GAUTENG DEPARTMENT OF EDUCATION

SENIOR CERTIFICATE EXAMINATION

TRAVEL AND TOURISM SG

OCTOBER / NOVEMBER 2005 OKTOBER / NOVEMBER 2005

TIME: 3 hours

MARKS: 150

INSTRUCTIONS:

- This paper consists of TWO sections.
- ALL the questions are COMPULSORY.
- Number your answers exactly as the questions have been numbered.
- Answer each new question on a new page in your answer book.
- A pocket calculator may be used.

SECTION A SHORT QUESTIONS

QUESTION 1 INTERNATIONAL TOURIST ICONS AND REGIONAL TOURISM MARKETS

1.1	1.1.1	1.1 Give the correct names of the four trans-frontier parks (in full) that you have studied.			
	1.1.2		e the World Heritage sites that are situated in the following provinces uth Africa.		
		a) b)	Gauteng KwaZulu Natal (two sites)	(1) (2)	

1.2 Redraw the table below in your answer book and supply the missing information.

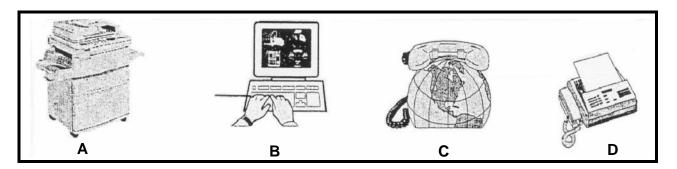
	SADC COUNTRY	CAPITAL	CURRENCY
1.2.1	Zambia		
1.2.2	Swaziland		
1.2.3	Malawi		
1.2.4	Mozambique		

8X1=(8) (**15**)

QUESTION 2 TECHNOLOGY AND BASIC CALCULATIONS

2.1 Identify the following types of technological equipment used by a travel agent when making travel arrangements. Write down the letters (A-D) beneath one another and next to each letter, **only the answer.**

4X1=(4)



2.2 Use the exchange rate table given below to answer the following multiple-choice questions (2.2.1 - 2.2.2).

CURRENCY	EXCHANGE RATE IN RAND
US (\$)	6,29
UK (£)	11,55
Euro (€)	8,25

- 2.2.1 It costs R390,00 p/p/p/n to stay at Lolo's Bed and Breakfast in Soweto. What would it cost in US\$?
 - A. US \$256,08
 - B. US \$2 453,10
 - C. US \$62,00
 - D. US \$72,00

1X2=(2)

- 2.2.2 A Big Mac from MacDonalds in London costs £1,99. What would the Big Mac cost in Rands?
 - A. R32,89
 - B. R22,98
 - C. R0,17
 - D. R25,67

1X2=(2) (8)

QUESTION 3 ECOTOURISM AND WORK EXPERIENCE

3.1	In your own words, explain the following terms:	
	3.1.1 Endangered	

3.1.2 Sustainable tourism(1)3.1.3 Habitat(1)3.2In the area of work experience briefly say what the following are:3.2.1 A Curriculum Vitae (CV)(2)3.2.2 A job interview(2)

TOTAL FOR SECTION A: [30]

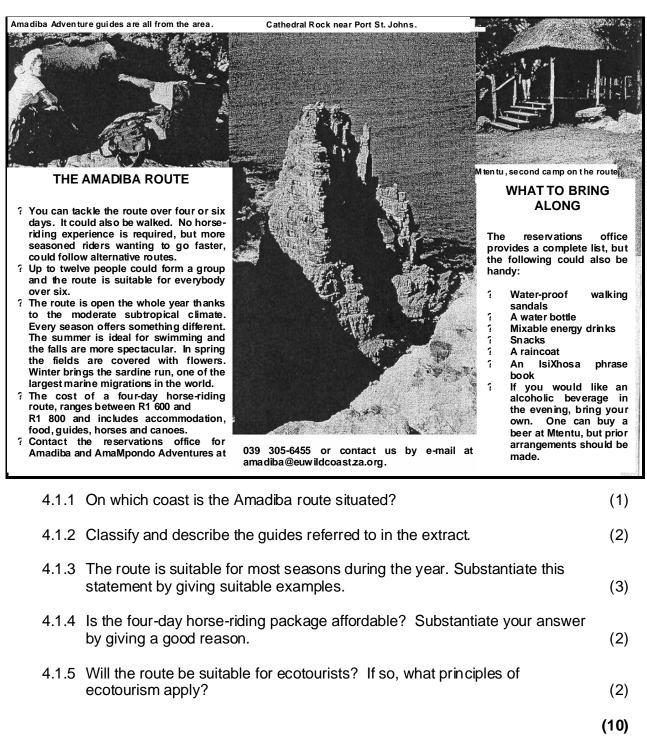
(1)

(7)

SECTION B

QUESTION 4 ECOTOURISM, BASIC CALCULATIONS, TOUR BUDGETS, ITINERARY

4.1 Study the extract below, taken from *Wegbreek*, April-May 2004, and answer the questions that follow.



4.2 Study the tariff table of Protea Hotels, (ADDENDUM A), the information on Zambia/Zimbabwe, (ADDENDUM B), the information on Zambia (ADDENDUM B and C), timetable of British Airways, (ADDENDUM D), tariff structure of Imperial (ADDENDUM G) and the case study below, then answer the questions that follow.

CASE STUDY

A family of 3 (father, mother and teenage son) from Johannesburg, go on a 4 day long weekend (Friday to Monday) tour to Zambia and Zimbabwe. They arrive in Lusaka on Friday moming, collect their rental car and drive to their hotel in Lusaka. During the course of the long weekend, they do several interesting and exciting activities as they make their way from Lusaka to Victoria Falls via Lake Kariba. On Monday they return to Johannesburg from Victoria Falls.

- They fly economy class on British Airways.
- They rent the cheapest air conditioned car from Hertz, with Collision Damage Waiver and Theft Protection at Weekend Wheels rates, starting 12:00 Friday and ending 12:00 Monday
- They travel a total of 600 km.
 - 4.2.1 Below is a simplified Tour Planner, which has several open spaces. Analyse and carefully; then use all that information to complete the Tour Planner for the family. The additional information below will also help you choose the correct options for the family. (Note that some activities have already been included in the Tour Planner – do not repeat them)
 - While in Lusaka, it is raining, so they choose an indoor, cultural activity
 - A night game drive in die Munda Wanga Park, near Lusaka, is an activity they definitely want to do
 - On the morning that they are in Victoria Falls, they want to see the Falls from the air
 - They want to know more about, and explore, the town of Victoria Falls
 - They want to see the game and bush that surrounds Lake Kariba
 - A bush braaivleis at Lake Kariba is something they want to experience.

DO NOT copy the planner in your answer book. Write down the letter of the missing piece of information and your answer next to it. E.g. (k) visit a cultural village

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7
1

Day	Morning Activity	Afternoon Activity	Evening Activity	Accommodation
1	Arrive in Lusaka (a) (Flight number)	(c)	Night game drive in Munda Wanga Park	(d)
	(b)			
2	Drive to Lake Kariba	(e)	A bush braaivleis	Houseboat on Lake
	using Hertz hire car			Kariba
3	Drive to Victoria Falls	(f)	At leisure	(g)
	using Hertz hire car			
4	(h)	(i) (Flight number)		
		Return Hertz hire car		

4.2.2 Use Addenda D and G to calculate the transport budget for the family. All calculations must be shown,. With each calculation, indicate what is being calculated, e.g. PAI.

(20)

4.2.3 When tourists travel to Zambia / Zimbabwe, they need to be ware of certain health precautions. Discuss the precautions to be taken.. (4)

[43]

QUESTION 5 TARIFF TABLES AND TECHNOLOGY

5.1 Study the tariff structure of Protea Hotels, **ADDENDUM A**, then answer the questions that follow.

5.1.1	Explain the abbreviation ASATA.	(1)
5.1.2	FI means "fully inclusive". What will be included?	(2)
5.1.3	Which hotel is the newest Protea Hotel? Substantiate your answer.	(2)
5.1.4	What do you understand by the term midweek ?	(1)
5.1.5	Explain what you understand by a global distribution system and give an	
	example from the tariff structure.	(4)
5.1.6	Name THREE other global distribution systems which can be used by a	
	travel agent.	(3)
5.1.7	Explain the "€' on the tariff structure and indicate why it is important for this	
	hotel group to attract tourists associated with this symbol?	(2)
		(15)

QUESTION 6 GLOBAL PERSPECTIVES AND TIME ZONES

6.1 Study the map, marked **ADDENDUM E**, and match Column A with Column B and write down only the correct letter, e.g. 6.1.6 H.

COLUMN A: ICONS, POPULAR DESTINATIONS		COLUMN B DESCRIPTIONS
6.1.1 Letter A	Α.	Present from France to the USA for their celebration of 100 years of independence
6.1.2 Letter B	В.	Situated over a National Park and from there you can see the prison Alcatraz
6.1.3 Letter C	C.	Isolated hill also called Pao de Acucar
6.1.4 Letter D	D.	Can be seen from outer space and is the oldest and longest manmade construction
6.1.5 Letter E	E.	Situated in the harbour of Sydney where Performing Arts are held
	F.	Popular destination for holidaymakers who love suntanning and Port Louis
	G.	Via Dolorosa, the Olive Mountain and Gethsemane are part of this city

(5)

(4)

(1)

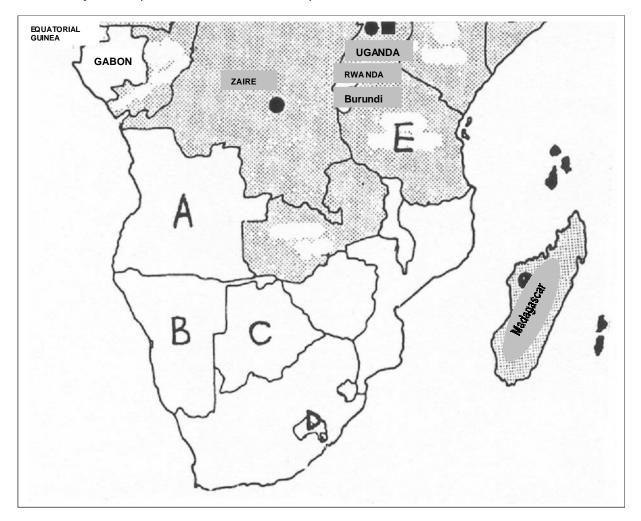
- 6.2 Study the map, **ADDENDUM E** and name the icon or popular destination located at the letters listed below:
 - 6.2.1 G
 - 6.2.2 H
 - 6.2.3 I
 - 6.2.4 J
- 6.3 Study the maps, **ADDENDA E** and **F** (World Time Zones), and answer the questions that follow.
 - 6.3.1 An Australian flies from Perth to see the Eiffel Tower, Arc de Triomphe and the Seine River. He leaves Perth at 01:15. The duration of the flight is 15 hours and it takes him 1 hour to get his luggage and his transport to the Eiffel Tower. Admission to the Eiffel closes at 16:00.
 - (a) Will the tourist be able to see the Eiffel Tower on the same day as his flight?
 - (b) Substantiate your answer by giving the time and day (same, following or next day) he would arrive at the Eiffel Tower. (2)
 - 6.3.2 President Mbeki attends the funeral of the Pope in Rome. He departs at 14:00 from Cape Town International and the duration of the flight is 9 hours.
 - (a) At what time will he arrive in Rome? What day will it be? (2)
 - (b) Describe briefly, the famous tourist destination in Rome and the effect the funeral had on tourism in the state. (5)

(19)

8

QUESTION 7 REGIONAL TOURIST MARKETS

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



7.1.1	Name the countries labelled A to E. State also the capital city and the currency used in each country. Tabulate your answer.	(15)
7.1.2	Which SADC country was affected by the disaster on 26 December 2004? Name the country as well as the disaster.	(2)
7.1.3	State what the acronym SADC means.	(2)
7.1.4	Who won the National Election in Zimbabwe in March and April 2005? Give the name of the leader as well as the name of his party.	(2)
7.1.5	For what kind of food and dance is Mauritius known?	(2) (23)

QUESTION 8 INTERPRETATION OF STATISTICS AND TRENDS

8.1 South Africa faces a challenge in hosting the Soccer World Cup in 2010. Evaluate and predict the positive impact that this major event can have on the South African economy.

You will receive marks for the correct layout of your essay as well as for all facts stated and evaluated.

- 8.2 Carefully study the tables below on overseas arrivals in South Africa in 2004. (Taken from Tourism Update, May 2005). Some countries showed an increase in tourist arrivals, whilst other countries showed a decrease in tourist arrivals to South Africa. Make a reasoned deduction why the numbers of tourist arrivals from the following countries have either increased or decreased.
 - 8.2.1 United States

2004

38 437

213 322

46 625 76 712

45 934

4 707 384

Country

United States

Ireland

Central & South America

Australia China

Africa

8.2.2 India, Indian Ocean Islands

19	\sim
24	r 3
E 7	50

	e	63			
	%	u			%
2003	Diffe rence	Country	2004	2003	Difference
34 806	9,4%	France	111 636	130 365	- 1 4%
192 563	9,7%	Germany	249 564	261 194	- 4,4%
		Hong			
41 778	10,4%	Kong	8 744	12 132	- 27,9%
72 728	5%	India	36 069	42 954	- 16%
33 128	27,9%	Indian Ocean			
4 519 616	3,9%	Islands	17 942	20 486	- 12,4%

TOTAL FOR SECTION B: [120]

TOTAL: 150

(15)

(5)

ADDENDUM A: PROTEA HOTELS

ASATA Av		ROTEA			- 1 - 10 -			
Best South A	GD = Game Drive • CE = Cul							
	© DENOTES A PREMIER PR Rates include VAT and are subject	отел н	OTEL	vitho	ut not	ice.		
	Rates include VAY and are subject	GALILEO		KARD			ACK RA	TE
LOCATION	HOTEL	PROPERTY NO.	SGL	DBL	NOTES	SGL	DBL	NOTE
AFDL	CA AND INDIAN		EA			1	ND	S
							US\$ 226	BB
MALAWI - Blantyre	PROTEA HOTEL RYALLS (Excl. 20% tax)	27195	US\$ 145	US\$ 176	BB	US\$ 195	03\$ 220	BB
MOZAMBIQUE	PROTEA HOTEL ZONGOENE LODGE		1000 141	US\$ 218	DBB	US\$ 163	US\$ 250	DBB
- Xai-Xai	- WEEKEND	-	US\$ 141	And Sugar	DBB	US\$ 103	US\$ 226	DBB
	- MIDWEEK	-	US\$ 128	US\$ 198 R 506	BB	R 530	R 630	BB
NAMIBIA	PROTEA HOTEL WALVIS BAY LODGE (Excl. 14% tax)	87114	R 425		RO	US\$ 140	US\$ 140	RO
NIGERIA	PROTEA HOTEL APO APARTMENTS	-	US\$ 112	US\$ 112	1. 101.0.0	US\$ 140	US\$ 150	RO
	PROTEA HOTEL ABUJA	-	US\$ 120	US\$ 120	RO	USS 150	US\$ 116	BB
	PROTEA HOTEL NIKE LAKE RESORT, ENUGU	-	US\$ 92	US\$ 92	BB		US\$ 186	RO
	PROTEA HOTEL PORT HARCOURT APARTMENTS	-	US\$ 148	US\$ 148	RO	US\$ 186	US\$ 180	RO
	PROTEA HOTEL VICTORIA ISLAND, LAGOS	•	US\$ 240	2	10 D	1		10000
	PROTEA HOTEL OAKWOOD PARK OPENING JUNE 2004	-			VAILAI		US\$ 300	FI
TANZANIA	PROTEA HOTEL AMANI BEACH (Incl. tax) ⊘		US\$ 170	US\$ 260	FI	US\$ 200 US\$ 136	US\$ 136	R
	PROTEA HOTEL DAR ES SALAAM	-	US\$ 108	US\$ 108	RO	US\$ 150	US\$ 150	R
		-	US\$ 120	US\$ 120	RO	1044104000		RO
3	PROTEA HOTEL STERNE	7549	€ 53	€ 71	RO	€ 67 US\$ 115	€ 90 US\$ 146	BB
	PROTEA HOTEL AISHI	31077	US\$ 94	US\$ 122	BB BB	US\$ 95	US\$ 170	BB
	PROTEA HOTEL MBWENI RUINS		US\$ 78	US\$ 140	100000	US\$ 150	US\$ 190	DBB
	PROTEA HOTEL ZANZIBAR BEACH RESORT	-	US\$ 130	US\$ 168	DBB		US\$ 90	BB
ZAMBIA	PROTEA HOTEL CHINGOLA	27197	US\$ 70	US\$ 70	BB	US\$ 90 US\$ 140	US\$ 160	BB & G
	PROTEA HOTEL LUSAKA SAFARI LODGE (Deluxe)	~	-	-	-	055 140	033 100	DD & C
	(Excludes 2% levy)	30732	R 206	R 312	BB	R 251	R 376	BB
ZIMBABWE	PROTEA HOTEL HARARE SAFARI LODGE	30732	K 200	K 512		IN 251	[
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	UNITED KI		GL					
					10000		0.100	DC
LONDON	PROTEA HOTEL JOHN HOWARD	-	£ 68	£ 76	RO	£ 89	£ 100	RO
PROTEA	HOTELS CALL	08	6.	-1	11	- 9	0	00
	THE GSA March 200	04						

ADDENDUM B: INFORMATION ON ZAMBIA/ZIMBABWE

INFORMATION ON ZAMBIA

(Taken from the ESSENCE OF AFRICA, Retosa 2003)

Victoria Waterfalls, named by David Livingstone, is known by the local people as "the smoke that thunders". It is also the name of the National Park, situated between the Falls and the city nearby, Livingstone. Comfortable accommodation is offered at R250,00 p.p. Children under 12 pay half-price. Microlight flights over the Fall are something to do.

Lake Kariba, the border between Zimbabwe and Zambia has its own charm. There are different house boats to hire where you can relax at the water and admire the scenic beauty. Move more to the east and Kafue National Park is the next attraction to visit. Wildlife and plants are common because water is no problem. It is the habitat of antelopes, elephants, hippos, buffaloes and zebras.

The Zambezi National Park, more to the north, brags about its slow moving rivers. The park is known for its wildlife and birds. At Chingola there is the Chimfunshi Wildlife Orphanage. All the wild animals that are hurt, have been tranquilized, brought to the resort and have been taken care of until they are free to go.

In Lusaka there is the Lusaka National Museum, a wonderful place for the whole family. The botanical gardens and an educational centre can be visited. An interesting place to be ...

ADDENDUM C: INFORMATION ON ZAMBIA

VICTORIA FALLS CITY TOUR

- A safari guide par excellence will accompany clients. During high water, visitors can get wet at the Falls, raincoats are advisable (available for hire) and cameras should be sealed in plastic bags.
- Transfers to/from The Waterfront are included in the price.
- National Park fees are included in the price.

Victoria Falls City Tour

Bookings available daily on request, all year round from Victoria Falls and Livingstone. Mornings or afternoons, R80 per person

VICTORIA FALLS AERIAL ADVENTURES

- All aerial activities are subject to weather conditions.
- Microlight minimum age 6 years and maximum weight 100 kg
- Microlights have a unique wing-mounted camera (bring own film or purchase at strip)
- Microlights morning flights 06:30 to 10:00
 Afternoon flights 15:00 to 18:00
 Craft: 2 microlights capacity 1 client per microlight

Bookings available daily on request, all year round from Victoria Falls and Livingstone Helicopter: 15 minutes, US\$80 Microlights: 15 minutes, US\$75

HOUSEBOATING ON LAKE KARIBA

Calm and sunny accommodation is guaranteed with just 3 boats functioning on the Zambian side. The lake is big enough to feel isolated, with spectacular sunsets and sunrises. Hire such a boat, take your own food and enjoy the spectacular scenic beauty.

Bookings R230 p.p.s.

LAKE KARIBACRUISE

Enjoy the peace and tranquility of the river, the African bush and the game as it comes down to drink. Refreshments are served on board.

- Departures: Daily at 09:00
- Duration: 2 hours
- Costs: R60 p.p.

LUSAKA NATIONAL MUSEUM

Tells the story of Zambia's people, history, art, sculptures, cultural antefacts and books. Hours: 09:00 to 16:00 daily, weekends included Fees: US\$ 2 for adults, US\$ 1 for children Guided tours available

MUNDA WANGA ENVIRONMENTAL PARK, NEAR LUSAKA

A wide variety of activities are available; a great place for the family. There is the Wildlife Park, Botanical Gardens, a swimming pool, adventure playgrounds, picnic sites and the Terrace Cafè. Admission fees: Adults: US\$ 3

Children under 12: US\$ 1

VICTORIA NATIONAL PARK ACCOMMODATION

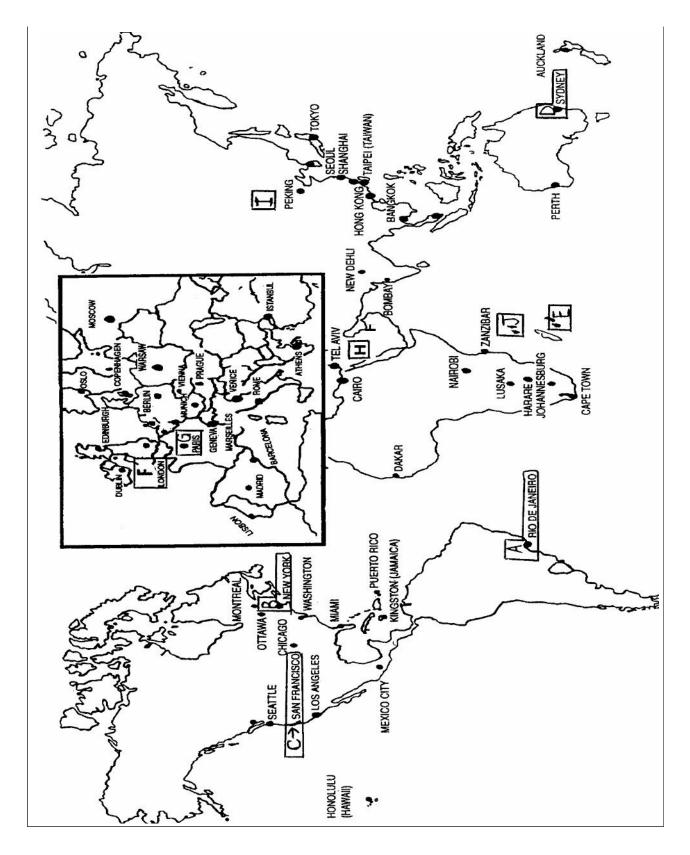
Come and enjoy carefree, tranquil accommodation in the National Park, surrounded by wildlife and plants of Africa. The accommodation includes breakfast and supper at the Lodges, served in the restaurant at the Main Camp. Prices: Adults: R185,00 p.p.s.

Children: R125,00 (if they share with parents)

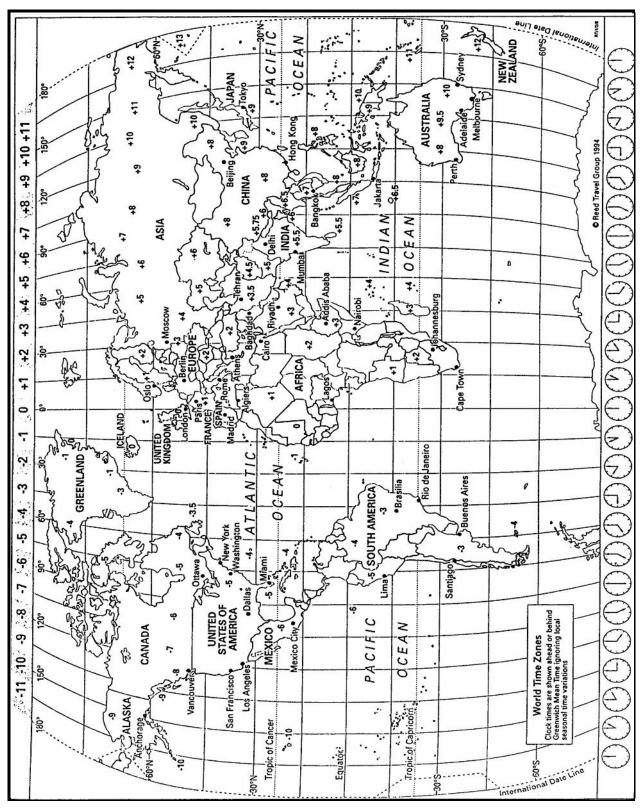
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*N CLASS Limited Seats/FLT Specific N/A 1049 N/A 638 N/A N/A 866 1072 INFANT - 10% of adult fare -	
CHILD - 67% of adult fare - <td></td>	
* NO CHILD DISCOUNT – INFANT IREE * EXCLUDES ZA TAX and YQ INSUR ANCE	
UNTERNATIONAL/REGIONAL AIREARES Effective 05 May 2003	
FARE JNB TO VFA JNB TO HRE JNB TO WDH JNB TO LUN	
O/w Rtn O/w Rtn O/w Rtn O/w Rtn	
C 2430 4420 2120 4240 2300 4200 2820 5130	1
	──
Y 2100 4100 2050 4000 1950 3500 2200 4410	
B 1900 3800 1900 3800 N/A N/A N/A 2990	
H (min 1 Sun, max 3 days)	
	+
YEE6M (6 month excursion) N/A N/A <td>┿────</td>	┿────
YEE1M (1 month excursion) N/A N/A <td></td>	
YEE45 (min 5 days, max 45 days) N/A 2860H N/A 2860H N/A N/A N/A N/A	
ree4s (min's days, max4s days) N/A 2620L N/A 2620L N/A N/A N/A N/A N/A	1
K (min 3 days, max 1 month) N/A 1930H N/A 1930H N/A N/	
BPEX N/A N/A N/A N/A N/A 2200 N/A N/A	
BCD3M (Senior Citizen Fare) N/A N/A N/A N/A 1400 2200 N/A N/A	
BZZ6M (Youth Fare) N/A N/A N/A N/A 1400 2200 N/A N/A	

ADDENDUM E: WORLD MAP







ADDENDUM G: CAR RENTAL

	PR	ROOFRE	A	I)					Ι	DAT	Έ						
	SI	GNATUI	R	E						_								
	PR	ROOFRE	A	I)			Γ		I	DAT	ТЕ						
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		Reservati 08	on	1 a	na		nfo	/ orma	tion	Centre			5	G Spo Rc		al		
		Valid from 15 December 2	002	2			a a la	Standar Ra		Daily incl. CDW, TP & 100km	Daily incl. SCDW, STP & 100km	Holiday Saver incl. unlimited km's	Weekend wheels incl. 100km per day	Collision D Wain (CD	er	Theft Prote (TP)	ction	y W/TP
Group	Acriss Code	Model	Air bag	Air Conditioning	Power Steering	Automatic	Radio/Tape	Per Day	*********	1-6 Days Per Day	1-6 Days Per Day	7+ Days Per Day	2-4 Days Per Day	CDW Per Day	Super CDW Per Day	TP Per Day	Super TP Per Day	Responsibility Where OW/ is accepted
Q	ECMN	VW CHICO 1.4 or similar						R86	R1.31	R262	R330	R165	R93	R51	R85	R27	R 61	R4,100
A	CDMN	TOYOTA COROLLA 130 or similar					x	R124	R1.42	R310	R379	R206	R102	R53	R87	R27	R 62	R4,200
T	CCMR	FIAT SIENA CCMR or similar	x	X	x		X	R160	R1.60	R360	R429	R219	R104	R53	R87	R27	R62	R4,200
В	CDMR	TOYOTA COROLLA 160i GLE or similar		X	X		X	R178	R1.88	R401	R472	R274	R138	R54	_R89	R28	R64	R7,000
U	IDMR	OPEL ASTRA 1.6 CDE or similar	X	X	X		X	R261	R2.61	R538	R612	R341	R237	R54	R92	R28	R64	
	: .	or annual	1	1														R9,000
C	CDAR	NISSAN ALMERA 1.6 or similar		X	x	X	X	R275	R2.75	R563	R637	R346	R311	R54	R92	R28	R64	R9,000 R7,000
C D	CDAR SDAR	NISSAN ALMERA 1.6 or similar TOYOTA CAMRY 200/220		İ		X X			R2.75 R3.52	R563 R714	R637 R803	R346 R613	R311 R400	R54 R65	R92 R106	R28 • R33	R64 	R7,000
		NISSAN ALMERA 1.6 or similar	x	İ	x	x	x	R352										R7,000 R10,500
D	SDAR	NISSAN ALMERA 1.6 or similar TOYOTA CAMRY 200/220 or similar		X	X X	X X	X X	R352 R358	R3.52	R714	R803	R613	R400	R65	R106	• R33 R34	R81 R 82	R7,000 R10,500 R11,500
D F	SDAR SCAR	NISSAN ALMERA 1.6 or similar TOYOTA CAMRY 200/220 or similar BMW 318 i 🖒		X X	X X	X X	X X	R352 R358 R404	R3.52 R3.61	R714 R728	R803 R816	R613 R647	R400 R403	R65 R66	R106 R106	• R33	R81 R 82 R108	R7,000 R10,500 R11,500 R13,900
D F H	SDAR SCAR PDAR	NISSAN ALMERA 1.6 or similar TOYOTA CAMRY 200/220 or similar BMW 318 i 5 MERCEDES BENZ C180		X X X	x x x	X X	x x x	R352 R358 R404 R261	R3.52 R3.61 R4.06	R714 R728 R817	R803 R816 R924	R613 R647 R716	R400 R403 R423	R65 R66 R71	R106 R106 R108	• R33 R34 R38	R81 R 82	R7,000 R10,500 R11,500 R13,900 R8,800
D F H J	SDAR SCAR PDAR FVMR	NISSAN ALMERA 1.6 or similar TOYOTA CAMRY 200/220 or similar BMW 318 i 5. MERCEDES BENZ C180 TOYOTA CONDOR		X X X X	X X X X	X X	x x x x x	R352 R358 R404 R261 R473	R3.52 R3.61 R4.06 R2.84	R714 R728 R817 R573	R803 R816 R924 R660	R613 R647 R716 R420	R400 R403 R423 R280	R65 R66 R71 R65	R106 R106 R108 R104	R33 R34 R38 R34	R81 R 82 R108 R82	R7,000 R10,500 R11,500 R13,900 R8,800
D F H J	SDAR SCAR PDAR FVMR SVMR	NISSAN ALMERA 1.6 or similar TOYOTA CAMRY 200/220 or similar BMW 318 i 5 MERCEDES BENZ C180 TOYOTA CONDOR VW MICROBUS 2.31		X X X X X	X X X X X	X X	X X X X X	R352 R358 R404 R261 R473 R686	R3.52 R3.61 R4.06 R2.84 R4.45	R714 R728 R817 R573 R920	R803 R816 R924 R660 R1,066	R613 R647 R716 R420 R735	R400 R403 R423 R280 R408	R65 R66 R71 R65 R71	R106 R106 R108 R104 R131	• R33 R34 R38 R34 R34 R43	R81 R 82 R108 R82 R129	R7,000 R10,500 R11,500 R13,900 R8,800 R12,000

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