

**POSSIBLE ANSWERS FOR:****TRAVEL AND TOURISM SG****TIME: 3 hours****MARKS: 150****SECTION A****QUESTION 1**

- 1.1 E  
 1.2 C  
 1.3 A  
 1.4 B  
 1.5 D

5X1 = (5)  
 [5]

**QUESTION 2**

2.1

|       | Icon                  | City     |
|-------|-----------------------|----------|
| 2.1.1 | Leaning Tower of Pisa | Pisa     |
| 2.1.2 | Taj Mahal             | Agra     |
| 2.1.3 | Statue of Liberty     | New York |
| 2.1.4 | Eiffel Tower          | Paris    |
| 2.1.5 | Sphynx                | Giza     |

5x2 = (10)

- 2.2  
 2.2.1 B  
 2.2.2 C  
 2.2.3 D  
 2.2.4 B  
 2.2.5 C

5x1 = (5)  
 [15]

**QUESTION 3**

- 3.1 The Department of Environmental Affairs and Tourism  
 3.2 Minister Vali Moosa  
 3.3 Indaba  
 3.4 Western Province / Cape  
 3.5 South African Museum  
 3.6 Johannesburg International Airport  
 3.7 Gauteng  
 3.8 N1  
 3.9 KwaZulu-Natal  
 3.10 Crime

10x1 = (10)  
 [10]

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

**SECTION B****QUESTION 4**

- 4.1 Yen = Japan; Mark = Germany; Rand = South Africa; British Pound = Britain; US Dollar = America (5)
- 4.2 Tourists come to South Africa. Some seem to be pretty unaware of the crime situation (snake). The powers that be, stop the media from printing everything (He's having a good time – why spoil his fun?). (5)

**[10]****QUESTION 5**

- 5.1 Passenger (1)
- 5.2 Large suitcase that is too big to take into the cabin with you. It is put into the hold, which is the area of the aircraft underneath the pax cabin. (2)
- 5.3 A flight that has at least one, maybe more, stops en route. There is no aircraft change. (2)
- 5.4 Dinner, bed and breakfast. (1)
- 5.5 The extra money a guest will pay for occupying a double or twin room on his/her own. (2)
- 5.6 You have a bathroom and toilet which only you use and it is usually in a room leading off from your bedroom. (2)

**[10]****QUESTION 6**

- 6.1 The hospitality and tourism industry (1)
- 6.2 Poor service levels – lack of efficiency – crime (3)
- 6.3 Rather than complain, he simply does not come back (1)
- 6.4 He point out the weakness in service delivery (1)
- 6.5 (a) The industry will benefit from an improved image and this will lead to growth in international and domestic tourism. (1)
- (b) Good service will lead to customer satisfaction (any 1) (1)
- 6.6 Increased repeat business  
Positive word of mouth advertising  
Higher spending by our customers  
Fewer problems to deal with (any 2) (2)
- 6.7 The financial situation in the industry (1)

**[10]****TOTAL FOR SECTION B: [30]****SECTION C****QUESTION 7**

- 7.1 Tourism remains SA's second most important industry, but it may soon pass mining as the biggest contributor to the national GDP. (2)

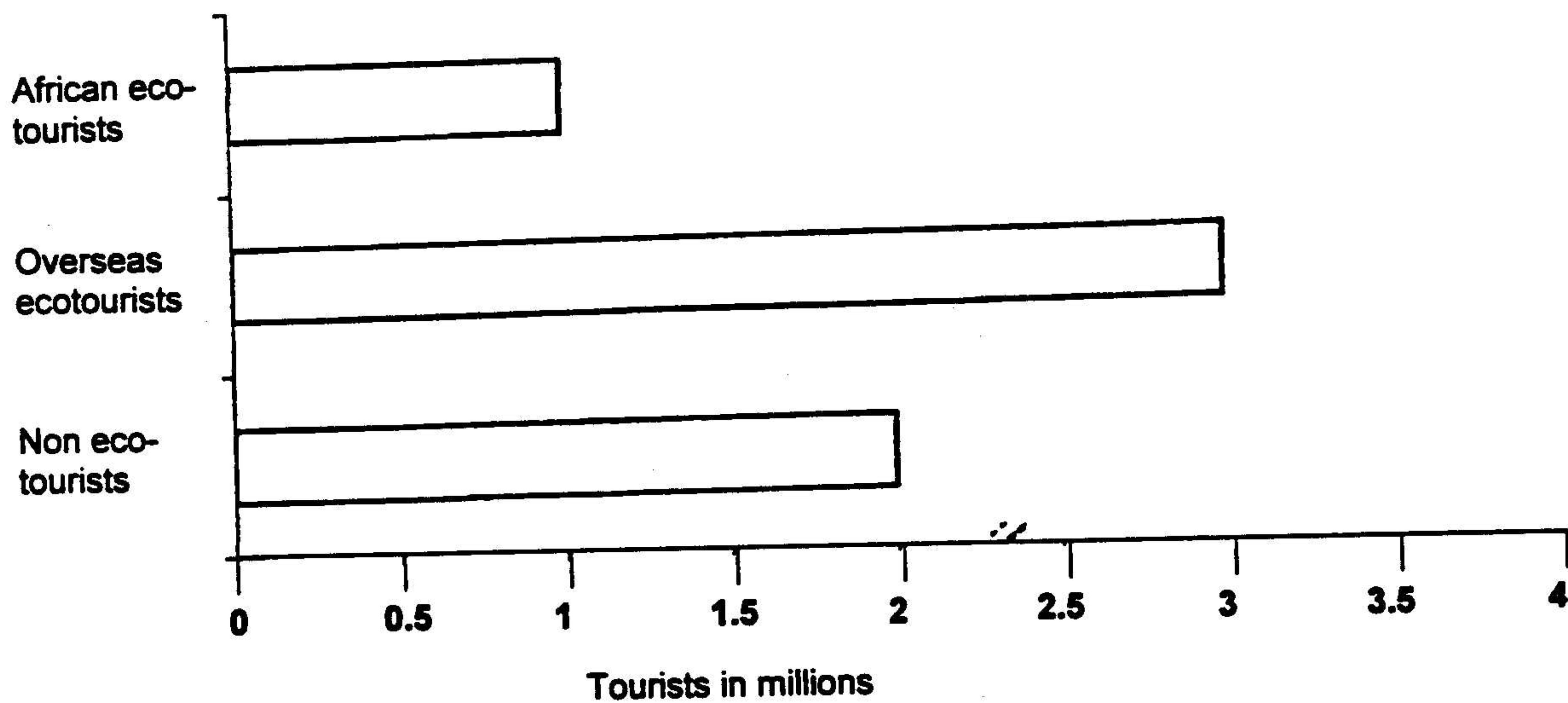
- 7.2 (a) Promotional funding (2)  
(b) Safety and security
- 7.3 7% (1)
- 7.4 Germany (2)  
United Kingdom
- 7.5 Holiday and business (1)
- 7.6 Conference tourism is not seasonally bound. Conference facilities will attract more tourists *throughout* the year. (2)  
[10]

**QUESTION 8**

- 8.1
 

|    |              |           |
|----|--------------|-----------|
| 1. | South Africa | 6 million |
| 2. | Tunisia      | 5 million |
| 3. | Morocco      | 4 million |
| 4. | Zimbabwe     | 3 million |
| 5. | Kenya        | 1 million |
- (10)

8.2



(6)

- 8.3 (1)
- 8.3.1 135 (1)
- 8.3.2  $135 \times 5 = 650$  (2)
- 8.3.3  $R700\,000,00 : 650 = R1\,076,92$  [20]

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

**SECTION D****QUESTION 9**

- 9.1
- 9.1.1 R15 800 : 7.13 = Euro 2 215.99 (2)
- 9.1.2 1 450 + 320 + (10 x 20 = 200) = GBP1 970
- (a) GBP1 970 (2)
- (b) 1 970 x 11.36 = R22 379.20 (2)
- 9.1.3 (a) 8 000 x 0.07 = R560.00 (2)
- (b) 275 x 7.84 = R2 156.00 (2)
- 9.2
- 9.2.1 17:00 – 7 hours = 10:00 same day (2)
- 9.2.2 21:00 local time JHB = 20:00 local time LHR (DAYLIGHT SAVING TIME!!!)  
20:00 + 10½ hours = 06:30 local time LHR next day /19 July (3)
- 9.2.3 JHB = UTC + 2  
Sydney = UTC + 10 => difference 8 hours  
04:15 + 8 hours = 12:15 same day / 25 August (2)
- 9.2.4 Rio de Janeiro = -3  
Cape Town = +2 => difference 5 hours  
20:00 local time Rio + 5 hours = 01:00 next day local time Cape Town.  
01:00 + 9 hours flying time = 10:00 next day / 3 June 2002 (2)
- 9.2.5 Cairo and Cape Town are in the same time zone (+2) 13:00 (1)
- 9.3
- 9.3.1 (a) Days of the week (Monday = 1, Tuesday = 2 etc.) (1)
- (b) 06:45 (1)
- (c) 08:40 (1)
- (d) C Class fare R3 283,00 x 4 = R13 132,00 (4)
- 9.3.2 Galileo (1)
- 9.3.3 A computer network via which airline tickets, hotel rooms as well as car rentals and other selected travel arrangements can be booked. (2)
- TOTAL FOR SECTION D: [30]**
- [30]**

**SECTION E**  
**QUESTION 10**

10.1

| DAY   | MORNING ACTIVITY         | AFTERNOON ACTIVITY     | EVENING ACTIVITY    | ACCOMMODATION      |
|-------|--------------------------|------------------------|---------------------|--------------------|
| 1     | Flight to Mombasa        | Watersports            | Tamarind Dhow       | Safari Beach Hotel |
| 2     | Wasini Island Tour       | Wasini Island Tour     | Theme Dinner        | Safari Beach Hotel |
| ===== |                          |                        |                     |                    |
| 3     | Tsavo East National Park | Game Viewing           | Night Game Drive    | Satao Camp         |
| 4     | Flight to Nairobi        | Drive to Amboseli      | Boma Dinner         | Amboseli           |
| 5     | Game Viewing             | Game Viewing           | African Spectacular | Amboseli           |
| ===== |                          |                        |                     |                    |
| 6     | Return to Nairobi        | Flight to Johannesburg |                     |                    |

(10)

10.2 Toyota Venture  
3 dae @ R212.00 = R636.00  
500km @ R2.40/km = R1 200.00  
Total = R1 836.00

(4)

10.3 CDW 3 days @ R54.00 = R162.00  
TLW 3 days @ R26.00 = R 78.00  
PAI 3 days @ R11.00 = R 33.00  
Total R273.00

(5)

10.4 500km : 100 = 5 x 8ℓ / 100 km = 40ℓ  
40ℓ @ R2.80 = R112.00

(2)

10.5

|                            | R                |
|----------------------------|------------------|
| Airfare                    | 6 850.00         |
| Tour                       | 2 925.00         |
| Accommodation              | Included         |
| Meals and Drinks           | 700.00           |
| Entertainment and Shopping | 1 500.00         |
| Portion Care Hire          | 459.00           |
| Portion Car Insurance      | 68.25            |
| Portion Petrol             | 28.00            |
| <b>TOTAL</b>               | <b>12 530.25</b> |

9X1 = (9)  
[30]

**TOTAL: 150**



**MOONTLIKE ANTWOORDE VIR:****REIS EN TOERISME SG****TYD: 3 uur****PUNTE: 150****AFDELING A****VRAAG 1**

- 1.1 E  
 1.2 C  
 1.3 A  
 1.4 B  
 1.5 D

5X1 = (5)  
 [5]

**VRAAG 2**

2.1

|       | <b>Icoon</b>             | <b>Stad</b> |
|-------|--------------------------|-------------|
| 2.1.1 | Leunende Toring van Pisa | Pisa        |
| 2.1.2 | Taj Mahal                | Agra        |
| 2.1.3 | Standbeeld van Vryheid   | New York    |
| 2.1.4 | Eiffel Toring            | Parys       |
| 2.1.5 | Sfinks                   | Giza        |

5x2 = (10)

2.2

- 2.2.1 B  
 2.2.2 C  
 2.2.3 D  
 2.2.4 B  
 2.2.5 C

5x1 = (5)  
 [15]

**VRAAG 3**

- 3.1 Die Departement van Omgewingsake en Toerisme  
 3.2 Minister Vali Moosa  
 3.3 Indaba  
 3.4 Westelike Provinsie / Kaap  
 3.5 Suid-Afrikaanse Museum  
 3.6 Johannesburg Internasionale Lughawe  
 3.7 Gauteng  
 3.8 N1  
 3.9 KwaZulu-Natal  
 3.10 Misdaad

10x1 = (10)  
 [10]

**TOTAAL VIR AFDELING A: [30]**

**AFDELING B****VRAAG 4**

- 4.1 Yen = Japan; Mark = Duitsland; Rand = Suid-Afrika; Britse pond = Brittanje; US Dollar = Amerika (5)
- 4.2 Toeriste kom na Suid-Afrika. Sommige is swak ingelig oor die misdadaatsituasie (slang). Die hiërargie / owerheid beperk die media om alles te publiseer (Hy geniet homself – hoekom sy pret bederf?). (5)

**[10]****VRAAG 5**

- 5.1 Passasier (1)
- 5.2 Groot reistas wat te groot is om saam met jou in die passasiersruim te pas. Word gebêre in die bagasieruim onder die passasiersruim. (2)
- 5.3 'n Vlug met minstens een, miskien meer, landings op die roete. Daar word nie van vliegtuig verwissel nie. (2)
- 5.4 Aandete, bed en ontbyt (1)
- 5.5 Die ekstra geld wat 'n gas moet betaal om 'n dubbelkamer vir homself te hê. (2)
- 5.6 Jy het 'n badkamer en toilet vir jou eie gebruik en die is gewoonlik in 'n vertrek wat uit jou slaapkamer lei. (2)

**[10]****VRAAG 6**

- 6.1 Die gasvryheids- en toerismebedryf (1)
- 6.2 Swak diens, ondoeltreffendheid, misdaad (3)
- 6.3 Liewer as om te kla, kom hy glad nie terug nie. (1)
- 6.4 Hy wys swak dienslewering uit. (1)
- 6.5 (a) Die bedryf sal baat by 'n verbeterde beeld en dit sal lei tot groei in internasionale en plaaslike toerisme. óf (1)
- (b) Goeie diens gee tevrede klante. (enige 1) (1)
- 6.6 Verhoogde herhalende besigheid (1)
- Positiewe mondelingse advertensie (1)
- Hoër besteding deur ons klante (1)
- Minder probleme om op te los (enige 2) (2)
- 6.7 Die finansiële toestand van die bedryf (1)

**[10]****TOTAAL VIR AFDELING B: [30]****AFDELING C****VRAAG 7**

- 7.1 Toerisme bly die tweede belangrikste bedryf in Suid-Afrika, maar dit kan binnekort mynbou as die grootste bydraer tot die nasionale GDP verbysteek. (2)

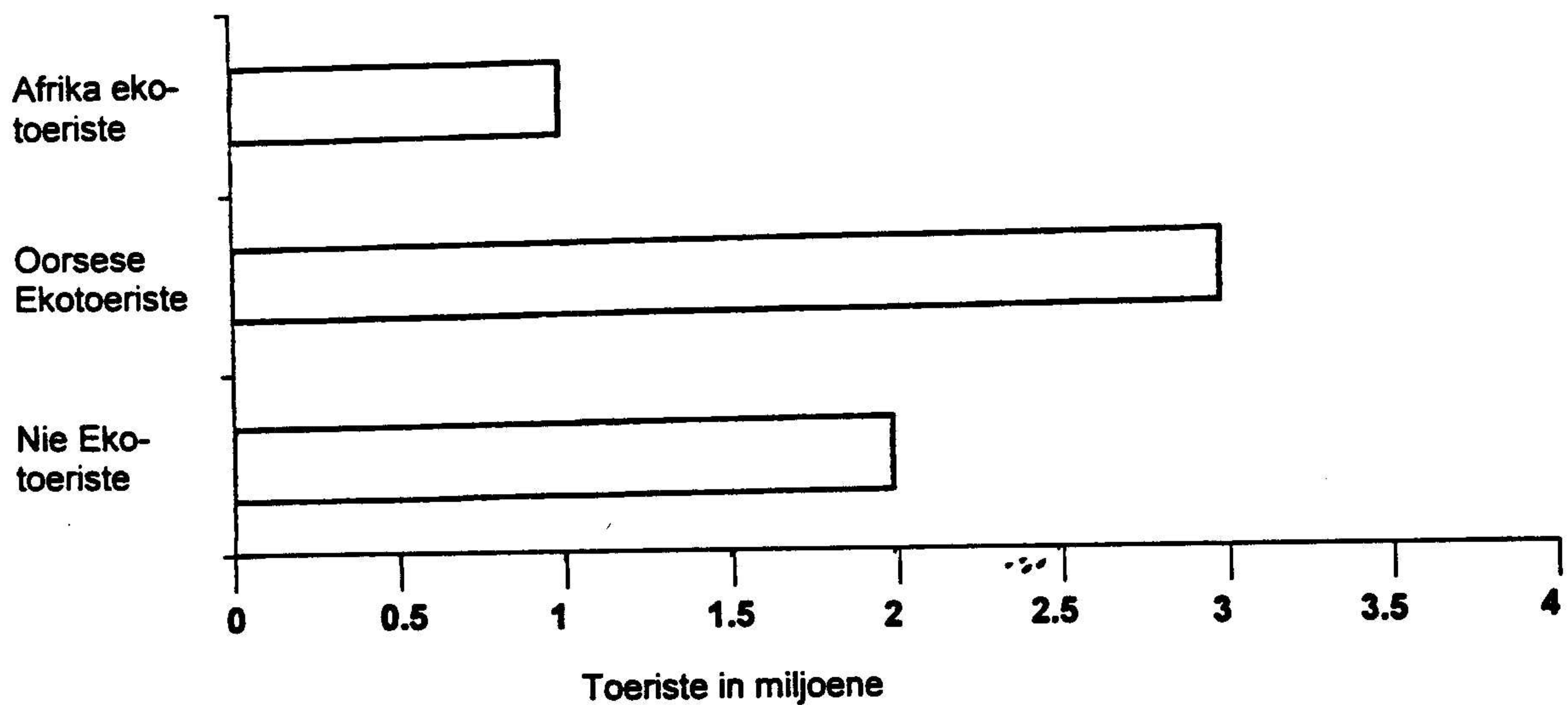


- 7.2 (a) Befondsing deur promosie (2)
- (b) Veiligheid en sekuriteit (1)
- 7.3 7% (1)
- 7.4 Duitsland (2)
- Brittanje (1)
- 7.5 Vakansie en besigheid (1)
- 7.6 Konferensietoerisme is nie seisoengebonde nie. Konferensie-fasiliteite sal (2)
- meer toeriste reg deur die jaar lok. [10]

**VRAAG 8**

- 8.1
  - 1. Suid-Afrika 6 miljoen
  - 2. Tunisië 5 miljoen
  - 3. Marokko 4 miljoen
  - 4. Zimbabwe 3 miljoen
  - 5. Kenia 1 miljoen
 (10)

8.2



(6)

- 8.3 (1)
- 8.3.1 135 (1)
- 8.3.2  $135 \times 5 = 650$  (2)
- 8.3.3  $R700\,000,00 : 650 = R1\,076,92$  [20]

**TOTAAL VIR AFDELING C: [30]**

**AFDELING D****VRAAG 9**

- 9.1
- 9.1.1 R15 800 : 7.13 = Euro 2 215.99 (2)
- 9.1.2 1 450 + 320 + (10 x 20 = 200) = GBP1 970
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- 9.1.3 (a) 8 000 x 0.07 = R560.00 (2)
- (b) 275 x 7.84 = R2 156.00 (2)
- 9.2
- 9.2.1 17:00 – 7 uur = 10:00 dieselfde dag (2)
- 9.2.2 21:00 lokale tyd JHB = 20:00 lokale tyd LHR (DAGLIG BESPARIINGS-  
TYD!!!)  
20:00 + 10½ UUR = 06:30 lokale tyd LHR volgende dag/19 Julie (3)
- 9.2.3 JHB = UTK + 2  
Sydney = UTK + 10 = >verskil 8 uur  
04:15 + 8 uur = 12:15 dieselfde dag / 25 Augustus (2)
- 9.2.4 Rio de Janeiro = -3  
Kaapstad = +2 = >verskil 5 uur  
20:00 lokale tyd Rio + 5 uur = 01:00 volgende dag Kaapstad lokale tyd  
01:00 + 9 uur vliegtyd = 10:00 volgende dag / 3 Junie 2002 (2)
- 9.2.5 Kaïro en Kaapstad val in dieselfde tydsone (+2) 13:00 (1)
- 9.3
- 9.3.1 (a) Dae van die week (Maandag = 1, Dinsdag = 2, ens.) (1)
- (b) 06:45 (1)
- (c) 08:40 (1)
- (d) C-Klas Tarief R3 283,00 x 4 = R13 132,00 (4)
- 9.3.2 Galileo (1)
- 9.3.3 'n Rekenaarnetwerk waardeur lugdienskaartjies, hotelkamers asook  
motorhuur en uitgesoekte ander toerbeplannings bespreek kan word. (2)
- [30]
- TOTAAL VIR AFDELING D: [30]**

**AFDELING E****VRAAG 10**

10.1

| DAG | OGGENDAKTIVITEIT            | MIDDAGAKTIVITEIT     | AANDAKTIVITEIT  | AKKOMMODASIE       |
|-----|-----------------------------|----------------------|-----------------|--------------------|
| 1   | Vlug na Mombasa             | Watersport           | Tamarind Dhow   | Safari Beach Hotel |
| 2   | Wasini Eiland Toer<br>===== | Wasini Eiland Toer   | Tema-ete        | Safari Beach Hotel |
| 3   | Tsavo Oos Nasionale Park    | Wildbesigtiging      | Nag Wildrit     | Satao Kamp         |
| 4   | Vlug na Nairobi             | Ry na Amboseli       | Boma-ete        | Amboseli           |
| 5   | Wildbesigtiging<br>=====    | Wildbesigtiging      | Afrika Skouspel | Amboseli           |
| 6   | Terugkeer na Nairobi        | Vlug na Johannesburg |                 |                    |

(10)

10.2

Toyota Venture  
3 dae @ R212.00 = R636.00  
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Totaal = R1 836.00

(4)

10.3

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PAI 3 dae @ R11.00 = R 33.00  
Totaal R273.00

(5)

10.4

500km : 100 = 5 x 8ℓ / 100 km = 40ℓ  
40ℓ @ R2.80 = R112.00

(2)

10.5

|                          | R                |
|--------------------------|------------------|
| Vlugprys                 | 6 850.00         |
| Toer                     | 2 925.00         |
| Akkommodasie             | ingesluit        |
| Maaltye en Drankies      | 700.00           |
| Vermaak en Inkopies      | 1 500.00         |
| Gedeelte Motorhuur       | 459.00           |
| Gedeelte Motorassuransie | 68.25            |
| Gedeelte Petrol          | 28.00            |
| <b>TOTAAL</b>            | <b>12 530.25</b> |

9x1 = (9)  
[30]

**TOTAAL: 150**