



# basic education

Department:  
Basic Education  
**REPUBLIC OF SOUTH AFRICA**

## **NATIONAL SENIOR CERTIFICATE**

**GRADE 12**

**TOURISM**

**NOVEMBER 2024**

**MARKS: 200**

**TIME: 3 hours**

**This question paper consists of 25 pages.**

**INSTRUCTIONS AND INFORMATION**

Read the instructions carefully 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. For QUESTION 3.1, round off your answers to TWO decimal places.
5. Show ALL calculations.
6. You may use a non-programmable calculator.
7. Use the mark allocation of each question as a guide to the length of your answer.
8. Write neatly and legibly.
9. The table below is a guide to help you allocate your time according to each section.

SECTION	TOPICS	MARKS	TIME (minutes)
A	Short Questions	40	20
B	Map Work and Tour Planning; Foreign Exchange	50	50
C	Tourist Attractions; Culture and Heritage Tourism; Marketing	50	50
D	Tourism Sectors; Sustainable and Responsible Tourism	30	30
E	Domestic, Regional and International Tourism; Communication and Customer Care	30	30
	<b>TOTAL</b>	<b>200</b>	<b>180</b>

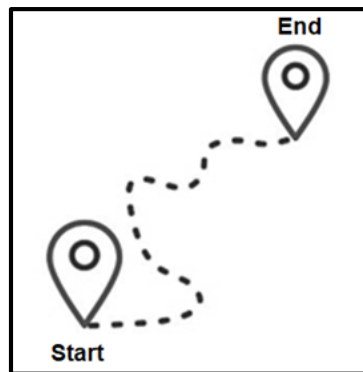
**SECTION A: SHORT QUESTION****QUESTION 1**

- 1.1 Various options are provided as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question numbers (1.1.1 to 1.1.20) in the ANSWER BOOK, e.g. 1.1.21 D. ...

1.1.1 Tips for waiters is a necessary expense of a tourist's budget. It is part of a/an ... expense.

- A transport
- B optional
- C accommodation
- D shopping

1.1.2 The arrival point of a journey is called (the) ...



- A destination.
- B departure.
- C embarkation.
- D transit.

1.1.3 The International Date Line (IDL) is the imaginary line ...

- A dividing the Earth in a Northern and Southern Hemisphere.
- B from where time zones are calculated.
- C resulting in a date change during travelling.
- D crossing Brazil, South America.

1.1.4 Drinking bottled water is considered a precaution against contracting ...

- A malaria.
- B cholera.
- C Covid-19.
- D avian flu.

1.1.5 A yellow fever certificate can be obtained from a/an ...

- A embassy.
- B travel clinic.
- C wellness clinic.
- D police station.

1.1.6

EXCHANGE RATE TABLE: CURRENCIES COMPARED TO THE SOUTH AFRICAN RAND			
Australian dollar	United States dollar	Euro	British pound
12,22	18,45	20,55	23,68

The most expensive destination for a tourist from South Africa:

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

1.1.7 The photo below, taken in the Black Forest, is associated with this country:



- A Egypt
- B Germany
- C Iraq
- D Namibia

1.1.8 This structure was built to protect a country and is over 6 000 km long:

- A The Great Wall of China
- B The Leaning Tower of Pisa
- C The Vatican City
- D Ayers Rock

1.1.9 This waterfall is a natural attraction located between two countries in North America:

- A Angel Falls
- B Mac-Mac Falls
- C Niagara Falls
- D Victoria Falls

1.1.10 ONE way in which an attraction caters for visitors with disabilities:

- A It charges higher entry fees.
- B It facilitates universal access.
- C It disregards the safety and security of their visitors.
- D It employs people from the local community.

1.1.11 South Africa's brand logo below usually displays the following slogan:



- A 'Inspiring new ways'
- B 'Proudly South African'
- C 'I do Tourism'
- D 'Welcome to South Africa'

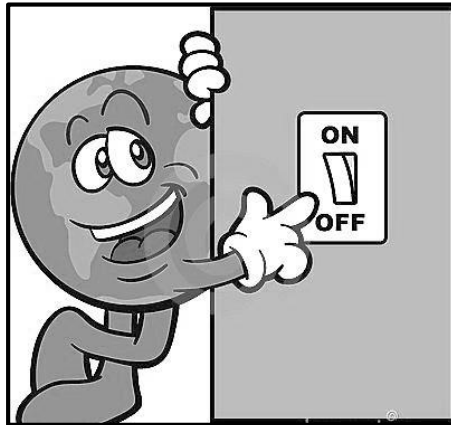
1.1.12 SATourism's marketing campaign that was launched in 2022:

- A 'Live South Africa!'
- B 'A world in one country'
- C 'Alive with possibility'
- D 'We are the world'

1.1.13 The #Khomani Cultural Landscape is traditionally associated with ...

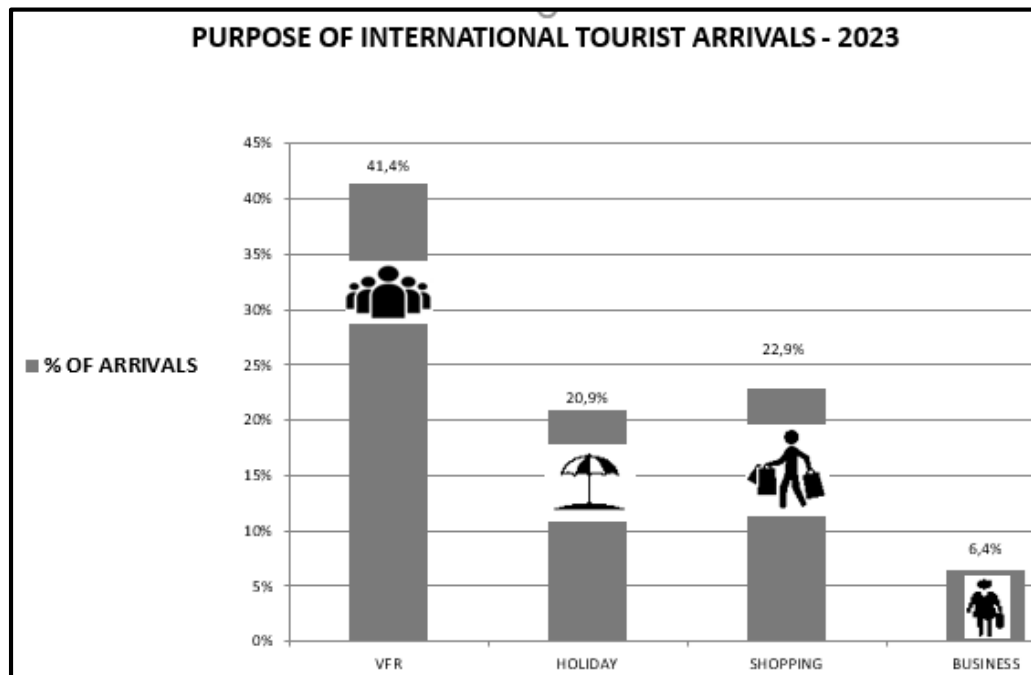
- A an ancient golden rhino artefact.
- B hunting with a bow and arrow.
- C the remains of Mrs Ples.
- D a former president's time in jail.

- 1.1.14 Tourism businesses saving electricity is considered to be a/an ... practice.



- A unsustainable  
B responsible  
C irresponsible  
D wasteful
- 1.1.15 An example of good work ethics:
- A Respect for company property  
B Gossip about fellow workers  
C Take long smoke breaks  
D Accept gifts from clients
- 1.1.16 The current rugby world champions:
- A France  
B Ireland  
C New Zealand  
D South Africa
- 1.1.17 The mass shooting of university students in the United States of America can be regarded as a/an ...
- A natural disaster.  
B act of terror.  
C political situation.  
D civil war.
- 1.1.18 ... collects information about tourists' length of stay in South Africa.
- A SARS  
B PRASA  
C Stats SA  
D SATSA

- 1.1.19 The second most popular purpose of international tourist arrivals in South Africa:



[Source: [www.statssa.gov.za](http://www.statssa.gov.za)]

- A Holiday
- B Shopping
- C Business
- D VFR

- 1.1.20 A disadvantage of web-based responses for customer feedback:

- A It is a fast and convenient feedback method.
- B It is completed after the service has been delivered.
- C An internet connection and data are required.
- D A smartphone or a laptop can be used to complete the feedback.

(20 x 1) (20)

- 1.2 Give ONE word/term for EACH of the following descriptions by choosing a word/term from the list below. Write only the word/term next to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK, e.g. 1.2.6 bank buying rate.

natural disaster; recession; days spent; money spent; air; route planning; publicity; land; political
--

- 1.2.1 The Israel-Gaza War is an example of a ... situation.
- 1.2.2 The impact of fewer tourists and less money in an economy can lead to a/an ...
- 1.2.3 In tourism, the term *expenditure* refers to ... while travelling.
- 1.2.4 A bus accident injuring many tourists during a peak holiday season will lead to negative ...
- 1.2.5 Tourists from Zimbabwe entering South Africa at the Beit Bridge border post form part of ... markets.

(5 x 1) (5)

1.3 Choose the correct word(s) from those given in brackets. Write only the word(s) next to the question numbers (1.3.1 to 1.3.5) in the ANSWER BOOK, e.g. 1.3.6 passport.

- 1.3.1 Buying products made from recyclable material will result in a (reduced/increased) carbon footprint.
- 1.3.2 (FTT/SAHRA) ensures that fair wages and good working conditions are practised by tourism businesses in South Africa.
- 1.3.3 Offering internships to school-leavers from local communities is considered a (CBR/CSI) initiative of a tourism company.
- 1.3.4 A sustainable practice at a conference is for delegates to refill (glass/plastic) bottles at the water station.
- 1.3.5 Tourism businesses that acknowledge local customs, traditions and celebrations can be considered as practising (the triple bottom-line/foreign market share). (5 x 1) (5)

1.4 Choose a World Heritage Site from COLUMN B that matches the description in COLUMN A. Write only the letter (A–F) next to the question numbers (1.4.1 to 1.4.5) in the ANSWER BOOK, e.g. 1.4.6 G.

COLUMN A		COLUMN B	
1.4.1	The site, showcasing the remains of an ancient civilisation, that is located in Limpopo	A	Fossil Hominid Sites of South Africa
1.4.2	A meteorite site located in the Free State and North West	B	Mapungubwe Cultural Landscape
1.4.3	The site in Mpumalanga that includes the Geotrail and ancient rock formations	C	iSimangaliso Wetland Park
1.4.4	An estuary (river mouth) in KwaZulu-Natal that is popular for scuba diving	D	Vredefort Dome
1.4.5	The Sterkfontein Caves form part of this World Heritage Site in Gauteng	E	Maloti-Drakensberg Park
		F	Barberton Makhonjwa Mountains

(5 x 1)

(5)



1.5 Study the information below and answer the questions that follow.

**APPEARANCE SAYS IT ALL**

First impressions last! By the time the guest checks in, several judgements about the appearance of the business and the staff have already been made.

Staff members are often recognised by the uniforms they wear, as shown in pictures **A** to **H** below. A priority for the hotel management is to ensure hotel staff are professionally and appropriately dressed.

[Adapted from [www.pinterest.com](http://www.pinterest.com)]

Match pictures **A** to **H** above with the job descriptions below. Write only the letter (A–H) next to the question numbers (1.5.1 to 1.5.5) in the ANSWER BOOK, e.g. 1.5.6 K.

- 1.5.1 This staff member is responsible for ensuring that the hotel is kept clean.
- 1.5.2 This staff member must ensure all plumbing is fully functional at the hotel.
- 1.5.3 This staff member is a culinary specialist.
- 1.5.4 This staff member is the first point of contact with arriving guests at luxury hotels.
- 1.5.5 This person manages the team that ensures the safety of all guests.

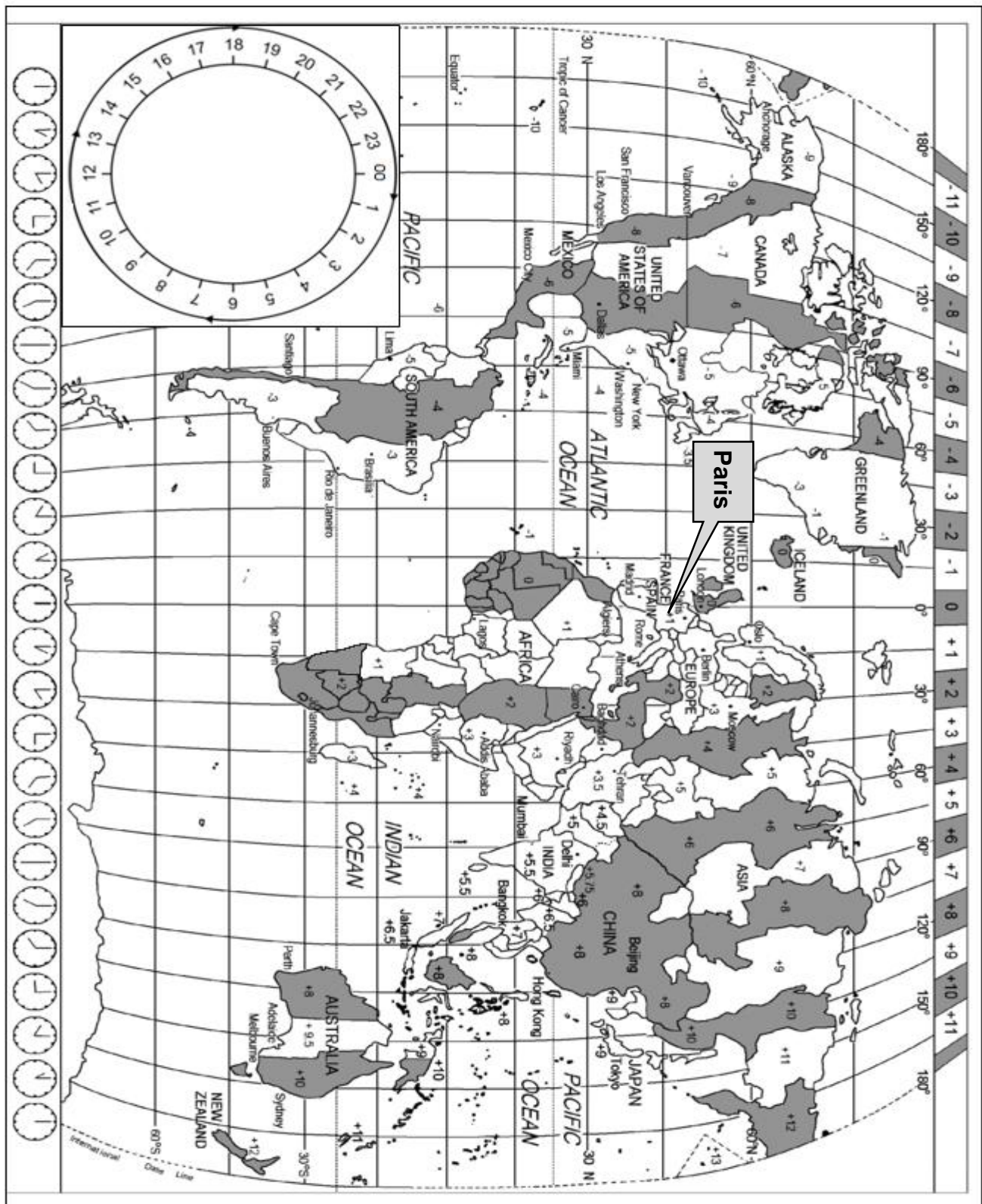
(5 x 1)

(5)

**TOTAL SECTION A: 40**


**SECTION B: MAP WORK AND TOUR PLANNING; FOREIGN EXCHANGE****QUESTION 2**

Study the World Time Zone map and the information below and answer the questions that follow.



2.1

PARIS – THIRD TIME AROUND!	
	
<p>The Summer Olympics took place in Paris, France, from 26 July to 11 August 2024.</p> <p>Apart from London, Paris is the second city that had the opportunity to host the Olympic Games three times: first in 1900, then 1924 and now in 2024.</p> <p>The Olympic Committee introduced breakdancing ('breaking') as an Olympic sport in Paris 2024. Three other sports were also introduced for the first time: sport climbing, skateboarding and surfing.</p>	
[Adapted from <a href="http://www.olympics.com">www.olympics.com</a> ]	

BREAKDANCING (BREAKING)	
<p>Breaking is the name given to the actual dance. Dancers compete against opponents by showing off their moves in 60-second dance rounds, known as 'battles' or 'throw downs'.</p> <p>Examples of breaking include head, back and elbow spins, windmills, jackhammers and hand glides.</p>	
[Adapted from <a href="http://www.redbull.com">www.redbull.com</a> and <a href="http://www.istockphoto.com">www.istockphoto.com</a> ]	

2.1.1 Calculate the time difference between London and Paris at the time of the Olympic Games. (2)

2.1.2 Team South Africa competed at the Paris 2024 Summer Olympics.

Their flight departed from OR Tambo International Airport at 20:00 on 18 July 2024. The duration of the flight was 11 hours.

Calculate the time and date the South African team arrived in Paris.

**NOTE:** France practised DST at the time of the Olympic Games. (4)

2.1.3 Explain ONE way in which the team members had to adjust their watches upon arrival in Paris. (2)

2.1.4 The duration of the flight was 11 hours.

(a) Name the travel-related condition the team members suffered from after the flight. (2)

(b) Discuss ONE reason for your answer to QUESTION 2.1.4(a). (2)

2.2 After the Olympic Games, the team members extended their stay in Europe in order to explore other regions of France, Italy and Spain.

2.2.1 Name the visa required for their journey. (1)

2.2.2 Explain ONE reason why the South African team had to apply for their visas on the French visa application website and visit the French embassy. (2)

2.2.3 Explain TWO advantages of the type of visa named in QUESTION 2.2.1. (4)

2.3 The team's itinerary included a visit to the Italian coast. They planned on spending a few days at the beach.

2.3.1 Name TWO items that the team members should have placed in the safe of the hotel room before leaving for the beach. (2)

2.3.2 In a paragraph, discuss THREE ways in which the team could protect themselves from exposure to the sun while at the beach. (6)

**NOTE:** Use full sentences in a paragraph format. (1)

2.3.3 Madrid in Spain is known for its vibrant nightlife.  
Suggest TWO ways in which the team could ensure their safety while exploring the streets of Madrid at night. (4)

2.4 On the team's arrival at the OR Tambo International Airport, Cheslin, one of the team members, had the following items in his luggage:

- 2 x 50 ml perfume
- One pair of sneakers
- 30 cigars
- 3 litres of French wine

Cheslin went through the red channel on arrival.

Give TWO reasons why Cheslin proceeded to the red channel. (4)  
**[36]**

**QUESTION 3**

3.1 Refer to the information below and answer the questions that follow.

Each South African team member had R50 000 spending money for the trip to the Summer Olympic Games in Paris. They exchanged their rands at the OR Tambo International Airport before their flight to Paris.

CURRENCY	BANK BUYING RATE (BBR)	BANK SELLING RATE (BSR)
British pound	23,66	23,68
Euro	20,52	20,55

Give the currency code for the following currencies:

3.1.1 British pound (1)

3.1.2 Euro (1)

3.2 Convert R50 000 into euro. (3)

3.3 Cheslin had €75 left upon his arrival in South Africa.  
Calculate the amount in ZAR. (3)

3.4 The gross domestic product is one of the main indicators to measure the wealth of a country.

3.4.1 Explain the concept *gross domestic product (GDP)*. (2)

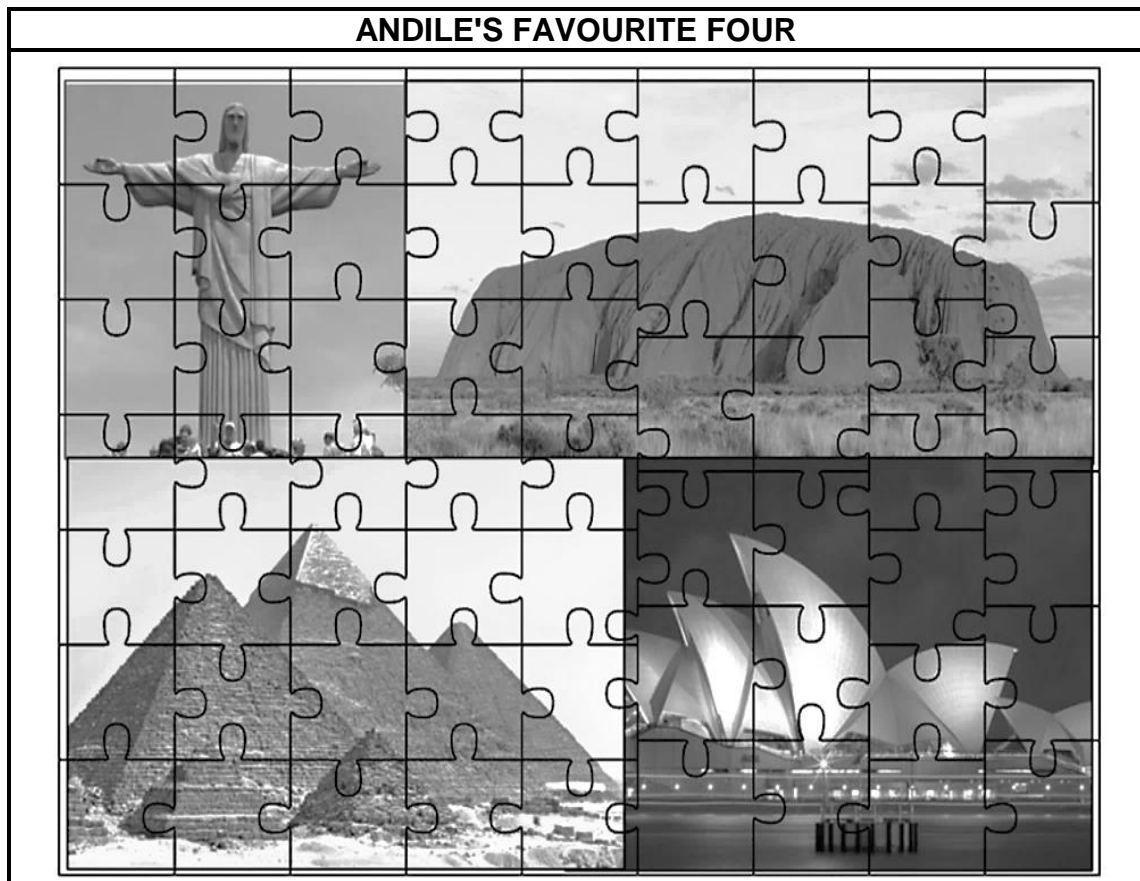
3.4.2 Discuss TWO ways how the hosting of the Olympic Games contributed to an increase in the GDP of France. (4)  
**[14]**

**TOTAL SECTION B: 50**

**SECTION C: TOURIST ATTRACTIONS; CULTURE AND HERITAGE TOURISM; MARKETING****QUESTION 4**

4.1 Study the information below and answer the questions that follow.

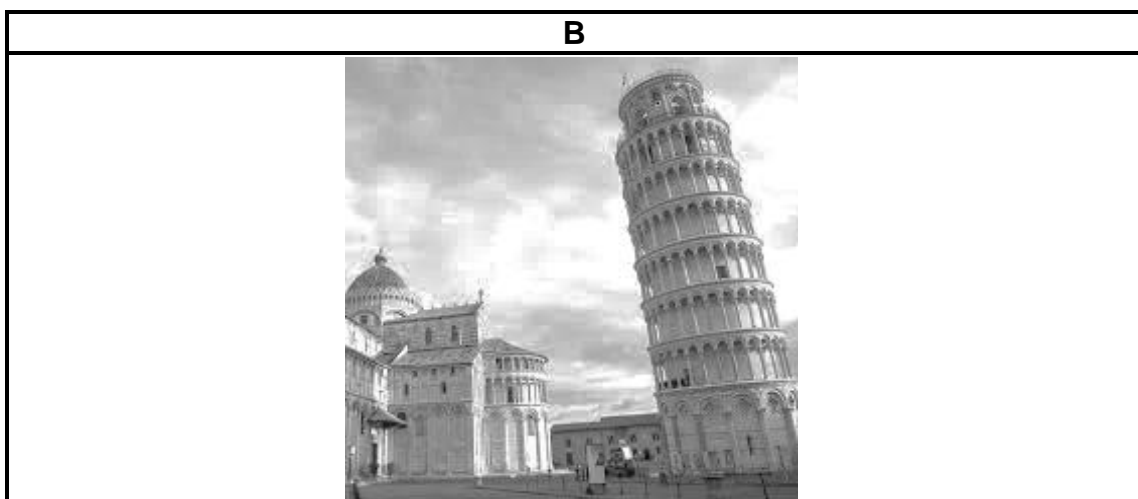
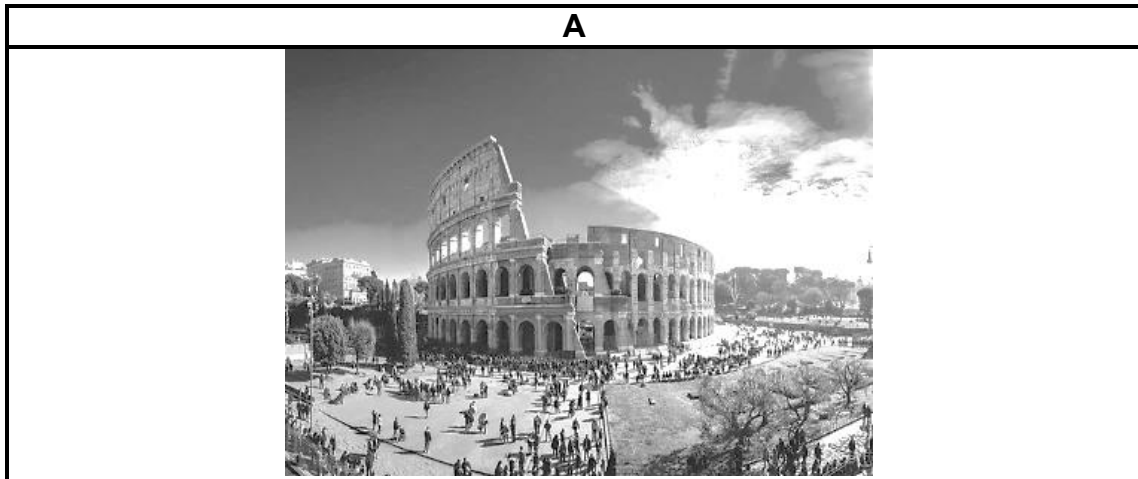
Andile, a South African globetrotter (world traveller), had a puzzle made of some of his favourite destinations in the world.



[Source: Own creation]

- 4.1.1 Refer to the puzzle above.
- (a) Identify the FOUR icons Andile visited. (4)
  - (b) Name the countries where the icons identified in QUESTION 4.1.1(a) are located. (3)
- 4.1.2
- (a) Identify the icon in the puzzle that is associated with music. (2)
  - (b) Give ONE reason for your answer to QUESTION 4.1.2(a). (2)
- 4.1.3 Write THREE facts about the icon in the puzzle which is located in Africa. (6)
- 4.1.4 Give TWO reasons why tourists interested in sacred and religious sites would visit any TWO of the icons in the puzzle. (4)

- 4.2 Andile visited THREE icons (**A**, **B** and **C** below) located in the same European country.



4.2.1 Identify the icons labelled **A**, **B** and **C**. (3)

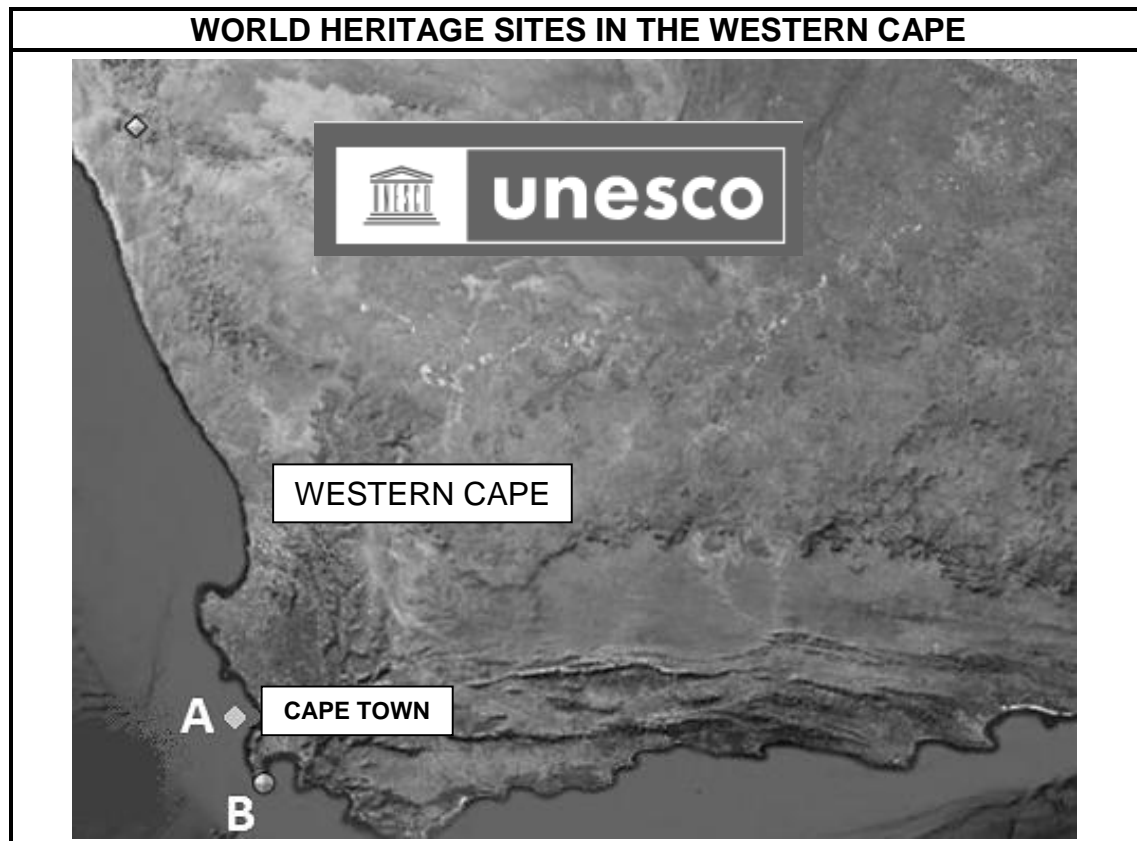
4.2.2 Each of the icons above was constructed (built) in a unique way.

Discuss ONE fact of EACH of the icons with reference to their design and the way in which they were built.

(6)  
[30]

**QUESTION 5**

Study the map below and answer the questions that follow.



[Adapted from [www.whc.unesco.org/za](http://www.whc.unesco.org/za)]

- 5.1 Name the TWO World Heritage Sites located in the Western Cape, labelled **A** and **B** on the map. (4)
- 5.2 Give TWO reasons why the cultural site named in QUESTION 5.1 would attract tourists interested in the South African history. (4)
- 5.3 Explain the role of UNESCO in relation to World Heritage Sites. (2)
- [10]**



**QUESTION 6**

6.1 Read the website post below and answer the questions that follow.

**SATOURISM'S GLOBAL BRAND AMBASSADOR,  
SIYA KOLISI**



'Siya is the perfect person to partner with SATourism in our marketing and promotional efforts as we seek to attract more travellers to come to visit our country. He is an exceptional South African whose story and journey inspire people from various parts of the globe. He is a true South African icon,' says the acting chief executive officer at SATourism, Nomasonto Ndlovu.

[Adapted from [www.bizzcommunity.com](http://www.bizzcommunity.com)]

- 6.1.1 Give ONE reason why Siya Kolisi was selected as the brand ambassador for SATourism. (2)
- 6.1.2 Discuss TWO reasons why SATourism markets South Africa internationally. (4)

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



[Adapted from [www.bizcommunity.com](http://www.bizcommunity.com)]

6.2.1 Identify the international travel trade show in the picture above. (2)

6.2.2 SATourism receives funding to market South Africa internationally.


Explain the role of the TBCSA in the management of the marketing funds.

(2)  
[10]

**TOTAL SECTION C: 50**

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

7.1 Study the information below and answer the questions that follow.

CONDITIONS OF EMPLOYMENT
<p>The head offices of international cruise lines are often based in major cities across the world. Therefore, they do not need to adhere to the basic conditions of employment legislation of any country. They can hire staff from anywhere in the world, even though it may create challenges relating to employment laws. However, cruise lines have set employment criteria that must be met when staff is hired.</p> <p>Working on a cruise ship often means long shifts of more than 12 hours a day. It is common practice to work seven days a week for several months without a break. Resting periods are often inadequate (too short) and staff is often not paid for working overtime.</p>


[Source: [www.silverwind.com](http://www.silverwind.com)]


7.1.1 Name the agreement between the cruise line and a crew member that must be signed before reporting for duty on a cruise ship. (2)

7.1.2 Lydia is a travel agent specialising in bookings for cruise liners. Her office is in the city centre of Gqeberha. Her work week is from Monday to Friday and it is in line with the Basic Conditions of Employment Act (BCEA).

(a) Give Lydia's working hours as specified in the BCEA. (2)

(b) Advise Lydia on ONE regulation concerning overtime work. (2)

7.2 Study the information below and answer the questions that follow.

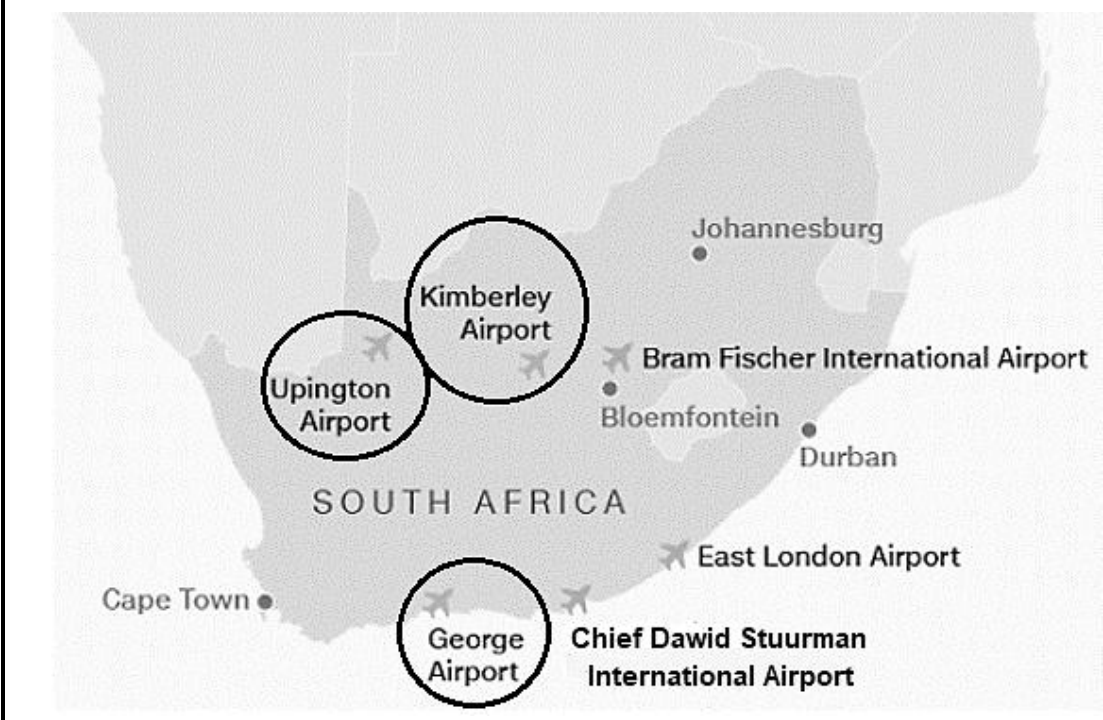
CODE OF CONDUCT	
<p><b>Be professional and courteous:</b></p> <ul style="list-style-type: none"> <li>• Treat everyone with kindness and respect.</li> </ul> <p><b>Prioritise safety and security:</b></p> <ul style="list-style-type: none"> <li>• Always keep passengers and crew safe.</li> </ul> <p><b>Work together as a team:</b></p> <ul style="list-style-type: none"> <li>• Help each other and communicate well.</li> </ul> <p><b>Respect privacy and confidentiality:</b></p> <ul style="list-style-type: none"> <li>• Keep passengers' and crew members' information private.</li> </ul> <p><b>Maintain cleanliness and appearance:</b></p> <ul style="list-style-type: none"> <li>• Maintain a clean and neat uniform and personal hygiene.</li> </ul> <p><b>Act with integrity:</b></p> <ul style="list-style-type: none"> <li>• Be honest and do the right thing.</li> </ul> <p><b>Respect cultural differences:</b></p> <ul style="list-style-type: none"> <li>• Be mindful of different cultures and backgrounds.</li> </ul>	

[Adapted from [www.labourguide.co.za](http://www.labourguide.co.za)]

- 7.2.1 Give ONE reason why a cruise line must have a code of conduct for their staff. (2)
- 7.2.2 Respect for cultural differences is essential when working on a cruise ship.
- Discuss ONE consequence (what can happen) for a crew member who disrespects cultural differences. (2)
- 7.2.3 Explain how respecting a code of conduct can promote a conducive (good) working environment for staff. (2)
- [12]**

**QUESTION 8**

8.1 Study the information below and answer the questions that follow.

<b>SOLAR-POWERED AIRPORTS</b>	
	
<p>Airports Company South Africa (ACSA) has introduced three solar-powered airports, namely Upington, George and Kimberley, making it a first for the African continent. As part of its sustainability efforts, ACSA plans to extend this initiative to three additional regional airports soon. This is in line with its plan to make airports more environmentally friendly. Given South Africa's abundant sunshine, using solar power is a logical step towards generating electricity.</p>	
<p>[Adapted from <a href="http://www.edition.cnn.com">www.edition.cnn.com</a>]</p>	

8.1.1 Explain the concept of *solar power*. (2)

8.1.2 (a) Complete the sentence below.

The use of solar power is associated with the ... pillar of sustainability. (2)

(b) Name the other TWO pillars of sustainability. (2)

8.1.3 Explain TWO advantages for airports of using solar power. (4)

8.2

ACSA's 2025 strategy is to 'become the most sought-after (in demand) partner in the world for the provision of sustainable airport management solutions'.

Discuss TWO ways in which ACSA's 2025 strategy can contribute to EACH of the aspects below.

8.2.1	Business operations	(2 x 2)	(4)
8.2.2	Responsibility regarding climate change	(2 x 2)	(4)
			<b>[18]</b>
<b>TOTAL SECTION D:</b>			<b>30</b>

**SECTION E: DOMESTIC, REGIONAL AND INTERNATIONAL TOURISM;  
COMMUNICATION AND CUSTOMER CARE****QUESTION 9**

9.1 Study the information below and answer the questions that follow.

BRICS IS EXPANDING

<p>BRICS is an acronym for five emerging (developing) countries, namely Brazil, Russia, India, China and South Africa. In October 2023, BRICS met in Russia and admitted new member countries.</p> <ul style="list-style-type: none"><li>• This BRICS relationship helps South Africa to trade with oil-rich nations.</li><li>• The relationship attracts investments and boosts economic growth in South Africa, especially during the current energy crisis.</li><li>• The annual BRICS meeting covers cooperation, trade, investment, climate change, sustainable development and politics.</li></ul> <p>Overall, it serves as a platform to promote cooperation among the countries, so that challenges and opportunities facing these countries can be collaborated (work together) on.</p> <p>[Adapted from <a href="http://www.theguardian.com">www.theguardian.com</a>]</p>

9.1.1 Choose the correct word(s) from those given in brackets.

BRICS can be classified as a (summit/political event). (2)

9.1.2 Discuss TWO ways in which the cooperation between BRICS member countries can provide opportunities to manage the energy crisis South Africa is experiencing currently. (4)

9.2 Study the information below and answer the questions that follow.

<b>DEVASTATING FLOODS – SEPTEMBER 2023</b>
Storm Daniel caused damage in Libya, Greece, Turkey and Bulgaria. It led to over 10 000 deaths and billions of dollars in damage. The strong winds and heavy rain caused flooding and destruction. This occurrence made it hard for people to get clean water, food, healthcare and emergency aid.
[Adapted from <a href="http://www.globalcitizen.org">www.globalcitizen.org</a> ]




9.2.1 Identify the type of unforeseen occurrence in the article above. (2)

9.2.2 Explain how damage to infrastructure can affect communities' access to the following:

(a) Clean water (2)

(b) Emergency aid (2)

9.3 Study the information below and answer the questions that follow.

<b>PAYMENT TRENDS – DIGITAL WALLETS</b>	
Digital wallets, known as e-wallets, allow a person to make electronic transactions using a smartphone. Users can download multiple payment methods and pay for shopping with a few taps of their smartphones.	
 <b>APPLE PAY</b>	 <b>GOOGLE PAY</b>
	

[Adapted from [www.digipay.guru](http://www.digipay.guru)]

9.3.1 Discuss TWO advantages of using a digital wallet to pay for tourism products and services. (4)

9.3.2 Give TWO reasons why cash is no longer a preferred method of payment. (4)  
[20]



**QUESTION 10**

Refer to the information below and answer the questions that follow.



[Adapted from [www.pinterest.ph](http://www.pinterest.ph)]

- 10.1 Explain the meaning of the concept *customer survey*. (2)
- 10.2 By simply filing customer responses, the company will miss the opportunity to improve its products and services.
- Suggest TWO ways in which companies should manage customer responses to ensure better customer service. (4)
- 10.3 Discuss TWO ways in which the use of customer surveys can result in improved customer satisfaction for the tourism business. (4)
- [10]**

**TOTAL SECTION E: 30**  
**GRAND TOTAL: 200**



# basic education

Department:  
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**REPUBLIC OF SOUTH AFRICA**

## NATIONAL SENIOR CERTIFICATE

**GRADE 12**

**TOURISM**

**NOVEMBER 2024**

**MARKING GUIDELINES**

**MARKS: 200**

**These marking guidelines consist of 17 pages.**

**INFORMATION FOR MARKERS**

<b>TOPICS IN THE TOURISM CAPS</b>		<b>ABBREVIATION</b>
Topic 1	Tourism sectors	TS
Topic 2	Map work and tour planning	MTP
Topic 3	Tourism attractions	TA
Topic 4	Sustainable and responsible tourism	SR
Topic 5	Domestic, regional and international tourism	DRI
Topic 6	Culture and heritage tourism	CH
Topic 7	Foreign exchange	FX
Topic 8	Communication and customer care	CC
Topic 9	Marketing	M

**SECTION A: SHORT QUESTIONS****QUESTION 1**

1.1	1.1.1	B✓/optional	MTP
	1.1.2	A✓/destination.	MTP
	1.1.3	C✓/resulting in a date change during travelling.	MTP
	1.1.4	B✓/cholera.	MTP
	1.1.5	B✓/travel clinic.	MTP
	1.1.6	D✓/England	FX
	1.1.7	B✓/Germany	TA
	1.1.8	A✓/The Great Wall of China	TA
	1.1.9	C✓/Niagara Falls	TA
	1.1.10	B✓/It facilitates universal access.	TA
	1.1.11	A✓/'Inspiring new ways'	M
	1.1.12	A✓/'Live South Africa' • C✓/'Alive with possibility'	M
	1.1.13	B✓/hunting with a bow and arrow.	CH
	1.1.14	B✓/responsible	SR
	1.1.15	A✓/Respect for company property	SR
	1.1.16	D✓/South Africa	DRI
	1.1.17	B✓/act of terror.	DRI
	1.1.18	C✓/Stats SA	DRI
	1.1.19	B✓/Shopping	DRI
	1.1.20	C✓/An internet connection and data are required.	CC
			(20 x 1) (20)
1.2	1.2.1	political✓	DRI
	1.2.2	recession✓	DRI
	1.2.3	money spent✓	DRI
	1.2.4	publicity✓	DRI
	1.2.5	land✓	DRI (5)
1.3	1.3.1	reduced✓	SR
	1.3.2	FTT✓	SR
	1.3.3	CSI✓	SR
	1.3.4	glass✓	SR
	1.3.5	the triple bottom line✓	SR (5)
1.4	1.4.1	B✓/ Mapungubwe Cultural Landscape	CH
	1.4.2	D✓/ Vredefort Dome	CH
	1.4.3	F✓/ Barberton Makhonjwa Mountains	CH
	1.4.4	C✓/ iSimangaliso Wetland Park	CH
	1.4.5	A✓/ Fossil Hominid Sites of South Africa	CH (5)

1.5	1.5.1	H✓	TS
	1.5.2	B✓	TS
	1.5.3	G✓	TS
	1.5.4	E✓	TS
	1.5.5	D✓	TS

(5)

**TOTAL SECTION A: 40**

**SECTION B: MAP WORK AND TOUR PLANNING; FOREIGN EXCHANGE****QUESTION 2**

2.1	2.1.1	<table><tr><td>London: 0 (+1 DST) +1</td><td>Paris: +1 (+1 DST) +2</td></tr><tr><td>Time difference</td><td>= 1 hour ✓✓</td></tr></table>	London: 0 (+1 DST) +1	Paris: +1 (+1 DST) +2	Time difference	= 1 hour ✓✓	MTP (2)
London: 0 (+1 DST) +1	Paris: +1 (+1 DST) +2						
Time difference	= 1 hour ✓✓						

2.1.2	<table><tr><th colspan="2">Johannesburg: +2</th><th>Paris +1 (+1 DST✓) +2</th></tr><tr><td>Time difference</td><td colspan="2">= 0 hours</td></tr><tr><td>Local time in Paris</td><td colspan="2">= 20:00 + 0 hours = 20:00</td></tr><tr><td>Departure time from Johannesburg</td><td colspan="2">= 20:00</td></tr><tr><td>Flying time</td><td colspan="2">= 11 hours</td></tr><tr><td>Arrival time and date in Paris</td><td colspan="2">= 20:00 (+ ✓) 11 hours = 07:00 ✓ 19 July 2024 ✓</td></tr><tr><td colspan="3">OR</td></tr><tr><td colspan="3">07:00 ✓✓✓ 19 July 2024 ✓</td></tr></table>	Johannesburg: +2		Paris +1 (+1 DST✓) +2	Time difference	= 0 hours		Local time in Paris	= 20:00 + 0 hours = 20:00		Departure time from Johannesburg	= 20:00		Flying time	= 11 hours		Arrival time and date in Paris	= 20:00 (+ ✓) 11 hours = 07:00 ✓ 19 July 2024 ✓		OR			07:00 ✓✓✓ 19 July 2024 ✓			MTP
Johannesburg: +2		Paris +1 (+1 DST✓) +2																								
Time difference	= 0 hours																									
Local time in Paris	= 20:00 + 0 hours = 20:00																									
Departure time from Johannesburg	= 20:00																									
Flying time	= 11 hours																									
Arrival time and date in Paris	= 20:00 (+ ✓) 11 hours = 07:00 ✓ 19 July 2024 ✓																									
OR																										
07:00 ✓✓✓ 19 July 2024 ✓																										

(4)

2.1.3	The team had to adjust their watches ONE hour forward. ✓✓	MTP (2)
-------	---	---------

**OR**

The team had no need to adjust their watches (no time difference between South Africa and France). ✓✓

2.1.4	(a) Jet fatigue ✓✓	MTP (2)
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	(b) It was a flight that did not cross many time zones. ✓✓	MTP (2)
	<ul style="list-style-type: none"> <li>There is only one time zone difference between Johannesburg and Paris.</li> </ul>	

2.2	2.2.1	Schengen visa ✓	MTP (1)
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2.2.2	France was the first point (country) of entry into Europe. ✓✓	MTP (2)
	<ul style="list-style-type: none"> <li>This is the country where they will spend most of their time.</li> </ul>	

2.2.3	This visa grants access to all the countries to be visited. ✓✓	MTP (4)
	It is convenient to apply for one visa that can be used for the three countries to be visited. ✓✓	
	<ul style="list-style-type: none"> <li>It saves time to apply for a Schengen visa only instead of applying for three separate visas.</li> <li>It saves money to apply for a Schengen visa as only a single payment is made.</li> <li>Biometrics only need to be done once when applying for the visa.</li> </ul>	

- 2.3 2.3.1 Their official travel documents, e.g. passports, flight tickets ✓ MTP  
Money (cash/cards) ✓ (2)
- Items of value e.g. jewellery, medication
  - Personal documentation
  - Electronic devices
- 2.3.2 **PARAGRAPH format:** MTP  
Take personal responsibility against sun exposure. ✓✓  
Use sunblock with a high sun protection factor (SPF). ✓✓  
Wear protective hats/clothing/sunglasses ✓✓ (6)
- Limit exposure to the sun during the hottest part of the day.  
Hire umbrellas or other protective structures, e.g., gazebos or tents where available.
  - Stay hydrated
- NOTE:** Award ONE mark for full sentences and paragraph format. (1)
- 2.3.3 Do not walk alone – commit to staying in groups. ✓✓ MTP  
Avoid poorly lit areas. ✓✓ (4)
- Avoid isolated areas
  - Inform someone about their whereabouts.
  - Enquire from the hotel about safe places to explore.
  - Do not engage with or ask strangers for directions on the streets.
  - Keep emergency contact details on hand on a charged cell phone.
  - Keep valuables out of sight.
  - Do not display cell phones.
- 2.4 He carried items that needed to be declared. ✓✓ MTP  
The items he carried exceeded the duty-free allowances. ✓✓ (4)
- He needed to pay tax on the items that exceeded the duty-free allowances.

**NOTE:** Accept examples and quantities of permissible items.

**[36]**

**QUESTION 3**

3.1 3.1.1 GBP ✓ FX (1)

3.1.2 EUR ✓ FX (1)

3.2 R 50 000 ( $\div$ ✓) 20.55✓ = €2 433,09 ✓ FX (3)

**OR**

€2 433,09 ✓✓✓

3.3 €75 ( $\times$ ✓) 20.52✓ = R1 539,00 ✓ FX (3)

**OR**

R1 539,00 ✓✓✓

3.4 3.4.1 Gross Domestic Product (GDP) is a measure of all the goods and services produced domestically over a specific time, usually in a year. ✓✓ FX (2)

3.4.2 The Olympic Games brought many tourists to France, resulting in an increase in foreign income earnings. ✓✓ FX (4)  
The tourists made use of tourism products and services which generated income. ✓✓

- The demand for more products and services led to an increase in entrepreneurial opportunities.
- Increased employment opportunities, improved standard of living of the local people and infrastructural development.
- The multiplier effect was set into motion.

**[14]**

**TOTAL SECTION B: 50**



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

- 4.1 4.1.1 (a) The Statue of Christ the Redeemer ✓ TA  
The Great Pyramids of Giza ✓  
Ayers Rock/Uluru ✓  
• Uluru-Kata Tjuta National Park  
Sydney Opera House ✓ (4)
- NOTE:** *Accept any order*  
*The full names of the icons must be identified with all the words in the correct order.*  
*Do not accept partial names*  
*Errors in the spelling of icons' names are acceptable if the names of the icons are recognizable.*
- (b) Brazil ✓ TA  
Australia ✓  
Egypt ✓ (3)
- NOTE:** *Accept any order*
- 4.1.2 (a) Sydney Opera House ✓✓ TA (2)
- (b) Operas and music concerts/shows are held in the building. ✓✓ TA (2)
- 4.1.3 The Great Pyramids of Giza are located on the outskirts of Giza, Egypt. ✓✓ TA  
The Great Pyramids of Giza were built more than 1 200 years before the rule of King Tutankhamen. ✓✓  
The Great Pyramids of Giza were built as tombs for the pharaohs. ✓✓ (6)
- Pharaohs were buried with their valuable possessions in the tombs of the Great Pyramids of Giza.
  - The Great Pyramid of Giza is 147m tall.
  - The Egyptian people built the Great Pyramids of Giza.
  - The Great Pyramids of Giza is easy to access as there is well-developed road infrastructure leading to the icon.
- NOTE:** *Accept all relevant facts in reference to **location and reasons why it is an icon.***
- 4.1.4 The **Statue of Christ the Redeemer** has become a symbolic protector of people. ✓✓ TA
- Like Jesus Christ, the statue protects the urban environment, the city and the people of Rio de Janeiro.
- Uluru/Ayers Rock** is a sacred place for the indigenous people. ✓✓ (4)
- The icon has spiritual significance for the local people.

- **Great Pyramids of Giza** is a sacred place for the indigenous people.
- The Great Pyramids of Giza is the burial site for the Egyptian pharaohs who are revered as gods.

**NOTE:** Accept any *reasons for visits to sacred and religious sites*. The names of the icons do not have to be mentioned.

4.2	4.2.1	A – Colosseum ✓ B – Leaning Tower of Pisa ✓ C – Venice ✓	TA  (3)
	4.2.2	<p><b>A - Colosseum</b> Ancient building with a large amphitheatre that could seat between 50 000 and 80 000 spectators. ✓✓</p> <ul style="list-style-type: none"> <li>• Built with many levels and arches</li> </ul> <p><b>B - The Leaning Tower of Pisa</b> It is leaning (tilting) tower because it was built on unstable soil / foundation. ✓✓</p> <ul style="list-style-type: none"> <li>• The tower is mainly built of white marble, but limestone was also used in the construction.</li> </ul> <p><b>C - Venice</b> Venice is a city built on water with bridges and canals connecting the buildings. ✓✓</p> <ul style="list-style-type: none"> <li>• The city was built with long wooden poles that were driven deep into the ground.</li> <li>• The poles went down through the soft silt and dirt to a layer of hard clay that was strong enough to hold up the buildings above.</li> </ul>	TA  (6)

**NOTE:** Accept all relevant facts in reference to the *design and build* of the icons.

**[30]**

**QUESTION 5**

- 5.1 A: Robben Island ✓✓ CH  
B: Cape Floral Region Protected Areas ✓✓ (4)

**NOTE:** *The full names of the World Heritage Sites must be given in the correct order.*

*Do not accept partial names*

*Errors in the spelling of World Heritage Sites' names are acceptable if the names of the World Heritage Sites are recognizable.*

- 5.2 Nelson Mandela was imprisoned at Robben Island as a political prisoner. ✓✓ CH  
Robben Island served as South Africa's maximum-security political prison from 1960 -1991. ✓✓ (4)  
• It housed a prison, a hospital for socially unacceptable groups, and a military base.

**NOTE:** *Accept alternative responses about the South African history relating to Robben Island.*

- 5.3 UNESCO seeks to encourage the identification of global sites of outstanding value to humanity. ✓✓ CH (2)  
• UNESCO is responsible for declaring and facilitating financial support to the identified sites worldwide.  
• UNESCO facilitates the protection, preservation and education of people on the importance of global cultural and natural heritage.  
• UNESCO monitors the condition of World Heritage Sites and compiles regular reports on the state of conservation.

**[10]**

**QUESTION 6**

- 6.1 6.1.1 He is a well-known rugby player and the captain of the Springbok rugby team. ✓✓ <sup>M</sup> (2)
- After the success of the World Cup, he became recognisable across the world.
  - Siya is an inspiring sports star.
- 6.1.2 To increase the annual volume of foreign arrivals to SA resulting in economic growth. ✓✓ <sup>M</sup> (4)
- To increase international awareness of South Africa as a destination of choice. ✓✓
- 6.2 6.2.1 ITB ✓✓ <sup>M</sup> (2)
- ITB (Berlin)
  - *Internationale Tourismus-Börse*
- 6.2.2 TOMSA collects the 1% levy from the contributors, hands it to TBCSA who administers it. The funds are made available to SATourism for international marketing. ✓✓ <sup>M</sup> (2)
- TBCSA administers the tourism levy collected and then makes it available to SATourism for marketing.
- [10]**

**TOTAL SECTION C: 50**

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

7.1 7.1.1 A contract of employment ✓✓ TS (2)

7.1.2 (a) 9 hours per day ✓✓ TS (2)  
• 45 hours per week

**NOTE:** *Accept any 9-hour time frame*

(b) Lydia must be paid 1,5 times the regular rate for hours worked. ✓✓ TS (2)  
• Overtime work is voluntary/agreed upon

7.2 7.2.1 The code of conduct will regulate how staff should behave while working on a cruise ship. ✓✓ TS (2)  
• It also helps create a positive workplace environment as staff is aware of the rules.  
• It guides employees on how to react/deal with sensitive situations in the workplace.  
• It minimizes incidents of misconduct that could harm the cruise liner's image or reputation.

7.2.2 If a crew member does not show respect for cultural differences, they could face disciplinary action. ✓✓ TS (2)  
• This might include a warning or reprimand from the management.  
• Teamwork will be compromised.  
• The crew member can face dismissal depending on the severity of the offence, thus impacting negatively on future employment opportunities.

7.2.3 Respecting the code of conduct encourages teamwork by setting clear rules for behaviour. ✓✓ TS (2)  
• This creates trust and cooperation among team members.  
• It reduces conflict and allows staff to focus on their work.  
• It also boosts morale and productivity, making the work environment more positive and supportive.

**[12]**

**QUESTION 8**

- 8.1 8.1.1 Solar power uses sunlight to generate electricity. ✓✓ SR (2)
- Solar panels capture sunlight and converts it into electricity that can be used to power homes, buildings, and other things.
  - It is a clean and renewable energy source that helps reduce pollution and the reliance on fossil fuels.

- 8.1.2 (a) Environmental ✓✓ SR (2)
- Planet

**OR**

Economic

- profit

- (b) Social ✓ SR
- people

Economic ✓ (2)

- profit

**OR**

Environmental

- planet

**NOTE:** The pillar identified in QUESTION 8.1.2 (a) must not be repeated in QUESTION 8.1.2 (b).

- 8.1.3 It reduces the impact on the environment. ✓✓ SR
- Solar power is generated from sunlight and is a vast, renewable and cost effective resource. ✓✓ (4)
- The airport operations will not be affected by load shedding.
  - Solar energy is endless and produces no harmful pollutants when generating electricity.
  - Using solar panels instead of fossil fuels e.g. coal, oil and gas, will reduce the carbon footprint.
  - By harnessing sunlight, it preserves fossil fuels for the future and reduces the environmental impact of extracting fossil fuels and burning them.
  - Solar power is a sustainable and eco-friendly alternative to traditional energy sources.
  - It helps combat climate change, lessen air pollution, and conserve natural resources.

8.2	8.2.1	<b>Business Operations</b>	SR	
		Reduces the business' reliance on fossil fuels through sustainable practices. ✓✓		
		Business operations can be cost-effective and partnerships with like-minded businesses can be fostered. ✓✓		(4)
		<ul style="list-style-type: none"> <li>• Load shedding will not affect business operations.</li> <li>• The use of energy-saving lighting as well as smart building technologies sets an example thereby enhancing the public image and competitive edge of the business.</li> </ul>		
	8.2.2	<b>Responsibility regarding climate change</b>	SR	
		Airports can use efficient technology that supports green initiatives. ✓✓		
		Use alternative fuels and electric vehicles on the tarmac and elsewhere at airports. ✓✓		(4)
		<ul style="list-style-type: none"> <li>• Incorporate green initiatives at the airports giving them a competitive edge.</li> <li>• Enhancing environmental responsibility and awareness to climate change.</li> </ul>		
				[18]
		<b>TOTAL SECTION D:</b>		<b>30</b>

**SECTION E: DOMESTIC, REGIONAL AND INTERNATIONAL TOURISM;  
COMMUNICATION AND CUSTOMER CARE****QUESTION 9**

- 9.1 9.1.1 Summit ✓✓ DRI (2)
- 9.1.2 South Africa can develop trade relations with oil rich nations contributing to economic growth. ✓✓  
These countries can assist in decreasing South Africa's reliance on fossil fuel sources. ✓✓ (4)
- It can promote partnerships so that challenges can be solved.
  - It can promote investment opportunities to increase economic growth.
  - Access to expert knowledge and skills development.
  - Apply for funding from BRICS Development Bank.
- 9.2 9.2.1 Flooding ✓✓ DRI (2)
- Storm
  - Natural disaster
- 9.2.2 (a) Damage to water treatment facilities or distribution facilities can lead to contamination of drinking water sources. ✓✓ DRI (2)
- Infrastructure damage, such as broken pipes can result in interruptions to the supply of clean water.
  - It can also affect the quality of water by allowing soil, debris, or harmful substances to enter the water supply.
- (b) Damage to infrastructure can delay emergency response efforts. ✓✓ DRI (2)
- It can cause communication problems and hinder the flow of information and coordination efforts between emergency responders.
  - It can disrupt the delivery of emergency supplies to the affected communities leading to the loss of lives.
  - It can limit access for relief workers to provide aid.



- 9.3 9.3.1 The need for actual cards is eliminated, resulting in a convenient, quick and an easy payment experience. ✓✓ DRI  
Digital wallets allow for contactless and paperless payments globally. ✓✓ (4)
- Customers prefer using digital forms of payment for security, convenience, tracking of expenditure and addressing hygiene concerns.
  - Internet online-shopping made simple
  - Some digital payment apps offer you rewards such as discounts, cashback or points.
- 9.3.2 Using cash has become a security concern with the risk of theft or loss. ✓✓ DRI  
Once lost/stolen it cannot be replaced. ✓✓ (4)
- Some businesses do not accept cash as a form of payment which lessens the receipt of counterfeit bank notes.
  - Cash handling fees are high.
  - Handling of cash is unhygienic.
- [20]

**QUESTION 10**

- 10.1 A customer survey is a method of collecting customer feedback. ✓✓ cc (2)
- It helps companies to identify areas of concern that needs to be corrected or improved.
  - It measures customer satisfaction after a tourism product or service has been used.
  - A tool that measures the level of service experienced by customers.
- 10.2 Analyse and capture the feedback to determine the level of service to the customers. ✓✓ cc (4)
- Group all the common complaints to identify the problem areas. ✓✓
- Initiate the intervention process to implement the action plan.
- 10.3 Analysing the survey responses will assist the company in improving service delivery. ✓✓ cc (4)
- The findings from the surveys will assist in developing an action plan to correct/improve products and services. ✓✓
- Positive word of mouth will lead to an increased number of customers.
  - Brand loyalty resulting in repeat customer visits to the tourism business.

**[10]**

**TOTAL SECTION E: 30**  
**GRAND TOTAL: 200**