

SMARTWIZ

GRADE11 TOURISM EXAM

MARKS: 100

TIME: 2 HOURS

SCHOOL _____

CLASS (eg. 4A) _____

SURNAME _____

NAME _____

MARKS	
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Instructions for Learners:

- Read all instructions carefully before you begin the exam.
- Write your full name and student number clearly on the answer sheet/book.
- Answer all questions unless otherwise instructed.
- Show all your work/calculations where necessary.
- Write neatly and clearly.
- Use only a blue or black pen. Do not use correction fluid or tape.
- Electronic devices (calculators, cell phones, etc.) are not allowed unless explicitly permitted.
- Raise your hand if you have any questions.
- Do not talk to other learners during the exam.
- Any form of cheating will result in immediate disqualification from the exam.

This exam consists of five pages, including the cover page.

SECTION A: SHORT QUESTIONS (20 MARKS)

QUESTION 1

1.1 Fill in the correct word from the list below.

(heritage, customs, itinerary, passport, domestic)

1.1.1 A _____ is a travel plan showing places to visit.

1.1.2 A _____ tourist travels within their own country.

1.1.3 _____ are official procedures when entering another country.

1.1.4 A _____ is a document used for international identification.

1.1.5 _____ refers to cultural traditions passed down through generations.

(5 × 1 = 5)

1.2 Choose the correct answer (A–D):

1.2.1 Which one of the following is a world heritage site in South Africa?

- A. Gold Reef City
- B. Table Mountain
- C. Sun City
- D. Gateway Mall

Answer: _____

1.2.2 Which of the following is a benefit of ecotourism?

- A. Damaging natural habitats
- B. Ignoring local cultures
- C. Supporting conservation
- D. Creating pollution

Answer: _____

(2 × 2 = 4)

1.3 Match COLUMN A with COLUMN B.

COLUMN A	COLUMN B
1.3.1 Foreign exchange	A. Promotes spiritual journeys
1.3.2 Tour operator	B. Conversion of currency
1.3.3 Pilgrimage tourism	C. Sells pre-arranged travel packages

1.3.4 Backpacker accommodation	D. Budget lodging with shared rooms
1.3.5 Marine tourism	E. Includes diving and ocean activities

1.3.1 _____

1.3.2 _____

1.3.3 _____

1.3.4 _____

1.3.5 _____

(5 × 1 = 5)

1.4 Define the following terms:

1.4.1 Leisure travel

1.4.2 Travel agency

(2 × 2 = 4)



SECTION B: TOURISM SECTORS & CAREERS (30 MARKS)

QUESTION 2

2.1 Study the scenario and answer the questions:

Zanele wants to start her own travel business offering local cultural tours in her hometown.

2.1.1 Identify two types of tourism that her business could promote.

- _____
- _____

(2)

2.1.2 What type of skills would Zanele need to be a successful tour operator? List three.

- _____
- _____

- _____

(3)

2.1.3 Suggest two ways she can market her tour business.

- _____
- _____

(2)

2.2

2.2.1 Name one type of tourist who travels for religious purposes.

(1)

2.2.2 Name a job in the tourism sector that involves working at a hotel front desk.

(1)

2.2.3 Give three reasons why communication is important in tourism.

1. _____
2. _____
3. _____

(3)

2.3 Transportation

2.3.1 Name two modes of air transport.

- _____
- _____

(2)

2.3.2 Explain one advantage of using a shuttle service from the airport.

(2)

2.3.3 Suggest one environmentally friendly mode of transport for local travel.

(1)

2.4 Tour Guiding

2.4.1 List two duties of a tour guide.

-
-

(2)

2.4.2 Why is safety important during a guided tour?

(2)

SECTION C: FOREIGN EXCHANGE AND DOCUMENTATION (25 MARKS)

QUESTION 3

3.1 Define:

3.1.1 Visa

3.1.2 Travel insurance

(2 × 2 = 4)

3.2 A traveller exchanges \$300. The exchange rate is \$1 = R19.50

3.2.1 Calculate how many rands the traveller will receive.

(3)

3.2.2 Give one reason why tourists exchange money before leaving their country.

(1)

3.3 List **TWO** documents required at an international airport and explain their use.

1. _____ – _____
2. _____ – _____

(4)

3.4 What three items must tourists declare at customs?

1. _____
2. _____
3. _____

(3)

3.5 Suggest **three reasons** why travel documents must be kept safe.

1. _____
2. _____
3. _____

(3)

3.6 Mention two ways a traveller can access money abroad.

1. _____
2. _____

(2)

SECTION D: RESPONSIBLE AND SUSTAINABLE TOURISM (25 MARKS)

QUESTION 4

4.1 Case Study: Responsible Tourism Initiative

A lodge in KwaZulu-Natal trains youth in hospitality, uses solar energy, and educates visitors on Zulu traditions.

4.1.1 Identify two ways the lodge is promoting sustainable tourism.

1. _____
2. _____

(2)

4.1.2 Explain how this initiative benefits the local community.

(2)

4.2

4.2.1 Why should tourists not take shells or plants from a natural environment?

(2)

4.2.2 Give three examples of negative impacts of mass tourism.

1. _____
2. _____
3. _____

(3)

4.3

4.3.1 What is meant by "carbon footprint" in tourism?

(1)

4.3.2 Suggest two ways travellers can reduce their carbon footprint.

- 1. _____
- 2. _____

(2)

4.4 List four behaviours of a responsible tourist.

- 1. _____
- 2. _____
- 3. _____
- 4. _____

(4)

 **END OF QUESTION PAPER**

TOTAL : 100

MEMO**SECTION A: SHORT QUESTIONS (20 MARKS)****QUESTION 1****1.1**

- 1.1.1 – Itinerary
 - 1.1.2 – Domestic
 - 1.1.3 – Customs
 - 1.1.4 – Passport
 - 1.1.5 – Heritage
- (5 × 1 = 5)

1.2

- 1.2.1 – B. Table Mountain
 - 1.2.2 – C. Supporting conservation
- (2 × 2 = 4)

1.3

- 1.3.1 – B (Conversion of currency)
 - 1.3.2 – C (Sells pre-arranged travel packages)
 - 1.3.3 – A (Promotes spiritual journeys)
 - 1.3.4 – D (Budget lodging with shared rooms)
 - 1.3.5 – E (Includes diving and ocean activities)
- (5 × 1 = 5)

1.4

- 1.4.1 – Leisure travel is travel for relaxation, recreation or enjoyment, not for work.
 - 1.4.2 – A travel agency is a business that provides travel and tourism-related services to customers on behalf of suppliers such as airlines, hotels, and tour operators.
- (2 × 2 = 4)

SECTION B: TOURISM SECTORS & CAREERS (30 MARKS)**QUESTION 2****2.1.1**

- Cultural tourism
 - Community-based tourism
- (2)

2.1.2

- Communication skills
 - Knowledge of local culture/history
 - Organisational or planning skills
- (3)

2.1.3

- Social media advertising
 - Flyers or local tourism office partnership
- (2)

2.2.1

Pilgrim or religious tourist

(1)

2.2.2

Receptionist or front desk agent

(1)

2.2.3

- Helps build good relationships
 - Prevents misunderstandings
 - Assists in solving customer problems
- (3)

2.3.1

- Commercial airlines
 - Charter planes
- (2)

2.3.2

A shuttle service is cost-effective, reliable, and helps travellers avoid the hassle of navigating unfamiliar routes.

(2)

2.3.3

Bicycle or electric vehicle

(1)

2.4.1

- Providing information about the destination
 - Ensuring safety and enjoyment of tourists
- (2)

2.4.2

Safety prevents accidents or injuries, protects the guide and guests, and maintains a good reputation for

tourism companies.

(2)

SECTION C: FOREIGN EXCHANGE AND DOCUMENTATION (25 MARKS)

QUESTION 3

3.1

3.1.1 – A visa is an official document that allows a person to enter, stay or leave a country for a specified time.

3.1.2 – Travel insurance protects travellers against losses such as medical emergencies, trip cancellations, and lost luggage.

(2 × 2 = 4)

3.2.1

$\$300 \times R19.50 = R5\ 850$

(3)

3.2.2

To ensure they have local currency for purchases, transport, and emergencies.

(1)

3.3

1. Passport – official ID for international travel
2. Boarding pass – allows access to flight and shows seat number

(4)

3.4

- Alcohol over the duty-free limit
- Firearms or sharp objects
- Large amounts of cash

(3)

3.5

- To avoid identity theft
- To ensure access to return flights
- For security checks and immigration

(3)

3.6

- ATMs using debit/credit cards
 - Travellers' cheques or forex cards
- (2)

SECTION D: RESPONSIBLE AND SUSTAINABLE TOURISM (25 MARKS)

QUESTION 4

4.1.1

- Using solar energy
 - Providing training for local youth
- (2)

4.1.2

It creates jobs, preserves cultural knowledge, and promotes community involvement in tourism.

(2)

4.2.1

Removing natural items disturbs ecosystems and can lead to environmental imbalance.

(2)

4.2.2

- Environmental degradation
 - Waste generation
 - Overuse of resources
- (3)

4.3.1

A carbon footprint is the total amount of greenhouse gases produced directly or indirectly by tourism activities.

(1)

4.3.2

- Walk or cycle instead of driving
 - Use public or shared transport
- (2)

4.4

1. Respect local customs
2. Avoid wasting resources

3. Support local businesses
 4. Dispose of waste properly
(4)
-

✓ **TOTAL: 100 MARKS**

