

## GAUTENG DEPARTMENT OF EDUCATION

## SENIOR CERTIFICATE EXAMINATION

## TRAVEL AND TOURISM SG

**QUESTION 1**

- |     |  |             |
|-----|--|-------------|
| 1.1 | Big Ben (London) and Table Mountain (Cape Town)  | (2)         |
| 1.2 | Passengers receive their boarding passes and hand in their checked luggage.  | (2)         |
| 1.3 | You identify yourself and provide the hotel with the following information- ID number or passport number, home address, car registration, etc. | (2)         |
| 1.4 | The Pound (£)  | (1)         |
| 1.5 | No   | (1)         |
| 1.6 | A 24-hour day  | (1)         |
| 1.7 | The Whale Route<br>The Cango Caves<br>Addo Elephant National Park<br>The Garden Route<br>The Ostrich Farms                                     | (5)         |
| 1.8 | Robben Island  | (1)         |
| 1.9 | Sterkfontein Caves   | (1)         |
|     |  | <b>[16]</b> |

**QUESTION 2**

- |       |               |            |
|-------|---------------|------------|
| 2.1.1 | H (Pula)      |            |
| 2.1.2 | E (Lilangeni) |            |
| 2.1.3 | A (Dollar)    |            |
| 2.1.4 | C (Loti)      |            |
| 2.1.5 | B (Kwacha)    |            |
| 2.1.6 | D (Metical)   | (6)        |
|       |               | <b>[6]</b> |

### QUESTION 3

3.1.1 E

3.1.2 C

3.1.3 A

3.2.1 B

3.2.2 C

3.2.3 E

3.2.4 A

3.2.5 G

(8)  
[8]

### QUESTION 4

4.1  $R427 \times 2 \times 4 = R3\ 416$

(2)

4.2 Hire:  $114 \times 2 = 228$   
 Kms:  $600 \times 1.41 = 846$   
 CDW:  $49 \times 2 = 98$   
 TP:  $24 \times 2 = 48$   
 PAI:  $16 \times 2 = 32$   
**TOTAL: R1252**

(8)

4.3

Day	Morning Activity	Afternoon Activity	Accommodation
5	At leisure	Afternoon Tour incl Table Mt✓	Cullinan Hotel
Cost		$R295 \times 2✓ = R590✓$	
6	Grand Cape Peninsula	Tour – Full Day✓	Cullinan Hotel
Cost		$R335 \times 2✓ = R670✓$	
7	At leisure	Wonderful Winelands Tour✓	Cullinan Hotel
Cost		$R235 \times 2✓ = R470✓$	
Total		$R1730✓$	

(10)  
[20]

### QUESTION 5

- 5.1.1 depart 21:30 arrive 09:25 (next day) (2)
- 5.1.2 depart 20:45 arrive 06:55 (next day) (2)
- 5.1.3 Time in Johannesburg on landing is 06:55 + 2 hrs = 08:55  
Therefore, flying time is 24:00 - 20:45 = 3:15 + 8:55 = 12 hrs 10 mins (2)
- 5.2.1 Victoria & Alfred Waterfront (1)
- 5.2.2 Holiday Inn Garden Court St Georges Mall (1)
- 5.2.3 Two Oceans Aquarium (1)
- 5.2.4 Table Bay, Cape Grace, Portsworld Lodge, Breakwater Lodge (Any two) (2)
- [11]

### QUESTION 6

- 6.1.1 Unspoiled (1)
- 6.1.2 Outdoors on an open fire / in a large three-legged pot OR over the coals, like in a braaivleis. (2)
- 6.1.3 Lion (1)
- 6.1.4 Rhino, buffalo, elephant, leopard (4)
- 6.1.5 That is when the animals come to drink at the waterholes early in the morning and the evening/ it is cooler / nocturnal creatures emerge. (2)
- 6.1.6 Limpopo and Mpumalanga (2)
- 6.1.7 Vegetation, long grass, thorn bushes (3)
- 6.1.8 Escort tourists into the bush / tell them about the fauna and flora (animals and plants) / be responsible for their safety while in the bush. / teach them about conservation (3)
- [18]

### QUESTION 7

- 7.1 Only TWO destinations must be described. If three are given, mark only the first two. Answers will vary – each description must include 3 of the aspects mentioned for full marks.
- 7.1.1 America's most popular tourist attraction – Family theme park – Featuring rides from Disney movies – Featuring characters from Disney comics and movies – includes Epcot Centre – which spotlights technology of the future – and exhibitions from several other counties

- 7.1.2 On the northern coast of the Mediterranean Sea – in the south east of France and north west of Italy – hot in summer, warm in winter – playground of the rich and famous – includes such famous towns and cities as Monte Carlo, Nice, Cannes, St Tropez and St Remo
- 7.1.3 In Rome in Italy – world's smallest independent state – home of the Pope, head of the Roman Catholic Church – St Peter's Cathedral at its centre – many pilgrims and art lovers go there – Sistine Chapel, works by Michelangelo and Leonardo da Vinci can be seen 2 x 3 = (6)
- 7.2.1 Democratic Republic of Congo (DRC not acceptable)
- 7.2.2 Tanzania
- 7.2.3 Zambia
- 7.2.4 Mozambique
- 7.2.5 Mauritius
- 7.2.6 Namibia (6)
- 7.3.1 That there was a man in white shorts who cleans your sunglasses on the beach. (1)
- 7.3.2 You may phone (the hotel restaurant) – and order food or meals and drinks – which will be delivered to your room (3)
- 7.3.3 (Any Two of the following)
- Choosing the right person for the job
  - Correctly training the person for the job
  - Making sure all personnel are properly supervised
  - Putting in proper incentives for employees to perform to their best
  - Having a positive and successful relationship with the labour unions (2)
- [18]**

### QUESTION 8

- 8.1.1  $18.50 \div 7.75 = \$2.39$  (2)
- 8.1.2  $\pounds 15.25 \times 10.45 = \text{R}159.36$  (2)
- 8.1.3  $190.82 \div 8.12 = \text{€}23,50$  (2)
- 8.1.4  $5750 \times 0.04 = \text{R}230.00$  (2)
- 8.2 (Answers will vary, but the following main points must be covered. No marks can be given if a CRS and a GDS are defined, because that's not what the question required.) A CRS can only be used fully and completely by employees of the company operating the CRS. For example, only Avis personnel can access all the information on the Avis CRS. Through a GDS, however, a trained person can, by means of the Internet, and provided her agency subscribes to a GDS, log on to the Avis CRS and not only make a booking, but also issue a ticket. (3)
- 8.3 (Any two)  
Galileo \* Amadeus \* Worldspan \* Sabre (2)
- 8.4 (Any TWO)  
SM I \* BABS \* START (2)
- [15]**

## QUESTION 9

9.1.1 SA201 Time difference is 6 hrs (DST) so when plane leaves JNB, it is 14:00 in NYC. Add flying time (17 hrs) and time on landing will be 14:00 + 17:00 = 31 :00 = 07:00

BA45 Time difference is 6 hrs (DST) so when plane leaves JNB, it is 16:00 in NYC.

Add flying time (17 hrs) and time on landing will be 16:00 + 17:00 = 33:00 = 09:00  
Therefore, he must take SA201 (3)

9.1.2 HKG is at +8

NYC is at -5 but it is summer (DST) so it is now -4

Time difference is therefore 12 hrs

It is 06:00 in HKG, so the 12 hours must be subtracted from 06:00

Therefore the time in NYC is 18:00 and the date is 13 July (3)

9.1.3 It is winter in London, so no DST, therefore time difference is 2 hours.

Time in London when plane took off was therefore 19:00 (21 :00 – 2 hrs)

If it landed at 08:00, it had been flying for 13 hours. (2)

[8]

## QUESTION 10

10.1.1 False – with CDW there is an excess of R5 400 (2)

10.1.2 True – in the Weekender column it says N/A – meaning, Not Available (2)

10.1.3 False – In small print it says “Rates exclude fuel” among other things (2)

10.1.4 False – says in 2 places that it includes 150 free kms per day (2)

10.1.5 False – In small print it says “Rates include VAT @ 14%” among other things (2)

10.1.6 True – No mention is made of air conditioning, only Radio-Tape (2)

10.2.1 False – only 2 nights stay is required (2)

10.2.2 False – only the Cullinan Hotel is restricted to the weekend nights (2)

10.2.3 True – Children under 18 sharing a room with parents stay for free (2)

10.2.4 True – The price for a double is exactly half that of a single and rates are per person sharing (2)

10.2.5 True – It says so in the small print. (2)

10.2.6 False – In small print it says “not available for groups” (2)

10.2.7 False.– In two places in the small print it says “excludes 1 % levy” (2)

10.3.1 First fully democratic elections / Nelson Mandela elected President	(1)
10.3.2 The terrorist bombings of the World Centre Towers on Sept 11 2001	(1)
10.3.3 South Africa was seen as a safe (terrorist free) destination	(1)
10.3.4 2000	(1)
	<b>[30]</b>

**TOTAL FOR SECTION B: 120**

**TOTAL: 150**

## GAUTENGSE DEPARTEMENT VAN ONDERWYS

## SENIORSERTIFIKAAT-EKSAMEN

## REIS EN TOERISME SG

## VRAAG 1

- |     |  |             |
|-----|--|-------------|
| 1.1 | Big Ben (Londen) en Tafelberg (Kaapstad)   | (2)         |
| 1.2 | Passasiers ontvang hul instapkaartjie hier en handig bespreekte bagasie in.  | (2)         |
| 1.3 | Identifiseer jouself en verskaf die volgende inligting: ID-nommer, paspoortnommer, adres, motorregistrasienommer, ens. | (2)         |
| 1.4 | Die Pond (£)   | (1)         |
| 1.5 | Nee  | (1)         |
| 1.6 | 'n 24-uur dag  | (1)         |
| 1.7 | Die Walvisroete<br>Die Kango-grotte<br>Addo Nasionale Olifantpark<br>Die Tuinroete<br>Volstruisplase                   | (5)         |
| 1.8 | Robbeneiland   | (1)         |
| 1.9 | Sterkfontein-grotte  | (1)         |
|     |  | <b>[16]</b> |

## VRAAG 2

- |       |               |            |
|-------|---------------|------------|
| 2.1.1 | H (Pula)      |            |
| 2.1.2 | E (Lilangeni) |            |
| 2.1.3 | A (Dollar)    |            |
| 2.1.4 | C (Loti)      |            |
| 2.1.5 | B (Kwacha)    |            |
| 2.1.6 | D (Metical)   | (6)        |
|       |               | <b>[6]</b> |

### VRAAG 3

3.1.1 E

3.1.2 C

3.1.3 A

3.2.1 B

3.2.2 C

3.2.3 E

3.2.4 A

3.2.5 G

(8)  
[8]

### VRAAG 4

4.1  $427 \times 2 \times 4 = R3\ 416$

(2)

4.2 Huur:  $114 \times 2 = 228$   
Kms:  $600 \times 1.41 = 846$   
CDW:  $49 \times 2 = 98$   
TP:  $24 \times 2 = 48$   
PAI:  $16 \times 2 = 32$   
**TOTAAL: R1252**

(8)

4.3.1

Dag	Oggendaktiwiteit	Middagaktiwiteit	Akkommodasie
5	Vrye tyd	Middagtoer insluitend Tafelberg✓	Cullinan Hotel
Koste		$R295 \times 2✓ = R590✓$	
6	Grand Cape Skiereiland	Toer – Voldag✓	Cullinan Hotel
Koste		$R335 \times 2 = R670✓$	
7	Vrye tyd	Wonderlike Wynlandgoed Toer✓	Cullinan Hotel
Koste		$R235 \times 2✓ = R470✓$	
Totaal		$R1730✓$	

(10)  
[20]



## VRAAG 5

- 5.1.1 vertrek 21:30 aankoms 09:25 die volgende dag (2)
- 5.1.2 vertrek 20:45 aankoms 06:55 die volgende dag (2)
- 5.1.3 Tyd land in Johannesburg om 06:55 + 2 ure = 08:55  
Vlugtyd is 24:00 - 20:45 = 3:15 + 8:55 = 12 ure 10 minute (2)
- 5.2.1 Victoria & Alfred Waterfront (1)
- 5.2.2 Holiday Inn Garden Court St Georges Mall (1)
- 5.2.3 Two Oceans Akwarium (1)
- 5.2.4 Tabelbaai, Cape Grace, Portswood Lodge, Breakwater Lodge (Enige twee) (2)
- [11]

## VRAAG 6

- 6.1.1 ongerep (1)
- 6.1.2 Buite op 'n oop vuur / in 'n groot driebeenpot OF oor die kole soos 'n braaivleis. (2)
- 6.1.3 Leeu (1)
- 6.1.4 Renoster, buffel, olifant, luiperd (4)
- 6.1.5 Die diere kom na die watergate wanneer dit koeler is, vroegoggend en in die aand dit is koeler. Vanweë die hitte. Nagdiere te besigtig. (2)
- 6.1.6 Limpopo en Mpumalanga (2)
- 6.1.7 Plantegroei, grasvelde, doringbosse. (3)
- 6.1.8 Vergesel toeriste na die veld / lig hulle in oor die fauna en flora (diere en plante) / is verantwoordelik vir hul veiligheid terwyl hulle in die veld vertoef. / bewaring van gebied (3)
- [18]

## VRAAG 7

- 7.1 Slegs TWEE bestemmings moet beskryf word. Indien drie beskryf word, moet slegs die eerste twee gemerk word. Antwoorde sal wissel om volpunte te verkry, moet drie van die volgende feite vir elk van die bestemmings vermeld word.
- 7.1.1 Amerika se gewildste toeriste-aantreklikheid  
Familie tempark met pretritte uit Disneyflieke  
Vertoon karakters uit Disneyboeke en flieke  
Sluit Epotsentrum in – plaas kollig op die tegnologie van die toekoms  
Uitstallings van verskeie ander lande

- 7.1.2 Aan die noordkus van die Middellandse See  
 Geleë in die suidooste van Frankryk en die noordweste van Italië  
 Baie warm in die somer, matig in die winter  
 Speelgrond vir die wêreld se rykes en bekendes  
 Sluit bekende stede en dorpe soos Monte Carlo, Nice, Cannes, St Tropez and St Remo in.
- 7.1.3 In Rome in Italië  
 Wêreld se kleinste onafhanklike staat  
 Tuiste van die Pous, hoof van die Rooms-Katolieke Kerk  
 St. Peter-katedraal in die middel  
 Baie pelgrims en kunsliefhebbers gaan daarheen  
 Sistynse kapel en werke van Michalangelo en Leonardo da Vinci kan besigtig word 2 x 3 = (6)
- 7.2.1 Demokratiese Republiek van die Kongo (DRK nie aanvaarbaar)
- 7.2.2 Tanzanië
- 7.2.3 Zambie
- 7.2.4 Mozambiek
- 7.2.5 Mauritius
- 7.2.6 Namibië (6)
- 7.3.1 Daar is 'n man 'n wit kortbroek wat die gaste se sonbrille op die strand skoongemaak. (1)
- 7.3.2 U kan die hotelrestaurant skakel – om voedsel en drankies te bestel – wat na u kamer geneem sal word. (3)
- 7.3.3 (Twee van die volgende)  
 Kies die regte persoon vir die werk  
 Lei die persoon korrek op vir die betrokke werk  
 Maak seker dat oor alle personeel voldoende toesig gehou word  
 Wend behoorlike aansporingskema aan vir werknemers wat hul beste lewer.  
 Behou 'n positiewe en suksesvolle verhouding met vakunies. (2)
- [18]**

### VRAAG 8

- 8.1.1  $18.50 \div 7.75 = \$2.39$  (2)
- 8.1.2  $15.25 \times 10.45 = R159.36$  (2)
- 8.1.3  $R190.82 \div 8.12 = €23,50$  (2)
- 8.1.4  $5750 \times 0.04 = R230.00$  (2)
- 8.2 (Antwoorde sal verskil, maar die volgende hoofpunte moet gedek word. Geen punte indien 'n SBS en 'n GVS gedefinieer is nie, aangesien dit nie die vraag was nie.)  
 'n SBS kan slegs ten volle benut word deur die werknemers van 'n maatskappy wat die SBS in gebruik neem. Bv: slegs Avis-personeel kan toegang verkry op al die inligting van die Avis SBS. 'n GVS kan egter deur enigiemand, deur middel van die Internet aangewend word. Mits haar agentskap inskryf op die GVS, kan sy inskakel op die Avis SBS, 'n bespreking maak en 'n kaartjie uitreik. (3)

- 8.3 (Enige twee)  
Galileo \* Amadeus \* Worldspan \* Sabre (2)  
[15]
- 8.4 (Enige twee)  
SM I \* BABS \* START (2)

### VRAAG 9

- 9.1.1 SA201 Tydverskil is 6 ure (DBT) wanneer vliegtuig JNB verlaat, is dit 14:00 in NYC. Tel vlugtyd van 17 ure by en landingstyd sal 14:00 + 17:00 = 31 :00 = 07:00
- BA45 Tydverskil is 6 ure (DBT) wanneer vliegtuig JNB verlaat is dit 16:00 in NYC. Tel vlugtyd van 17 ure by en landingstyd sal 16:00 = 17:00 = 33:00 = 09:00
- Daarom moet hy SA201 neem. (3)
- 9.1.2 HKG lê by +8  
NYC lê by -5 maar dit is somer (DBT) so tydverskil is -4.  
Dit is 06:00 in HKG, trek dus 12 ure af van 06:00  
Tyd in NYC is dus 18:00 en die datum is 13 Julie (3)
- 9.1.3 Dit is winter in Londen, DBT geld nie. Tydverskil is dus 2 ure.  
Tyd in Londen toe vliegtuig vertrek was dus 19:00 (21 :00 – 2 ure)  
Tyd in NYC is dus 08:00 geland het, was die vliegtyd 13 ure. (2)  
[8]

### VRAAG 10

- 10.1.1 Onwaar – met CDW is daar 'n bybetaling van R5 400 (2)
- 10.1.2 Waar – N/A in die Weekender kolom beteken “Not Available” (2)
- 10.1.3 Onwaar – Die klein druk stipuleer “Tariewe sluit brandstof uit ” (2)
- 10.1 4 Onwaar – twee plekke dui aan dat dit 150 vry kms per dag insluit (2)
- 10.1.5 Onwaar – Klein druk stipuleer “Tariewe sluit BTW @ 14% in” (2)
- 10.1.6 Waar – Geen melding word gemaak van lugverkoeling, slegs bandradio (2)
- 10.2.1 Onwaar – persoon hoef slegs vir twee nagte te vertoef (2)
- 10.2.2 Onwaar – naweekaande slegs by die Cullinan Hotel beperk tot weeksaande (2)
- 10.2.3 Waar – kinders onder 18 wat 'n kamer met hul ouers deel bly gratis (2)
- 10.2.4 Waar – prys van 'n dubbel is die helfte van 'n enkel en tariewe is per persoon, wat 'n kamer deel (2)
- 10.2.5 Waar – die klein druk stipuleer so (2)

10.2.6 Onwaar – klein druk stipuleer “nie beskikbaar vir groepsbesprekings”	(2)
10.2.7 Onwaar – twee plekke in klein druk stipuleer “sluit heffing van 1 % uit”	(2)
10.3.1 Eerste ten volle <u>demokratiese verkiesing</u> / Nelson Mandela verkies tot President	(1)
10.3.2 Die terroriste-aanval op die Wêreld Handelsentrum in New York op <u>11 September</u> 2001.	(1)
10.3.3 Suid-Afrika word as 'n veilige bestemming vir toeriste (vry van terrorisme) beskou	(1)
10.3.4 2000	(1)
	<b>[30]</b>

**TOTAAL VIR AFDELING B: 120**

**TOTAAL: 150**