questions that follow.



5.3.1 Give the full name of the organization to replace the Letter A in the logo. (2)

5.3.2 State any function performed by SAHRA in relation to the national estate. (2)

5.3.3 Give TWO types/categories of sites protected by SAHRA. (2 x 1) (2)

[20]

QUESTION 6

Study the collage on marketing techniques and answer the questions that follow.



6.1 In your own words, distinguish between above-the-line promotional tools and below-the-line promotional tools. (2 x 2) (4)

6.2 Identify from the collage above:

6.2.1 TWO above-the-line promotional tools. (2 x 1) (2)

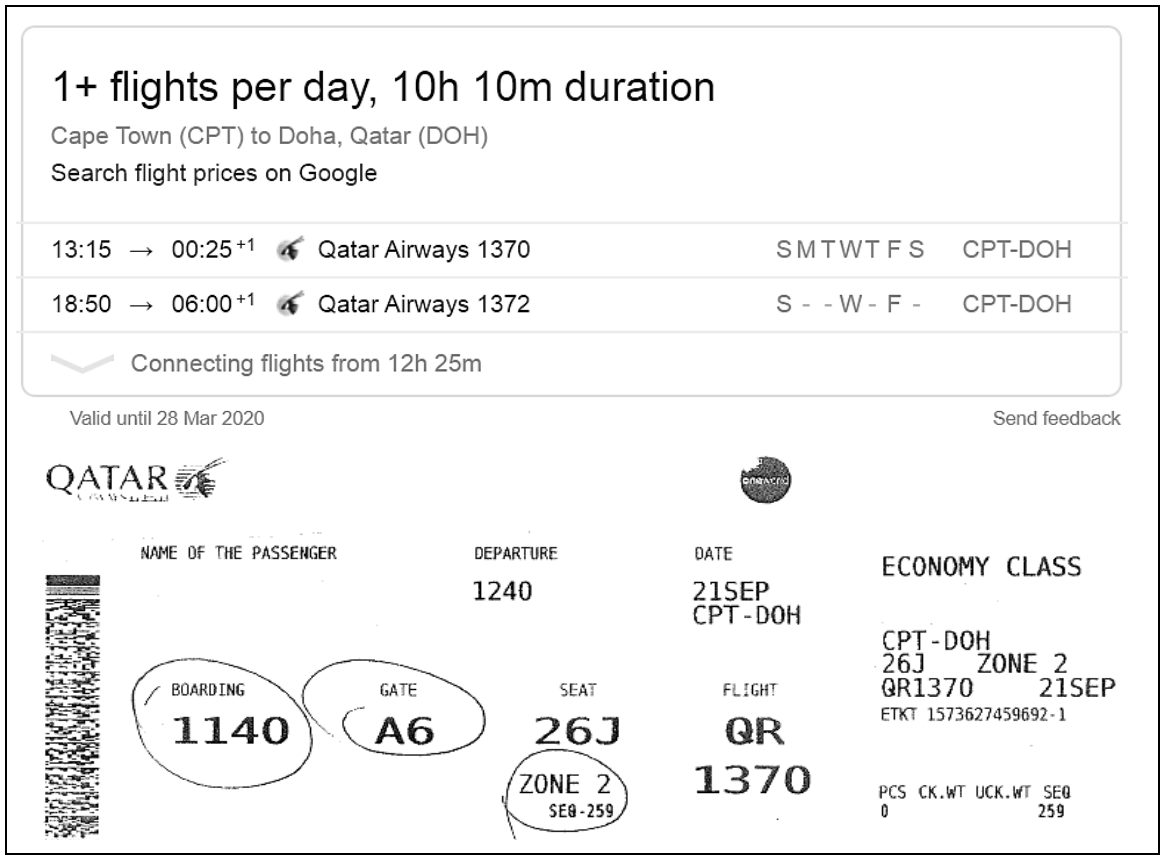
6.2.2 ONE below-the-line promotional tool. (1 x 1) (1)

[7]

TOTAL SECTION C: 40

SECTION D: TOURISM SECTORS; SUSTAINABLE AND RESPONSIBLE TOURISM
QUESTION 7

Study the flight schedule and air ticket extract below and answer the questions that follow.



7.1 Your grandmother will be travelling for the first time. In a paragraph explain the following to her:

- The airline she will be using and whether it's a national or international airline. (2)
- The departure and arrival cities. (2)
- What 'boarding' means and the time she has to board. (2 x 2) (4)
- How the boarding procedure works (3 x 2) (6)
- TWO things she can do for entertainment on the flight. (2 x 1) (2)

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7.2 Study the extract on the car rental industry and answer the questions that follow.

Jody is hiring a vehicle from Car Rental Company A. He decides to hire a Kia Picanto.

GROUP A: KIA PICANTO



Rental details	Exclusions:
Pick up: 08 November 2024 08:30 East London Airport Drop off: 10 November 2024 08:30 East London Airport Insurance type: SCDW and STLW Additional services Additional driver GPS Inclusions: - Levy - VAT	- Tyre damage - PAI - 200km free per day and R2.26 per kilometre thereafter - insurance - airport surcharge - tourism levy - fuel - insurance excess - windscreen damage Payment method: Credit card **Price:** Rental R700 (2 days @ R350 per day) Additional services: R546 Contract fee: R77 Total: R1323

7.2.1 State the FOUR conditions for renting a vehicle in South Africa. (4 x 2) (8)

7.2.2 From the extract above, explain the following insurances:

(a) SCDW (2)
(b) STLW (2)

7.2.3 Briefly explain to Jody why some car rental companies charge an airport surcharge. (2)

7.2.4 Discuss why car rental companies require clients to pay for their rental using a credit card. (2)

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7.3 Study the extracts below and answer the questions that follow.

Thembisa's Township Experience

Motherwell, Port Elizabeth, S.A.



Join us for:

- Full / half day township tour
- Homestay
- African beadwork experience
- The best in African cuisine

Prices available on request

Contact: Thembisa

* 041 484 1234 or 081 234 5678
* tembisa123@gmail.com



Nombulelo works for SAA as an air hostess. She started her career working on domestic flights and is presently working on international routes. She works long hours but loves her job.

SOUTH AFRICAN AIRWAYS

7.3.1 Thembisa can be regarded as an entrepreneur. Explain the concept of "entrepreneur". (2)

7.3.2 Identify FOUR qualities that an entrepreneur must have in order to ensure that he/she makes a success of a business. (4 x 1) (4)

7.3.3 Nombulelo needs to have certain personality traits in order to make a success of her career.

List TWO of the personality traits that she will need to have that will assist her in her career. (2 x 1) (2)

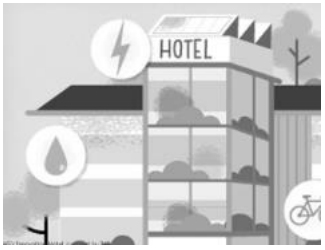
7.3.4 Identify TWO skills that Nombulelo needs to be a successful air hostess. (2 x 1) (2)

[10]

QUESTION 8

Study the information below and answer the questions that follow.

Sustainable Tourist Accommodation



The Sunset Hotels Group takes the sustainability of their hotels very seriously.

The group ensures sustainable practices by reducing costs, being more energy efficient and less wasteful.

Tourists may choose to have their rooms cleaned every second day, hire bicycles to move around in the area and pick seasonal fruits from the hotel gardens.

The Sunset Hotel Group prides itself in recruiting its employees from the surrounding communities and giving donations to schools in the surrounding area.

8.1 Explain the concept of Sustainable Tourism. (2)

8.2 Identify from the information above how The Sunset Hotels Group practices each of the pillars of sustainable tourism.

8.2.1 Economic (2)

8.2.2 Social (2)

8.2.3 Environmental (2)

8.3 Discuss how *leakage* and an *overdependence* on tourism are negative economic impacts within sustainable tourism. (2 x 2) (4)

8.4 Tourists are stakeholders in the tourism industry and play an important role.

8.4.1 Explain what responsible tourism is. (2)

8.4.2 Give TWO rules for tourists that display responsible tourist behaviour while staying at The Sunset Hotel Group. (2 x 2) (4)

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TOTAL SECTION D: 60

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

QUESTION 9

Study the travel behaviour and preferences of the domestic tourism market segments below and answer the questions.

A	B	C
		
- Weekend specials with many activities. - Make new friends. - Discover new places. - Fun! Fun! Fun!	- Travel is a way of life. - Spend quality time with loved ones. - Travel experiences and memories are important.	- Travel to escape the city. - Spend time with family in new and different locations. - Expose the children to different activities.

9.1 Write out DTGS in full. (2)

9.2 Explain what the purpose of the DTGS is. (2)

9.3 Name the domestic market segments labelled A, B and C that have been identified to form part of the target market of the DTGS (2012–2020) marketing campaign. (3 x 2) (6)

9.4 Give ONE reason why domestic tourists prefer to travel in December. (2)

9.5 Identify ONE strategic objective of the DTGS (2012–2020) that specifically aims to address the less popular months for leisure travel among domestic tourists. (2)

9.6 Explain TWO ways in which the DTGS (2012–2020) aims to achieve the objective identified in QUESTION 9.2. (2 x 2) (4)

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QUESTION 10

10.1 Study the scenario below and answer the questions that follow.

Customer Care for Foreign Tourists

A group of foreign tourists entered a popular restaurant, excited to try the local cuisine. Despite several empty tables, the hostess glanced at their traditional attire and murmured something to a colleague before seating them near the kitchen. Their waiter approached with a cold expression, making a point to speak only the local language, ignoring their attempts to communicate in English.



When they asked about specific dishes, he rolled his eyes and made a dismissive remark about "outsiders not appreciating real local food." The dishes they received were cold and poorly presented, but their polite requests for replacements were met with indifference.

10.1.1 Explain how the traditions or customs of the foreign tourists were disrespected by the locals. (2)

10.1.2 Explain TWO ways the staff could have treated the tourists differently. (2 x 2) (4)

10.1.3 The foreign tourists were visibly unhappy about the service they received.

(a) Extract TWO reasons why these foreign tourists had the right to complain. (2 x 2) (4)

(b) Give TWO disadvantages of verbal customer complaints. (2 x 2) (4)

(c) Discuss TWO reasons why customer complaints are good for business. (2 x 2) (4)

(d) Explain by giving TWO reasons for the value of having a complaint-handling system. (2 x 2) (4)

[22]

TOTAL SECTION E: 40
GRAND TOTAL: 200