

SMARTWIZ

GRADE 12 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 dishonesty will result in immediate disqualification from the exam.

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

SECTION A: SHORT QUESTIONS (20 MARKS)

QUESTION 1: MULTIPLE CHOICE (10 marks)

Choose the correct answer and write only the letter (A–D) next to the question number.

1.1 Which one of the following is a pull factor for tourism?

- A. Inflation
- B. Cultural festivals
- C. High crime rate
- D. Unemployment

1.2 The acronym **UNWTO** stands for:

- A. United Nations World Trade Organisation
- B. United Nations World Tourism Organisation
- C. Universal Network for World Travel Organisation
- D. United Nations World Transport Office

1.3 A visa is:

- A. A health document
- B. Permission to enter a country
- C. A travel insurance policy
- D. An airline ticket

1.4 Which province in South Africa is known for the **Drakensberg Mountains**?

- A. Limpopo
- B. Eastern Cape
- C. KwaZulu-Natal
- D. Northern Cape

1.5 Which of the following is an example of **sustainable tourism**?

- A. Mass tourism with minimal regulations
- B. Overcrowding at attractions
- C. Tour operators banning single-use plastics
- D. Construction in sensitive areas

QUESTION 2: MATCHING ITEMS (10 marks)

Match the term in COLUMN A with the correct description in COLUMN B. Write only the letter (A–E) next to the question number.

COLUMN A	COLUMN B
2.1 Ecotourism	A. Travel for health and wellbeing
2.2 Travel insurance	B. Responsible travel to natural areas
2.3 Medical tourism	C. Protection against financial loss when travelling
2.4 Cultural tourism	D. Visiting heritage sites and local traditions

2.5 Domestic tourism	E. Residents travelling within their own country
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SECTION B: MAP WORK AND TOUR PLANNING (30 MARKS)

QUESTION 3: WORLD TIME ZONES (10 marks)

Use the information below to answer questions 3.1 to 3.3.

Scenario:

Sipho lives in Johannesburg (UTC+2). He has a virtual interview scheduled in New York (UTC-5) at 14:00 (2 p.m.) New York time.

3.1 At what time must Sipho be online in Johannesburg? (2)

3.2 State TWO ways travellers can avoid jet lag. (2)

3.3 Explain the concept of the **International Date Line**. (3)

3.4 Differentiate between **high season** and **low season** in tourism. (3)

QUESTION 4: TOUR PLANNING AND ITINERARY (20 marks)

4.1 List THREE essential documents needed when travelling internationally. (3)

4.2 Name TWO factors a tour operator must consider when planning a tour for elderly tourists. (2)

4.3 Study the mini itinerary below and answer the questions that follow:

Itinerary:

- Day 1: Arrive in Cape Town, check into hotel, welcome dinner
- Day 2: Table Mountain, V&A Waterfront, Robben Island tour
- Day 3: Wine route tour, cultural village visit
- Day 4: Return flight

a) Identify TWO **cultural attractions** on the itinerary. (2)

b) Identify ONE **natural attraction** and ONE **man-made attraction**. (2)

4.4 Suggest TWO benefits of using a tour guide during this trip. (2)

4.5 Provide THREE tips for packing efficiently for a 4-day trip. (3)

4.6 Define the term **travel itinerary**. (2)

SECTION C: CURRENT ISSUES AND SUSTAINABLE TOURISM (25 MARKS)

QUESTION 5: CURRENT TOURISM TRENDS (15 marks)

5.1 Explain what is meant by **virtual tourism**. (2)

5.2 List TWO examples of how technology is improving tourist experiences. (2)

5.3 Discuss TWO ways that the COVID-19 pandemic affected the tourism industry. (4)

5.4 Suggest TWO strategies that local businesses can implement to recover from the effects of COVID-19. (4)

5.5 What is meant by the term **staycation**? (2)

5.6 Name ONE tourism career and explain what it involves. (1)

SECTION D: RESPONSIBLE AND SUSTAINABLE TOURISM (25 MARKS)

QUESTION 6: SUSTAINABILITY AND RESPONSIBILITY (25 marks)

6.1 Define **responsible tourism**. (2)

6.2 Give THREE examples of how tourists can act responsibly while visiting wildlife areas. (3)

6.3 Explain the environmental, social, and economic pillars of sustainable tourism. (9)

- Environmental: _____
- Social: _____
- Economic: _____

6.4 Study the case study and answer the questions:

The Green Safari Lodge has implemented solar energy, recycles 80% of its waste, and employs people from the local village.


a) Identify TWO sustainable practices from the case study. (2)

b) State ONE benefit of employing local people. (1)

6.5 Suggest TWO ways tourism can contribute to the economic development of South Africa. (2)

6.6 State TWO possible negative impacts of tourism if not managed responsibly. (2)

6.7 What is an **eco-label** and how does it help promote sustainable tourism? (4)

 **TOTAL: 100 MARKS**

MYST PATHWORKS

MEMO**SECTION A: SHORT QUESTIONS (20 MARKS)****QUESTION 1: MULTIPLE CHOICE (10 marks)**

- 1.1 B – Cultural festivals (1)
 - 1.2 B – United Nations World Tourism Organisation (1)
 - 1.3 B – Permission to enter a country (1)
 - 1.4 C – KwaZulu-Natal (1)
 - 1.5 C – Tour operators banning single-use plastics (1)
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QUESTION 2: MATCHING ITEMS (10 marks)

- 2.1 B – Responsible travel to natural areas (2)
 - 2.2 C – Protection against financial loss when travelling (2)
 - 2.3 A – Travel for health and wellbeing (2)
 - 2.4 D – Visiting heritage sites and local traditions (2)
 - 2.5 E – Residents travelling within their own country (2)
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SECTION B: MAP WORK AND TOUR PLANNING (30 MARKS)**QUESTION 3: WORLD TIME ZONES (10 marks)**

3.1 Johannesburg is UTC+2; New York is UTC-5 → difference = 7 hours ahead
 Interview at 14:00 New York time → $14:00 + 7 = 21:00$ (9 p.m.) Johannesburg time (2)

3.2 Ways to avoid jet lag:

- Stay hydrated
- Adjust sleeping patterns before travel
- Avoid alcohol and caffeine during flight
- Get sunlight on arrival (Any 2×1 mark = 2)

3.3 International Date Line:

- Imaginary line at roughly 180° longitude
- Crossing it changes the calendar date by one day
- East to west crossing adds a day, west to east subtracts a day (3)

3.4 High season: Period with the highest number of tourists, often holidays and good weather
 Low season: Period with fewer tourists, often off-peak times or bad weather (3)

QUESTION 4: TOUR PLANNING AND ITINERARY (20 marks)

4.1 Essential documents:

- Passport
 - Visa
 - Travel insurance
- (Any 3 × 1 mark = 3)

4.2 Factors for elderly tourists:

- Accessibility (e.g., wheelchair access)
- Medical support or insurance availability (2)

4.3

a) Cultural attractions:

- Cultural village visit
- Robben Island tour (2)

b) Natural attraction: Table Mountain

Man-made attraction: V&A Waterfront (2)

4.4 Benefits of a tour guide:

- Provide information and history
- Ensure safety and organisation (2)

4.5 Packing tips:

- Pack light and only essentials
- Use packing cubes or organise items
- Roll clothes to save space (3)

4.6 Travel itinerary definition:

A detailed plan or schedule of a trip including destinations, activities, and timings. (2)

SECTION C: CURRENT ISSUES AND SUSTAINABLE TOURISM (25 MARKS)

QUESTION 5: CURRENT TOURISM TRENDS (15 marks)

5.1 Virtual tourism:

Tourism experienced remotely through virtual reality, videos, or online tours. (2)

5.2 Technology improving tourism:

- Online booking systems
- Mobile travel apps
- Virtual reality tours (Any 2 × 1 mark = 2)

5.3 COVID-19 effects:

- Reduced tourist numbers due to travel restrictions
- Job losses in tourism sector
- Closure of businesses (Any 2 × 2 marks = 4)

5.4 Recovery strategies:

- Promoting domestic tourism
- Offering flexible booking and cancellations
- Implementing health and safety protocols (Any 2 × 2 marks = 4)

5.5 Staycation:

Holiday spent at or near home instead of travelling far. (2)

5.6 Tourism career example:

Tour guide – leads and educates tourists about destinations and attractions. (1)

SECTION D: RESPONSIBLE AND SUSTAINABLE TOURISM (25 MARKS)

QUESTION 6: SUSTAINABILITY AND RESPONSIBILITY (25 marks)

6.1 Responsible tourism:

Travel that respects the environment, culture, and people, causing minimal negative impact. (2)

6.2 Responsible tourist behaviour in wildlife areas:

- Keep a safe distance from animals
- Do not feed or disturb wildlife
- Dispose of waste properly (3)

6.3 Pillars of sustainable tourism:

- Environmental: Protecting natural resources and reducing pollution
- Social: Respecting local cultures and benefiting communities
- Economic: Providing jobs and supporting local economies (9)

6.4 Case study:

a) Sustainable practices:

- Use of solar energy
- Recycling waste (2)

b) Benefit of employing locals:

- Provides income and improves livelihoods (1)

6.5 Tourism contribution to economy:


- Creates jobs
- Generates foreign exchange through spending (2)

6.6 Negative impacts if unmanaged:

- Environmental degradation
- Cultural loss or exploitation (2)

6.7 Eco-label:

A certification given to tourism businesses that meet environmental and social standards, promoting responsible tourism and helping tourists make informed choices. (4)

 **TOTAL: 100 MARKS**