

GAUTENG DEPARTMENT OF EDUCATION

SENIOR CERTIFICATE EXAMINATION

POSSIBLE ANSWERS FOR : TRAVEL AND TOURISM SG

QUESTION 1

- 1.1.1 H
- 1.1.2 A
- 1.1.3 M
- 1.1.4 B
- 1.1.5 J
- 1.1.6 C
- 1.1.7 K
- 1.1.8 D
- 1.1.9 G
- 1.1.10 E

10x1=(10)

QUESTION 2

Number	Name of icon	Country / state	Currency	or Abbreviation
2.1	Eiffel Tower	France	Euro	€
2.2	Statue of Liberty	United States of America	Dollar	US \$
2.3	Big Ben	United Kingdom/ England/Britt	Pound	£
2.4	Leaning Tower of Pisa	Italy	Euro	€
2.5	Table Mountain	South Africa	Rand	ZAR / R

5x3=(15)

QUESTION 3

- 3.1 Transfrontier Conservation Development
- linking, crossing over borders / joining
 - looking after the environment / taking care of
 - improving / improvement / to better

National Parks linked together to create one massive Game Park – a benefit to everyone.

(4)

- 3.2 World Bank
 Authorities: Department of Environmental Affairs (Minister) Government / DEAT
 Local community
 Tourists
 Project co-ordinator – Kevin Zünkel

Any 4x1=(4)

- 3.3
- 3.3.1 Large **variety** of plants and animals (Fauna and Flora) in the natural environment / habitat (1)
- 3.3.2 **Conservation** of the natural resources for the **future generation**. (or any ref. including these two aspects): existence. (2)
- 3.4 uKhahlamba (1)
- 3.5 Risk to the visitors of the park (safety)
Poaching of the wildlife (2)
- 3.6 Great Limpopo Transfrontier Park (1)
- [15]**
- TOTAL FOR SECTION A: [40]**

QUESTION 4

- 4.1 An online customer service website (1)
- 4.2 (a) **Domestic** e-business customers (1)
- (b) **International** customers (1)
- 4.3 People can have their tickets
- delivered
 - collected when they depart from the airport
 - use any of the **Post Net** outlets countrywide (3)
- 4.4
- Maps of SAA-serviced airports
 - Check-in & boarding details
 - Baggage allowances
 - Details of special services offered
 - Details of SAA-serviced travel destinations (in more than 30 countries) (5)
- 4.5
- A customer's personal preferences (Booking history)
 - A favourite destination
 - Choice hotel or car rental
- Any 3x1=(3)
[14]

QUESTION 5

- 5.1 Passenger (1)
- 5.2 Card that **allows** a passenger onto an aircraft
Indicates where passenger may **sit** (must be both for 1 mark) (1)

- 5.3 People who assist and serve you during a flight, e.g. airhostess (1)
- 5.4 The airport building where pax arrive and depart (1)
- 5.5 At least one, maybe more stops en route – no aircraft change
(Both must be mentioned for 1 mark.) (1)
[5]

QUESTION 6

- 6.1 It is not the actual experience that determines a customer's level of satisfaction, it is his/her memory of it. (Positive memory) (1)
- 6.2 Take the sting out of the negative experience, maximise the lasting impression. (2)
- 6.3 Human beings tend to remember the last event that happened to them. (1)
- 6.4 Shake someone's hand, look them in the eye (make eye contact) and tell them with genuine delight what a pleasure it was to serve them. (2)
- 6.5 Correct Selection
Correct Training
Correct Supervision
Incentives for good service
Co-operation with the unions (5)
[11]

TOTAL FOR SECTION B: [30]

QUESTION 7

- 7.1
- 7.1.1 France 2,5% (2)
- 7.1.2 United States of America -5,5% (decrease) (2)
- 7.1.3 Mauritius 0,4% (increase or +) (2)
- 7.1.4 Thailand 6% (2)
- 7.1.5 United Kingdom Negative (2)
- 7.2
- 7.2.1 August, 1993 (2)
- 7.2.2 August, 1993 (2)
- 7.2.3 August, 1994 (2)

- 7.3
- 7.3.1 Banking services No (2)
- 7.3.2 Restaurants
Shopping January, 1997
January, 1997
Must state **both** for 2 marks. (2)
- 7.3.3 Yes 0,3%
.3%
Must have both for 1 mark. (1)
- 7.3.4 Yes 0,2%
(or .2%)
Must be both answers for one mark. (1)
- 7.3.5 Conference facilities. (1)
- TOTAL FOR SECTION C: [23]**

**SECTION D
QUESTION 8**

- 8.1.1 $20\ 000 \times 2 \text{ people} = R40\ 000$
 $40\ 000 + 15,57 = \underline{2\ 569,04 \text{ Pounds}}$
 $2\ 569,04 - 2\ 000 \text{ spent} = \underline{569,04 \text{ Pounds}}$
 $\text{Earned } 500 \times 6 \text{ months} \times 2 \text{ people} = \underline{6\ 000 \text{ Pounds}}$
 $6\ 000 + 569,04 \text{ Pounds} = \underline{6\ 569,04 \text{ Pounds}}$
 $\times 15,57 = \underline{R102\ 279,95} \quad \underline{\text{OR } R102\ 280,00}$ (5)
- 8.1.2 (a) $100\ 000 - 21\ 500 = \underline{\$78\ 500}$
 $\times 10,38 = \underline{R814\ 830,00}$ (2)
- (b) $814\ 830,00 - 3\ 025,00 = \underline{R811\ 805,00}$
 $811\ 805,00 + 0,19 = \underline{\text{Zim } \$4\ 272\ 657,80}$ (2)
- 8.1.3 Pula and the Yen (2)
- 8.2 Austria, Belgium, Finland, France, Germany, Greece, Italy, Ireland,
Luxemborg, Netherlands, Portugal, Spain **Any (4)**
- 8.3 Denmark, Sweden or England (or Great Britain) **Any (1)**
[16]

QUESTION 9

9.1

9.1.1 Summer in London, therefore Time Zone is +1

Time difference is therefore 1 hour

Time in London at take-off was 19:00 + 10 hours flight = 29:00

05:00 Saturday 5 July or the next day (Must indicate DST) (3)9.1.2 Miami is in -5 Time Zone, Sydney in the +10 Time Zone but summer +11

Time difference is 16 hours 12:00 in Miami + 16 hours = 28:00

04:00 12 January or the next day (Must indicate DST) (3)

9.1.3 Summer

(1)

9.2

9.2.1 Departure at 09:30

Arrives at 13:30 Flying time = 4 hours (1)

9.2.2 Rio (-3) Depart at 19:15 in Luanda it is 23:15.

Arrives at 05:15 Flying time = 10 hours (1)

9.2.3 Flying from west to east (Rio to Luanda)

Flying with the upper atmosphere's winds

Flying the other direction, you are flying against the winds.

Therefore there is a difference in the flying time (6 hours longer).

Rotation around the axis of the earth.

(2)

[11]

TOTAL FOR SECTION D: [32]

SECTION E
QUESTION 10

Day	Morning Activity	Afternoon Activity	Evening Activity	Accommodation
1	<u>Departure JHB</u> <u>Transfer / Arrive</u>	Kayaking	<u>At leisure</u>	<u>Island Camp</u>
2	Scuba diving	<u>Board sailing</u>	<u>Star gazing</u>	Island Camp
3	<u>Hike Nature Trail</u>	Scuba diving	<u>At leisure</u>	Island Camp
4	<u>Fishing (Tiger Fish)</u>	Scuba diving	<u>Kayaking</u>	Island Camp
5	Scuba diving	<u>Transfer to airport</u>		

Kayaking – considered an at leisure activity as well. (10)

10.2 – Depart on a Tuesday at 11:05– Will arrive in Lilongwe at 13:25Flight number is BA 6-333.

& – Departure Saturday 15:25

– Arrive Jhb 17:45

– BA 6335

(4)

10.3

Cost – Four Tourists	
Travelling: Airfare – R3 880 x 4 = <u>R15 520</u> Transfer R80 x 4 = <u>320</u>	R15 840
Accommodation = R340 x 4 x 4 nights	R5 440
Meals & Drinks = Meals R150 x 4 x 5 days <u>R3 000</u> Drinks R50 x 4 x 5 days <u>R1 000</u>	R4 000
Activities R1 800 x 4 =	R7 200
Gifts R200 x 4 =	R800
TOTAL	R33 280

(15)

10.4 Department of Environmental Affairs and Tourism

(1)

TOTAL FOR SECTION E: [30]**TOTAL: 150**

(Options for at leisure activities – kayaking by moonlight / satellite TV / Cocktail lounge / Deck / or at leisure (only one).

GAUTENGSE DEPARTEMENT VAN ONDERWYS

SENIORSERTIFIKAAT-EKSAMEN

MOONTLIKE ANTWOORDE VIR : REIS EN TOERISME SG

VRAAG 1

- 1.1.1 H
- 1.1.2 A
- 1.1.3 M
- 1.1.4 B
- 1.1.5 J
- 1.1.6 C
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- 1.1.8 D
- 1.1.9 G
- 1.1.10 E

10x1=(10)

VRAAG 2

Nommer	Naam van ikoon	Land / staat	Geldeenheid	of die Afkorting
2.1	Eiffeltoring	Frankryk	Euro	€
2.2	Statue of Liberty	Verenigde State van Amerika	Dollar	US \$
2.3	Big Ben	Verenigde Koninkryk/Brittanje/ Engeland	Pond	£
2.4	Learning Tower of Pisa	Italië	Euro	€
2.5	Tafelberg	Suid-Afrika	Rand	R / ZAR

5x3=(15)

VRAAG 3

- 3.1 Transfrontier - samesmelting, grense oorsteek
 Bewaring - om na die omgewing om te sien / beskerming
 Ontwikkeling - verbetering

Nasionale Parke saamgesmelt om een massiewe wildtuin te vorm tot die voordeel van almal.

(4)

- 3.2 Wêreld Bank
 Owerheid/Regering: Die Departement van Omgewingsake en Toerisme (DEAT) / Minister
 Plaaslike gemeenskap
 Toeriste
 Projekleier – Kevin Zünkel

Enige (4)

3.3		
3.3.1	'n Groot <u>verskeidenheid</u> plante en diere (Fauna en Flora) in die natuurlike omgewing / habitat	(1)
3.3.2	Beskerming van natuurlike hulpbronne vir die toekomstige geslag / voortbestaan (enige verwysing wat die 2 elemente insluit).	(2)
3.4	uKhahlamba	(1)
3.5	Bedreiging (risiko) van die besoekers aan die park (veiligheid) Wilddiefstal / wildstropers	(2)
3.6	Great Limpopo Transfrontier Park	(1)
		[15]
	TOTAAL VIR AFDELING A:	[40]

VRAAG 4

4.1	'n Aanlyn kliëntedienswebwerf	(1)
4.2	(a) <u>Binnelandse</u> e-besigheidskliënte	(1)
	(b) <u>Internasionale</u> kliënte	(1)
4.3	Mense kan hulle kaartjies	
	<ul style="list-style-type: none"> • laat <u>aflower</u> • gaan haal as hulle vertrek by die <u>lughawe</u> • dit by enige van die <u>Post Net</u>-winkels gaan haal. 	(3)
4.4	<ul style="list-style-type: none"> • Kaarte van lughawens wat deur SAA bedien word • Inweeg- en aanboordstapbesonderhede • Bagasietoelatings • Besonderhede van alle spesiale dienste wat aangebied word • Besonderhede van bestemmings wat deur SAA bedien word in meer as 30 lande. • Aanlyngeskiedenis nagaan 	(5)
4.5	<ul style="list-style-type: none"> • 'n Kliënt se persoonlike voorkeure • 'n Gunsteling bestemming • Keuse van hotel • motorhuur 	Enige (3)
		[14]

VRAAG 5

5.1	Passasier	(1)
5.2	Kaart wat 'n passasier op die vliegtuig <u>toelaat</u> } Dui aan waar passasier mag <u>sit</u> / sitpleknommer }	
		Moet beide hê vir punt. (1)

- 5.3 Persone wat jou tydens 'n vlug help en bedien bv. lugwaardin (1)
- 5.4 Die lughawegebou waar passasiers aankom en vertrek (1)
- 5.5 Ten minste een, miskien etlike stoppe op pad – verander nie van vliegtuig nie.
(moet beide aandui vir 1 punt) (1)
[5]

VRAAG 6

- 6.1 Dit is nie die werklike ondervinding wat 'n kliënt se tevredenheid bepaal nie, dit is sy/haar herinnering daaraan/positiewe ervaring (1)
- 6.2 Neem die angel uit die negatiewe ervaring, put die beste uit die blywende indruk tot tevredenheid lei. (2)
- 6.3 Mense is geneig om te onthou wat laaste gebeurtenis gebeur het. (1)
- 6.4 Skud iemand se hand, maak oogkontak en vertel hulle met opregte vreugde dat dit 'n plesier was om hulle te bedien. (2)
- 6.5 Korrekte keuse
Korrekte opleiding
Korrekte toesig
Bonusse vir goeie diens (Beloning)
Samewerking met vakbonde / unies (5)
[11]

TOTAAL VIR AFDELING B: [30]

VRAAG 7

- 7.1
- 7.1.1 Frankryk 2,5% (2)
- 7.1.2 Verenigde State van Amerika -5,5% (afname) (2)
- 7.1.3 Mauritius 0,4% (toename +) (2)
- 7.1.4 Thailand 6% (2)
- 7.1.5 Verenigde Koninkryk Negatief (2)
- 7.2
- 7.2.1 Augustus, 1993 (2)
- 7.2.2 Augustus, 1993 (2)
- 7.2.3 Augustus, 1994 (2)

7.3				
7.3.1	Bankdienste	Nee		(2)
7.3.2	Restaurante Inkopies	Januarie, 1997 } Januarie, 1997 }	Beide hê vir 2 punte	(2)
7.3.3	Ja	0,3% } .3% }	Beide hê vir 1 punt	(1)
7.3.4	Ja	0,2% } .2% }	Beide antw. vir punt.	(1)
7.3.5	Konferensiefasiliteite			(1)
			TOTAAL VIR AFDELING C:	[23]

**AFDELING D
VRAAG 8**

8.1.1	20 000 x 2 mense = R40 000 40 000 + 15,57 = <u>2 569,04 Pond</u> 2 569,04 – 2 000 gespandeer = <u>569,04 Pond</u> Het 500 x 6 maande x 2 mense verdien = <u>6 000,00 Pond</u> 6 000 + 569,04 Pounds = <u>6 569,04 Pond</u> x 15,57 = <u>R102 279,95</u> of <u>R102 279,80</u>		(5)
8.1.2	(a) 100 000 – 21 500 = <u>\$78 500,00</u> x 10,38 = <u>R814 830,00</u>		(2)
	(b) 814 830,00 – 3 025,00 = <u>R811 805,00</u> 811 805,00 + 0,19 = <u>Zim \$4 272 657,80</u>		(2)
8.1.3	Pula en die Yen		(2)
8.2	Oostenryk, België, Finland, Frankryk, Duitsland, Griekeland, Italië, Ierland, Luxemburg, Nederland, Portugal, Spanje		Any (4)
8.3	Groot Brittanje óf Engeland, Denemarke, Swede		(1) [16]

VRAAG 9

9.1

9.1.1 Somer in London, daarom is tydzone +1

Tydverskil is dus 1 uur

Tyd in London toe daar opgestyg is, was 19:00 + 10 ure vlug = 29:00

05:00 Saterdag 5 Julie of die volgende dag DST (3)

9.1.2 Miami is in -5 tydzone, Sydney is in die +10 tydzone geleë, maar is +11 in die somer

Tydverskil is 16 uur 12:00 in Miami + 16 uur = 28:00

04:00 12 Januarie of die volgende dag DST (3)

9.1.3 Somer (1)

9.2

9.2.1 Vertrek om 09:30

Aankoms 13:30 Vliegtyd = 4 ure (1)

9.2.2 Rio (-3) vertrek om 19:15, in Luanda is dit 23:15.

Arriveer om 05:15 Vliegtyd = 10 ure (1)

9.2.3 Vlieg wes na oos (Rio na Luanda)

Vlieg in die hoogliggende atmosferiese winde.

Indien jy in die ander rigting vlieg, vlieg jy teen hierdie winde.

Dus neem dit 2 ure langer.

Rotasie / Aswenteling: vlieg saam of teen Aswenteling. (2)

[11]**TOTAAL VIR AFDELING D: [32]**

AFDELING E

VRAAG 10

10.1

Dag	VM-aktiwiteit	M-aktiwiteit	NM Aktiwiteit	Akkommodasie
1	<u>Vertrek uit JHB</u> Arriveer	Seekajak	<u>Rus</u>	<u>Eilandkamp</u>
2	Skubaduik	<u>Plankry</u>	<u>Sterrekyk</u>	Eilandkamp
3	<u>Voetslaanpad</u>	Skubaduik	<u>Rus</u>	Eilandkamp
4	<u>Visvang</u> (Tiervis)	Skubaduik	<u>Seekajak</u>	Eilandkamp
5	Skubaduik	<u>Vertrek na lughawe</u>		

Opsies vir vryetyd: Kajak, sateliet TV, skemerkelkie, kroeg, dek, vrye tyd (net 1 keer) (10)

- 10.2 – Vertrek op 'n Dinsdag om 11:05& – Vertrek Saterdag 15:25
 – Arriveer om 13:25 in Lilongwe – Arriveer Jhb 17:45
 Vlugnommer is BA 6-333. – BA 6335 (4)

10.3

Koste – Vier Toeriste	
Reiskoste: Lugtarief – R3 880 x 4 = <u>R15 520</u> Oorstap R80 x 4 = <u>320</u>	R15 840
Akkommodasie = R340 x 4 x 4 nagte	R5 440
Etes en drankies =	R4 000
Etes R150 x 4 x 5 dae <u>R3 000</u>	
Drankies R50 x 4 x 5 dae <u>R1 000</u>	
Aktiwiteite R1 800 x 4 =	R7 200
Geskenkies R200 x 4 =	R800
TOTAAL	R33 280

(15)

10.4 Departement van Omgewingsake en Toerisme

(1)

TOTAAL VIR AFDELING E [30]**TOTAAL: 150**

Opsies vir vryetyd: Kajak, sateliet TV, skermerkelkie, kroeg, dek, vrye tyd (net 1 keer)