### **SMARTWIZ**

### **GRADE11 TOURISM EXAM**

MARKS: 100	MARKS	
TIME: 2 HOURS		
SCHOOL		
CLASS (eg. 4A)		
SURNAME		
NAME		

### **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**

	issing word: Write the correct word in the space tourism involves travel within the same country.
1.1.2 A	is used to exchange currency.
1.1.3 The protect	tion of cultural heritage is a form of tourism.
1.1.4 A	is required for international flights.
1.1.5	_ factors are reasons why people want to leave their home country.
$(5\times 1=5)$	

### **1.2 Multiple Choice:** Choose the correct letter.

- 1.2.1 Which one of the following is a form of alternative tourism?
- A. Package tours
- B. Eco-tourism
- C. Cruise tourism
- D. Business travel
- 1.2.2 What is the main role of a tour operator?
- A. Stamps passports
- B. Prepares travel visas
- C. Arranges and sells travel packages
- D. Controls border security

$$(2 \times 2 = 4)$$

### 1.3 Match the COLUMN A concepts with COLUMN B descriptions:

Write only the number and correct letter.

COLUMN A	COLUMN B
1.3.1 Heritage site	A. Tourist with health limitations
1.3.2 Special interest tourist	B. UNESCO-recognised area
1.3.3 Accessible tourism	C. Travel during free time
1.3.4 Leisure tourism	D. Travel focused on hobbies/interests

# Answers: 1.3.1 1.3.2 1.3.3 1.3.4

 $(4 \times 1 = 4)$ 

	1	.4	<b>Define</b>	the	foll	lowing	terms:
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1.4.1 Travel itinerary

1.4.2 Bud	get travel
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 $(2 \times 2 = 4)$ 

# **SECTION B: MAP WORK AND TOUR PLANNING (30 MARKS)**

### **QUESTION 2**

### 2.1 Read the scenario:

Three university students from Botswana plan to travel to Cape Town for 7 days. They want to visit Robben Island, experience Table Mountain, and spend time at the beach. They have a low budget.

### 2.1.1 Suggest two affordable types of accommodation. (2)

### 2.1.2 Recommend two low-cost transportation methods in Cape Town. (2)

2.1.3 Create a brief 3-day itinerary including the attractions they want to see. (6) 2.2 Study the travel advertisement below and answer the questions. nl: X plored HOLIDAY 19811115273, 01126462109 sales@nationaltour.in 2.2.1 Identify the destination and package cost. (2) 2.2.2 List two services included in the package. (2) 2.2.3 Explain the value of all-inclusive packages to tourists. (2) 2.3 Route planning A tourist wants to visit: Johannesburg  $\rightarrow$  Drakensberg  $\rightarrow$  Durban. 2.3.1 What is the most logical order and direction for this route? (2) 2.3.2 Suggest one safety tip for a tourist driving this route. (2)

2.3.3 Name one attraction in each city. (3)

<ul><li>Johannesburg:</li><li>Drakensberg:</li><li>Durban:</li></ul>
SECTION C: FOREIGN EXCHANGE AND DOCUMENTATION (25 MARKS)
QUESTION 3
3.1 Define the following: 3.1.1 Currency conversion
3.1.2 Customs declaration
$(2 \times 2 = 4)$
<ul> <li>3.2 Exchange rate calculation</li> <li>A tourist from Europe wants to exchange €300. The rate is €1 = R20.50.</li> <li>3.2.1 How many rands will the tourist receive? Show your calculation. (3)</li> </ul>
3.2.2 Explain how a weak rand affects South African tourism. (2)
3.3 Name and explain the purpose of these travel documents: 3.3.1 Vaccination certificate
3.3.2 Air ticket
3.3.3 Identity document (ID or passport)

$(3 \times 2 = 6)$	
3.4 Give three reasons why	a tourist might be denied entry at an airport. (6)
SECTION D: TOURISM (25 M.)	RESPONSIBLE AND SUSTAINABLE ARKS)
QUESTION 4 4.1 Give three examples of	environmentally responsible behaviour by tourists. (3)
4.2 Why is it important for	tourism businesses to hire locals? (2)
4.3 Explain how cultural to	urism can promote mutual respect. (4)
conservation.	e has reduced plastic use, supports local farmers, and educates tourists abou
	the lodge can reduce its carbon footprint. (2)
	roblems caused by over-tourism. (8)

END OF QUESTION PAPER

**TOTAL: 100** 



### **MEMO**



### **SECTION A: SHORT QUESTIONS (20 MARKS)**

### **QUESTION 1**

### 1.1 Fill in the word

- 1.1.1 Domestic
- 1.1.2 Bureau de change
- 1.1.3 Cultural
- 1.1.4 Passport
- 1.1.5 Push
- $(5 \times 1 = 5)$

### 1.2 Multiple choice

1.2.1 B ✓ (Eco-tourism is a form of alternative tourism)

1.2.2 C ✓ (Tour operators create and sell tour packages)

 $(2 \times 2 = 4)$ 

### 1.3 Matching

 $1.3.1 \rightarrow B$ 

 $1.3.2 \rightarrow D$ 

 $1.3.3 \rightarrow A$ 

 $1.3.4 \rightarrow C$ 

 $(4 \times 1 = 4)$ 

### 1.4 Definitions

- 1.4.1 Travel itinerary A detailed plan or schedule outlining a tourist's activities, destinations, and bookings during a trip. (2)
- 1.4.2 **Budget travel** Travel that is planned with the intention of minimizing costs, often using low-cost transport, affordable accommodation, and self-catering. (2)

### SECTION B: MAP WORK AND TOUR PLANNING (30 **MARKS**)

**QUESTION 2** 

#### 2.1 Scenario: Botswana students

- 2.1.1 Backpackers, hostels, or student lodges (2)
- 2.1.2 Minibus taxis, MyCiTi bus, walking (2)
- 2.1.3 Example itinerary:
  - Day 1: Visit Table Mountain (cableway or hike), V&A Waterfront
  - Day 2: Visit Robben Island, walk through Company's Garden
  - Day 3: Beach day (e.g. Camps Bay), local market shopping (6)

#### 2.2 Advertisement

- 2.2.1 Identify destination (e.g., Cape Town) and cost as listed in the ad (2)
- 2.2.2 Services may include: transport, accommodation, meals, guided tours (2)
- 2.2.3 Value of all-inclusive packages: They save tourists money, reduce the stress of planning, and include most costs upfront, avoiding surprises. (2)

### 2.3 Route planning

- 2.3.1 Logical route: Johannesburg → Drakensberg → Durban (eastward flow) (2)
- 2.3.2 Safety tip: Avoid driving at night, keep valuables out of sight, or check fuel stops along the way. (2)
- 2.3.3 Attractions:
  - Johannesburg: Apartheid Museum
  - Drakensberg: uKhahlamba-Drakensberg Park
  - Durban: uShaka Marine World (3)

## **SECTION C: FOREIGN EXCHANGE AND DOCUMENTATION (25 MARKS)**

### **QUESTION 3**

#### 3.1 Definitions

- 3.1.1 **Currency conversion** The process of exchanging one country's currency for another. (2)
- 3.1.2 **Customs declaration** A form declaring goods being brought into a country to assess for duty or restrictions. (2)

### 3.2 Exchange calculation

- $3.2.1 \in 300 \times R20.50 = \mathbf{R6,150}$  (3)
- 3.2.2 A weak rand makes South Africa cheaper for international visitors, encouraging tourism. (2)

#### 3.3 Travel documents

- 3.3.1 Vaccination certificate Proof of immunisation (e.g., yellow fever) required by some countries. (2)
- 3.3.2 Air ticket A document confirming a traveller's booking on a flight. (2)
- 3.3.3 **Passport** Official ID for international travel, verifying citizenship and identity. (2)

### 3.4 Reasons for denied entry

Any three of the following:

- Expired or invalid passport
- No visa (if required)
- Incomplete or false documentation
- Health concerns (no vaccination proof)
- Suspicious behaviour or security issues  $(3 \times 2 = 6)$

### SECTION D: RESPONSIBLE AND SUSTAINABLE TOURISM (25 MARKS)

### **QUESTION 4**

### 4.1 Environmentally responsible behaviour

Examples:

- Avoid littering
- Use refillable bottles
- Stay on marked paths in nature reserves (3)

### 4.2 Hiring locals is important because

It creates jobs, supports the local economy, and ensures tourists receive authentic cultural experiences. (2)

### 4.3 Cultural tourism promotes respect by

Encouraging travellers to engage with and appreciate different customs, traditions, and lifestyles. This creates understanding, tolerance, and shared experiences. (4)

### 4.4 Case study answers

### 4.4.1 Sustainable practices:

- Reducing plastic use
- Supporting local farmers
- Educating tourists about conservation (any two) (2) 4.4.2 Suggestion: Use solar panels, introduce recycling systems, promote carbon offsetting, etc. (2)

### 4.5 Problems caused by over-tourism

Four points:

### **Negative:**

- Environmental degradation (pollution, habitat destruction)
- Overcrowding in popular destinations

**Positive:** (if applicable depending on phrasing)

- Infrastructure strain (waste, traffic)
- Rising costs for locals or loss of local culture  $(4 \times 2 = 8)$

