

**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 Give the correct names of the four trans-frontier parks (in full) that you have studied. (4)
- 1.1.2 Name the World Heritage sites that are situated in the following provinces in South Africa.
- a) Gauteng (1)
- b) KwaZulu Natal (two sites) (2)
- 1.2 Redraw the table below in your answer book and supply the missing information.

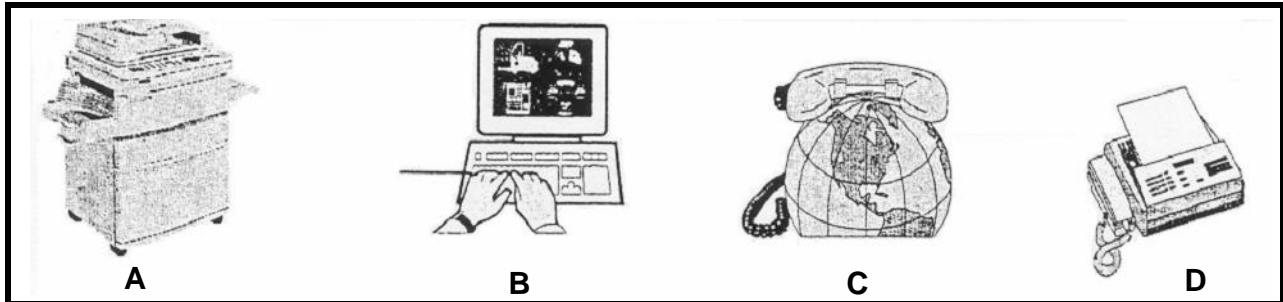
	<b>SADC COUNTRY</b>	<b>CAPITAL</b>	<b>CURRENCY</b>
1.2.1	Zambia		
1.2.2	Swaziland		
1.2.3	Malawi		
1.2.4	Mozambique		

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 (1)
- 3.1.2 Sustainable tourism (1)
- 3.1.3 Habitat (1)

3.2 In the area of work experience briefly say what the following are:



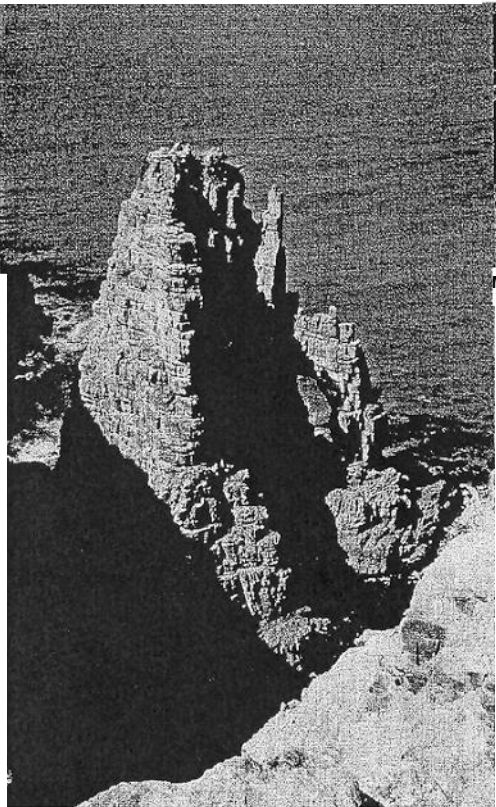
- 3.2.1 A Curriculum Vitae (CV) (2)
  - 3.2.2 A job interview (2)
- (7)**

**TOTAL FOR SECTION A: [30]**

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.

Amadiba Adventure guides are all from the area.	Cathedral Rock near Port St. Johns.	
		Mtentu, second camp on the route.
<p><b>THE AMADIBA ROUTE</b></p> <ul style="list-style-type: none"> <li>? You can tackle the route over four or six days. It could also be walked. No horse-riding experience is required, but more seasoned riders wanting to go faster, could follow alternative routes.</li> <li>? Up to twelve people could form a group and the route is suitable for everybody over six.</li> <li>? The route is open the whole year thanks to the moderate subtropical climate. Every season offers something different. The summer is ideal for swimming and the falls are more spectacular. In spring the fields are covered with flowers. Winter brings the sardine run, one of the largest marine migrations in the world.</li> <li>? The cost of a four-day horse-riding route, ranges between R1 600 and R1 800 and includes accommodation, food, guides, horses and canoes.</li> <li>? Contact the reservations office for Amadiba and AmaMpondo Adventures at</li> </ul>	039 305-6455 or contact us by e-mail at <a href="mailto:amadiba@euwildcoast.za.org">amadiba@euwildcoast.za.org</a> .	<p><b>WHAT TO BRING ALONG</b></p> <p>The reservations office provides a complete list, but the following could also be handy:</p> <ul style="list-style-type: none"> <li>? Water-proof walking sandals</li> <li>? A water bottle</li> <li>? Mixable energy drinks</li> <li>? Snacks</li> <li>? A raincoat</li> <li>? An IsiXhosa phrase book</li> <li>? If you would like an alcoholic beverage in the evening, bring your own. One can buy a beer at Mtentu, but prior arrangements should be made.</li> </ul>

- 4.1.1 On which coast is the Amadiba route situated? (1)
- 4.1.2 Classify and describe the guides referred to in the extract. (2)
- 4.1.3 The route is suitable for most seasons during the year. Substantiate this statement by giving suitable examples. (3)
- 4.1.4 Is the four-day horse-riding package affordable? Substantiate your answer by giving a good reason. (2)
- 4.1.5 Will the route be suitable for ecotourists? If so, what principles of ecotourism apply? (2)

**(10)**

P.T.O.

- 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 morning, 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

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 using Hertz hire car	(e)	A bush braai/leis	Houseboat on Lake Kariba
3	Drive to Victoria Falls using Hertz hire car	(f)	At leisure	(g)
4	(h)	(i) (Flight number)		
		Return Hertz hire car		

(9)

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 beware 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.

<b>COLUMN A: ICONS, POPULAR DESTINATIONS</b>	<b>COLUMN B DESCRIPTIONS</b>	
6.1.1 Letter A	A.	Present from France to the USA for their celebration of 100 years of independence
6.1.2 Letter B	B.	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)

- 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

(4)

- 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? (1)  
(b) Substantiate your answer by giving the time and day (same, following or next day) he would arrive at the Eiffel Tower. (2)

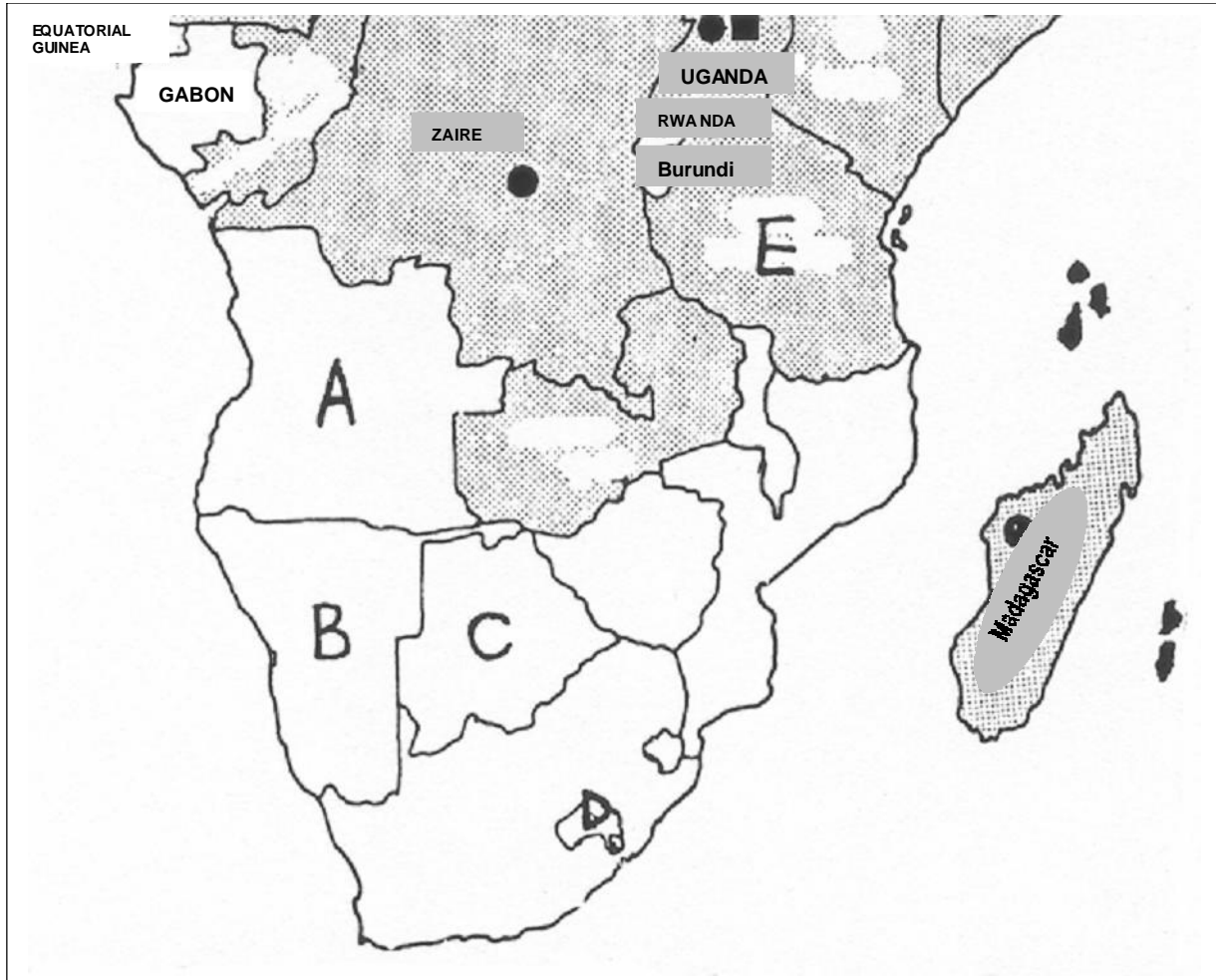
6.3.2 President Mbeki attends the funeral of the Pope in Rome. He departs at 14:00 from Cape Town International and the duration of the flight is 9 hours.

- (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)**

**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. (15)

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

8.2.2 India, Indian Ocean Islands (5)



Country	2004	2003	% Difference	Country	2004	2003	% Difference
Ireland	38 437	34 806	9,4%	France	111 636	130 365	- 14%
United States	213 322	192 563	9,7%	Germany	249 564	261 194	- 4,4%
Central & South America	46 625	41 778	10,4%	Hong Kong	8 744	12 132	- 27,9%
Australia	76 712	72 728	5%	India	36 069	42 954	- 16%
China	45 934	33 128	27,9%	Indian Ocean Islands	17 942	20 486	- 12,4%
Africa	4 707 384	4 519 616	3,9%				

**TOTAL FOR SECTION B: [120]**

**TOTAL: 150**

ADDENDUM A: PROTEA HOTELS

# PROTEA HOTELS

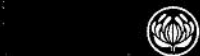
ASATA Awarded -  
Best South African Hotel Group

PROTEA PRICEBREAKERS FROM **R120**  
PER PERSON SHARING

GD = Game Drive • CE = Cultural Experience  
⊗ DENOTES A PREMIER PROTEA HOTEL  
Rates include VAT and are subject to change without notice.

LOCATION	HOTEL	GALILEO PROPERTY NO.	PROKARD RATE			RACK RATE		
			SGL	DBL	NOTES	SGL	DBL	NOTES
<b>AFRICA AND INDIAN OCEAN ISLANDS</b>								
MALAWI - Blantyre	PROTEA HOTEL RYALLS (Excl. 20% tax) ⊗	27195	US\$ 145	US\$ 176	BB	US\$ 195	US\$ 226	BB
MOZAMBIQUE - Xai-Xai	PROTEA HOTEL ZONGOENE LODGE	-	US\$ 141	US\$ 218	DBB	US\$ 163	US\$ 250	DBB
	- WEEKEND	-	US\$ 128	US\$ 198	DBB	US\$ 147	US\$ 226	DBB
	- MIDWEEK	-						
NAMIBIA	PROTEA HOTEL WALVIS BAY LODGE (Excl. 14% tax)	87114	R 425	R 506	BB	R 530	R 630	BB
NIGERIA	PROTEA HOTEL APO APARTMENTS	-	US\$ 112	US\$ 112	RO	US\$ 140	US\$ 140	RO
	PROTEA HOTEL ABUJA	-	US\$ 120	US\$ 120	RO	US\$ 150	US\$ 150	RO
	PROTEA HOTEL NIKE LAKE RESORT, ENUGU	-	US\$ 92	US\$ 92	BB	US\$ 116	US\$ 116	BB
	PROTEA HOTEL PORT HARCOURT APARTMENTS	-	US\$ 148	US\$ 148	RO	US\$ 186	US\$ 186	RO
	PROTEA HOTEL VICTORIA ISLAND, LAGOS	-	US\$ 240	US\$ 240	RO	US\$ 300	US\$ 300	RO
	PROTEA HOTEL OAKWOOD PARK OPENING JUNE 2004	-	RATES AVAILABLE ON REQUEST					
TANZANIA	PROTEA HOTEL AMANI BEACH (Incl. tax) ⊗	-	US\$ 170	US\$ 260	FI	US\$ 200	US\$ 300	FI
	PROTEA HOTEL DAR ES SALAAM	-	US\$ 108	US\$ 108	RO	US\$ 136	US\$ 136	R
		-	US\$ 120	US\$ 120	RO	US\$ 150	US\$ 150	R
	PROTEA HOTEL STERNE	7549	€ 53	€ 71	RO	€ 67	€ 90	RO
	PROTEA HOTEL AISHI	31077	US\$ 94	US\$ 122	BB	US\$ 115	US\$ 146	BB
	PROTEA HOTEL MBWENI RUINS	-	US\$ 78	US\$ 140	BB	US\$ 95	US\$ 170	BB
	PROTEA HOTEL ZANZIBAR BEACH RESORT ⊗	-	US\$ 130	US\$ 168	DBB	US\$ 150	US\$ 190	DBB
ZAMBIA	PROTEA HOTEL CHINGOLA	27197	US\$ 70	US\$ 70	BB	US\$ 90	US\$ 90	BB
	PROTEA HOTEL LUSAKA SAFARI LODGE (Deluxe) (Excludes 2% levy)	-	-	-	-	US\$ 140	US\$ 160	BB & GD
ZIMBABWE	PROTEA HOTEL HARARE SAFARI LODGE	30732	R 206	R 312	BB	R 251	R 376	BB

LOCATION	HOTEL	GALILEO PROPERTY NO.	PROKARD RATE			RACK RATE		
			SGL	DBL	NOTES	SGL	DBL	NOTES
<b>UNITED KINGDOM</b>								
LONDON	PROTEA HOTEL JOHN HOWARD	-	£ 68	£ 76	RO	£ 89	£ 100	RO



PROTEA HOTELS

**CALL 086-111-9000**

## **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 artefacts 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 Café.

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.

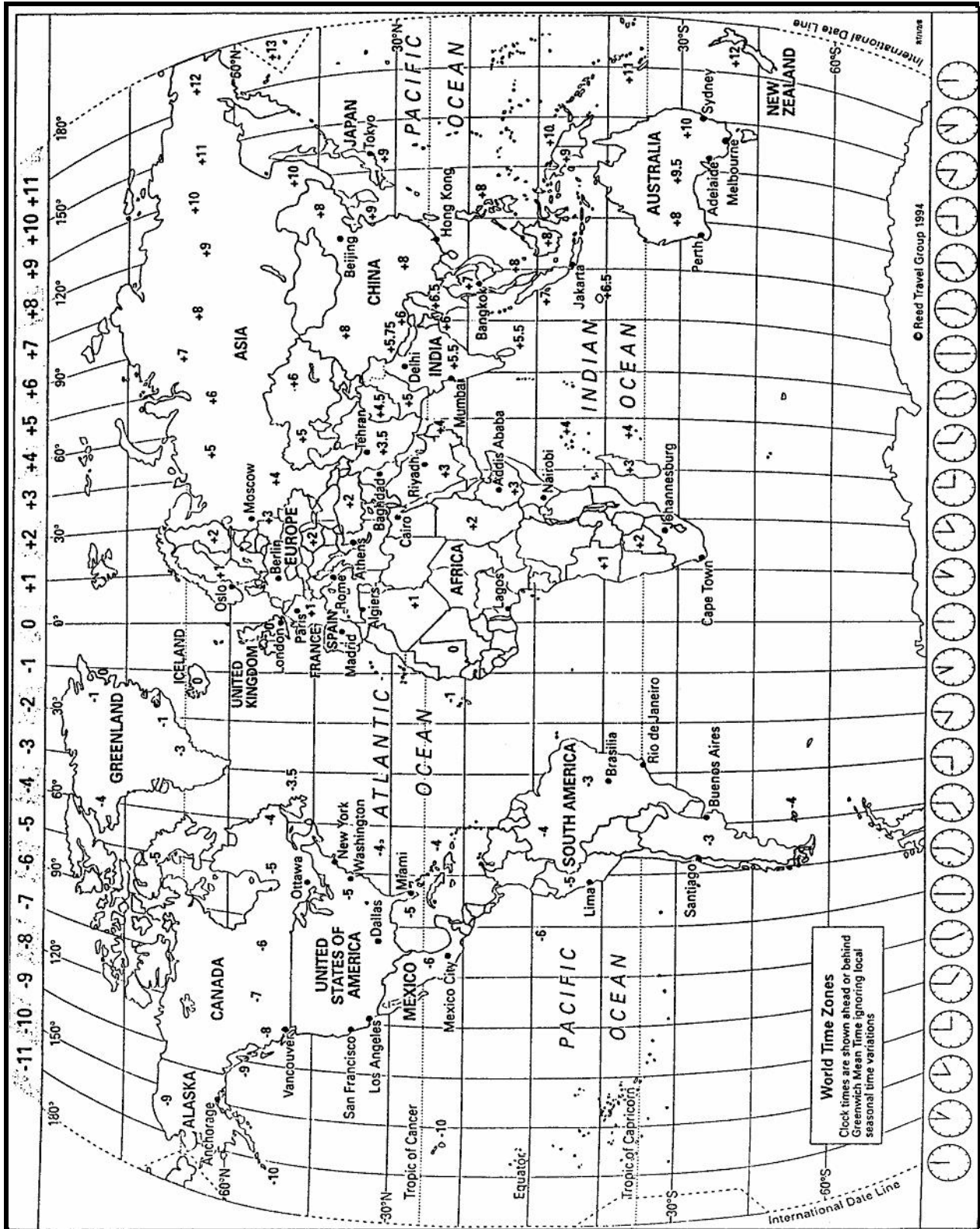
Prices: Adults: R185,00 p.p.s.

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





ADDENDUM F: WORLD TIME ZONES





ADDENDUM G: CAR RENTAL

PROOFREAD  DATE \_\_\_\_\_  
 SIGNATURE \_\_\_\_\_  
 PROOFREAD  DATE \_\_\_\_\_  
 SIGNATURE \_\_\_\_\_



Reservation and Information Centre  
**0861 600 136**

**GSA  
Special  
Rates**

Valid from 15 December 2002										Standard Daily Rate		Daily incl. CDW, TP & 100km	Daily incl. SCOW, STP & 100km	Holiday Saver incl. unlimited km's	Weekend wheels incl. 100km per day	Collision Damage Waiver (CDW)	Theft Protection (TP)		Responsibility *Where CDW/TP is accepted
Group	Acrrss Code	Model	Air bag	Air Conditioning	Power Steering	Automatic	Radio/Tape	Per Day	Per Km	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		
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	
B	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	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	R7,000	
D	SDAR	TOYOTA CAMRY 200/220 or similar		X	X	X	X	R352	R3.52	R714	R803	R613	R400	R65	R106	R33	R81	R10,500	
F	SCAR	BMW 318 i	X	X	X	X	X	R358	R3.61	R728	R816	R647	R403	R66	R106	R34	R 82	R11,500	
H	PDAR	MERCEDES BENZ C180	X	X	X	X	X	R404	R4.06	R817	R924	R716	R423	R71	R108	R38	R108	R13,900	
J	FVMR	TOYOTA CONDOR		X			X	R261	R2.84	R573	R660	R420	R280	R65	R104	R34	R82	R8,800	
**K	SVMR	VW MICROBUS 2.3i		X	X		X	R473	R4.45	R920	R1,066	R735	R408	R71	R131	R43	R129	R12,000	
***N	PVMR	MERCEDES VITO or similar		X	X		X	R686	R6.45	R1,303	R1,455	R1,066	R592	R80	R145	R55	R142	R17,500	
M	FFMR	NISSAN 3.0 4X4 DOUBLE CAB or similar		X	X		X	R490	R3.62	R887	R1,039	R807	R612	R76	R140	R50	R138	R12,500	
R	SPMN	NISSAN 2.0 LDV or similar						R115	R1.22	R288	R359	N/A	R319	R54	R89	R28	R64	R11,000	

\* All vehicles rented subject to Hertz Terms & Conditions of the Rental Agreement • All vehicle models are subject to availability • Rates are quoted in SA Rand (ZAR) • Hertz reserves right to replace vehicle models with similar specifications \*\* Group to be phased out during second quarter of 2003 \*\*\* Group to be phased in during second quarter of 2003  
 • Shaded areas non-discountable