

GAUTENG DEPARTMENT OF EDUCATION

SENIOR CERTIFICATE EXAMINATION

TRAVEL AND TOURISM SG

QUESTION 1

- 1.1 Statue of Liberty and Table Mountain (2)
- 1.2 It is the moving transport (conveyor) belt upon which passengers' luggage is unloaded at the airport of destination. (2)
- 1.3 Cockpit crew (1)
- 1.4 The Captain (1)
- 1.5 No (1)
- 1.6 The Dollar (US dollar) (1)
- 1.7 There will be a double bed in the room and the bathroom and toilet will be attached to the room. (2)
- 1.8 They would have gone onto the Internet, and made a booking on the hotel's website. (2)
- 1.9 Robben Island (1)
- 1.10 St Lucia Wetlands (1)
- 1.11 They will eat Xhosa food. (1)
- 1.12 They will go to a Swazi tavern and mingle with the locals (Note: buying artefacts from the local people, is not participating in the cultural life of the local people) (1)
- [16]**

QUESTION 2

- 2.1.1 E (Harare)
- 2.1.2 F (Port Louis)
- 2.1.3 G (Lusaka)
- 2.1.4 B (Maputo)
- 2.1.5 H (Gaborone)
- 2.1.6 C (Lilongwe) (6)

QUESTION 3

- 3.1.1 B
 3.1.2 D
 3.1.3 A (3)
- 3.2.1 F
 3.2.2 G
 3.2.3 E
 3.2.4 B (5)
 3.2.5 D [8]

TOTAL FOR SECTION A: [30]

QUESTION 4

- 4.1.1 $R319.00 \times 3 \text{ nights} = R957.00$ (There is actually no difference between the ordinary rate and the Weekender Plus rate!) (3)
- 4.2.1 $R410 \times 2 \text{ people} = R820$ (3)
- 4.3.1 & 2

Day	Morning Activity	Afternoon Activity	Accommodation
5	EITHER Morning City Tour✓	OR Afternoon City Tour	Holiday Inn Express
	Cost: $R295 \times 2 = R590$		
6	Grand Cape Peninsula Tour✓✓		Ditto✓
	Cost: $R235 \times 2 = R470$		
	Total Cost = $R1060$		

(13)
[19]

QUESTION 5

- 5.1.1 departure: 18:05 arrival: 06:35 (next day) (2)
- 5.1.2 SA 201, indicates Daylight Savings Time. (2)
- 5.1.3 No DST so time difference is 7 hrs.
 When plane takes off in JNB, time in NYC is therefore 19:55 - 7 = 12:55
 Plane lands at 07:10, therefore 11 :05 + 07: 1 0 = 18 hrs 15 mins. (2)
- 5.2.1 16:30 (1)
- 5.2.2 Gjbc 1630 (1)
- 5.2.3 R540,00 (2)

- 5.3.1 Addington (1)
- 5.3.2 North east (1)
- 5.3.3 Gardiner (1)
- 5.3.4 City Lodge (1)
- 5.3.5 The Wheel Shopping Complex (1)
- [15]

QUESTION 6

- 6.1.1 a) Thompson's Tours (1)
- 6.1.1 b) The Bedouin Arabs / the Bedouin / Arabs (1)
- 6.1.1 c) Government of Dubai's Department of Tourism and Commerce /
Department of Tourism and Commerce (1)
- 6.1.2 Camels, scorpions, spiders and snakes (4)
- 6.1.3 (Any three)
They eat their traditional food
They sit cross-legged on a carpet on the desert floor
They eat everything with their right hand
They give an appreciative burp at the end of the meal
They enjoy the entertainment provided by flute players and belly dancers (3)
- 6.1.4 (Handmade) carpets and metalwork (2)
- 6.1.5 A bakkie / truck! vehicle that can go over very rough terrain / where there are no
roads, etc. (all four wheels grip the road) (2)
- 6.1.6 Water / rain (1)
- [15]

QUESTION 7

- 7.1 *(Note: Only two destinations must be described. If three are described, only the first two are marked. There must be about 50 words in each paragraph, and at least three of the following facts must be mentioned for each destination.)*
- 7.1.1 Africa's most popular game park
Situated in South Africa in Limpopo and Mpumalanga provinces
Great number of animal, bird and plant species including the Big Five.
Modern, well-equipped, secure rest camps throughout the reserve.
One of South Africa's most popular tourist destinations

- 7.1.2 On the northern coast of the Mediterranean Sea
 In south east France and north west 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 Italy on the north-east coast.
 Italy's most popular tourist attraction.
 No roads, as it is built on a collection of islands in a lagoon.
 Transport is by gondolas on canals, steered by gondoliers.
 A city of romance and beauty.
 Home to a huge number of famous artworks.
 Has many ancient, famous buildings and bridges. 3 x 2 = (6)
- 7.2.1 Angola
 7.2.2 Malawi
 7.2.3 Zimbabwe
 7.2.4 Botswana
 7.2.5 Swaziland
 7.2.6 Lesotho (6)
- 7.3.1 Service (1)
- 7.3.2 A smile is a sign of welcome and openness / it also says the person wants to help
 and be of assistance
 Efficiency is knowing how to deliver whatever is needed in the shortest possible
 time with the least amount of effort 2 x 2 = (4)
- 7.3.3 (Any two)
 They have correctly selected the right people for the right jobs.
 They have correctly trained the selected people.
 They have correctly supervised their staff.
 Incentives for good service
 Co-operation with the Unions. any (2x1) = (2)

QUESTION 8

- 8.1.1 $21 \div 7.75 = \$2.71$ (2)
- 8.1.2 $8.25 \times 10.45 = R86.21$ (2)
- 8.1.3 $R75,00 \div 8,12 = \text{€}9,24$ (2)
- 8.1.4 $3800 \times 0.04 = R152.00$ (2)
- 8.2.1 Global Distribution Systems (not GDS) (1)
- 8.2.2 Travel Agents (1)

- 8.2.3 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. (2)
- 8.2.4 www.legacyhotels.co.za (1)
- 8.2.5 hotels@legacyhotels.co.za (1)

[14]

QUESTION 9

- 9.1.1 It is December so Sydney has DST, therefore, time difference between JNB and SYD is 9 hrs (not 8).
Therefore, when plane took off from JNB, time in SYD was 18:10 plus 9 hrs = 27:10 = 03:10 on Tuesday.
Add flying time of 14 hrs = 17:10 when he lands and he still has to go through customs and immigration and get to the meeting so will be unable to make a meeting at 16:30. (3)
- 9.1.2 It is July so New York has DST, therefore time difference between NYC and Hong Kong is 12 hrs (not 13).
Therefore at 06:00 in NYC add the time difference = 06:00 + 13:00 = 19:00 the same day, so time in HKG is 19:00 on 14 July. (3)
- 9.1.3 (DST does not come into the picture as neither country has DST) Time difference between JNB and HKG is 6 hrs.
Therefore, when plane took off from JNB, it was 17:00 plus 6 hrs = 23:00 in HKG
Therefore, if the plane landed at 12:15 the next day, it had been in the air for 13 hrs 15 mins. (2)

[8]

QUESTION 10

- 10.1.1 False * that is the number for the northbound route. / or Gjbc 1630. (2)
- 10.1.2 False * it will only travel through four provinces (2)
- 10.1.3 True * JNB to Welkom is R140 and CPT to Worcester is R135. (2)
- 10.1.4 False * the small print says refreshments are available from the hostess on Board (and at stops en route). (2)
- 10.1.5 False * the bus stops first at Richmond then at Hanover. (2)
- 10.1.6 True * the service operates daily. (2)
- 10.2.1 False * that only applies to the Weekender Plus rates, the other rates are different and most are not half the single rate (2)

- 10.2.2 False * the small print say "excludes 1 % levy". (2)
 - 10.2.3 False * all are in South Africa. (2)
 - 10.2.4 False * There is a Holiday Inn Garden Court in Pietersburg (now Polokwane) which is in Limpopo. (2)
 - 10.2.5 False * small print says they are only valid on Friday, Saturday and Sunday nights. (2)
 - 10.2.6 False * small print says not available for groups. (2)
 - 10.2.7 False * only a maximum of two can stay and eat free. (2)
 - 10.3.1 United Kingdom (1)
 - 10.3.2 Indian Ocean Islands (1)
 - 10.3.3 USA (1)
 - 10.3.4 5% (1)
- [30]**

TOTAL FOR SECTION B: [120]

TOTAL: 150

GAUTENGSE DEPARTEMENT VAN ONDERWYS

SENIORSERTIFIKAAT-EKSAMEN

REIS EN TOERISME SG

VRAAG 1

- | | | |
|------|---|-----|
| 1.1 | Statue of Liberty en Tafelberg | (2) |
| 1.2 | Dit is die bewegende vervoerband waarop passasiers se bagasie by die lughawe van hul bestemming afgelaai word. | (2) |
| 1.3 | Stuurkajuitbemanning | (1) |
| 1.4 | Die kaptein | (1) |
| 1.5 | Nee | (1) |
| 1.6 | Amerikaanse Dollar | (1) |
| 1.7 | Daar sal 'n dubbelbed in die kamer wees en die badkamer en toilet is deel van die kamer. | (2) |
| 1.8 | Hulle sou op die Internet 'n bespreking op die hotel se webtuiste maak het. | (2) |
| 1.9 | Robbeneiland | (1) |
| 1.10 | St. Lucia Strandmeer | (1) |
| 1.11 | Hulle sal Xhosa-maaltye geniet. | (1) |
| 1.12 | Hulle sal moontlik na 'n Swazi-taverne gaan en saam met die plaaslike mense kuier. (Let Wel: om kunswerkies van die plaaslike bevolking te koop, word nie beskou as <u>deelname</u> aan die kulturele leefwyse van mense nie) | (1) |

[16]

VRAAG 2

- | | | |
|-------|----------------|-----|
| 2.1.1 | E (Harare) | |
| 2.1.2 | F (Port Louis) | |
| 2.1.3 | G (Lusaka) | |
| 2.1.4 | B (Maputo) | |
| 2.1.5 | H (Gaborone) | |
| 2.1.6 | C (Lilongwe) | (6) |

[6]

VRAAG 3

- 3.1.1 B
 3.1.2 D
 3.1.3 A (3)
- 3.2.1 F
 3.2.2 G
 3.2.3 E
 3.2.4 B
 3.2.5 D (5)

[8]

TOTAAL VIR AFDELING A: [30]

VRAAG 4

- 4.1.1 \checkmark \checkmark \checkmark R319.00 x 3 nagte = R957.00 (Daar is geen verskil tussen die normale tarief en die Weekender Plus nie!) (3)
- 4.2.1 \checkmark \checkmark \checkmark R410 x 2 mense = R820 (3)
- 4.3.1 & 2

Day	Oggend-aktiwiteit	Middag-aktiwiteit	Akkommodasie
5	OF Oggendstadstoer \checkmark	OF Middag stadstoer	Holiday Inn Express \checkmark
	Koste: R295 \checkmark x 2 \checkmark = R590 \checkmark		
6	Grand Cape Skiereilandtoer $\checkmark\checkmark$		Dieselfde \checkmark
	Koste: R235 \checkmark x 2 \checkmark = R470 \checkmark		
	Totaal Koste = R1060 $\checkmark\checkmark$		

(13)

[19]

VRAAG 5

- 5.1.1 vertrektyd: 18:05 tyd van aankoms: 06:35 (volgende dag) (2)
- 5.1.2 SA 201, dit beteken DST. (2)
- 5.1.3 Geen Daglidbesparingstyd, daarom is verskil in tyd 7 uur.
 Wanneer vliegtyd uit Johannesburg vertrek is die tyd in New York 19:55 - 7 = 12:55 . Vliegtuig land om 07:10, dit wil sê 11 :05 + 07: 10 = 18 uur 15 min. (2)
- 5.2.1 16:30 (1)
- 5.2.2 Gjbc 1630 (1)
- 5.2.3 R540,00 (2)

- 5.3.1 Addington (1)
- 5.3.2 Noordoos (1)
- 5.3.3 Gardiner (1)
- 5.3.4 City Lodge (1)
- 5.3.5 The Wheel-Winkelkompleks (1)
[15]

VRAAG 6

- 6.1.1.1 Thompson's Tours (1)
- 6.1.1.2 Die Bedoeïene / Arabiere (1)
- 6.1.1.3 Dubai Departement van Toerisme en Handel, Regering van Dubai (1)
- 6.1.2 Kamele, skerpioene, spinnekoppe en slange (4)
- 6.1.3 (Enige drie)
Hulle eet die tradisionele kosse.
Hulle sit bene gevou op 'n matjie op die woestynsand.
Hulle eet alles met hul regterhand.
Hulle bring 'n wind op na die maaltyd as teken van waardering.
Hulle geniet die vermaak verskaf deur fluitspelers en buikdansers. (3)
- 6.1.4 Handgemaakte matte en metaalwerk (2)
- 6.1.5 'n Voertuig wat gebou is om oor ongelyke paaie te ry, al vier wiele trek tegelyk.
Vierwiel-aangedrewe voertuig. (2)
- 6.1.6 Water/reën (1)
[15]

VRAAG 7

- 7.1 (Let Wel: Slegs TWEE bestemmings moet beskryf word. Indien drie beskryf word, moet slegs die eerste twee gemerk word. Elke paragraaf moet uit ongeveer 50 woorde bestaan. Drie van die volgende feite moet vir elk van die bestemmings vermeld word.)
- 7.1.1 Afrika se mees gewilde wildreservaat.
Strek oor die Limpopo en Mpumalanga provinsies van Suid-Afrika.
Bestaan uit 'n groot aantal diere, voëls en plantspesies, insluitend die Groot Vyf.
Modern, goed toegeruste en veilige ruskampe dwarsoor die park.
Een van Suid-Afrika se mees gewilde toeristebestemmings.

- 7.1.2 Op die noordkus van die Middelandse See.
Geleë in die suidooste van Frankryk en noordweste van Italië
Baie warm in die somer, matig warm in die winter.
Speelgrond vir die wêreld se rykes en bekendes.
Sluit bekende stede en dorpe soos Monte Carlo, Nice, Cannes, St Tropez en St. Remo in.
- 7.1.3 Op die noordoostelike kus van Italië.
Italië se mees gewilde toeriste-aantreklikheid.
Geen paaie omdat dit gebou is op 'n groepie eilande binne 'n lagune.
Transport bestaan uit gondolas op kanale, gestuur deur gondoliers.
'n Pragtige stad ideaal vir romanse.
'n Groot verskeidenheid bekende kunswerke word hier aangetref.
Bestaan uit 'n menigte bekende, antieke geboue en brûe. 3 x 2 = (6)
- 7.2.1 Angola
- 7.2.2 Malawi
- 7.2.3 Zimbabwe
- 7.2.4 Botswana
- 7.2.5 Swaziland
- 7.2.6 Lesotho (6)
- 7.3.1 Diens (1)
- 7.3.2 'n Glimlag is 'n teken van verwelkoming en openhartigheid.
Dit sê ook dat die persoon gewillig is om te help en te dien.
Bevoegdheid is om te weet hoe om diens te lewer in die kortste moontlike tyd en met die minste moontlike inspanning. enige (2x2) (4)
- 7.3.3 (Enige twee)
Hulle het die regte persone vir die regte werk gekies.
Hulle het die gekose personeel korrek opgelei.
Hulle het korrek toesig gehou oor hul personeel se optrede.
Samewerking met Unies.
Beloning vir goeie diens. enige (2x1) (2)

VRAAG 8

- 8.1.1 $21 \div 7.75 = \$2.71$ (2)
- 8.1.2 $8.25 \times 10.45 = R86.21$ (2)
- 8.1.3 $R75.00 \div 8.12 = €9,24$ (2)
- 8.1.4 $3800 \times 0.04 = R152.00$ (2)
- 8.2.1 Globale Verspreidingsstelsel (nie GVS) (1)
- 8.2.2 Reisagente (1)

- 8.2.3 'n Sentrale Besprekingsstelsel kan slegs deur die werknemers van die maatskappy wat SBS bedryf, ten volle gebruik word. Byvoorbeeld, slegs Avis-personeel kan toegang tot die inligting op die Avis SBS verkry. '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. (2)
- 8.2.4 www.legacyhotels.co.za (1)
- 8.2.5 hotels@legacyhotels.co.za (1)

[14]

VRAAG 9

- 9.1.1 Dit is gedurende Desember, Sydney maak gebruik van Dagligbesparingstyd, daarom is die tydverskil tussen JNB en SYD 9 ure en nie 8 ure nie. Wanneer vliegtuig vanaf JNB opstyg is die tyd in SYD 18:10 plus 9 ure = 27:10 = 03:10 op Dinsdag. Tel vlugtyd van 14 ure by = 17:10 wanneer hy land en hy moet nog deur paspoort en doeanne gaan. Hy sal dus nie betyds wees vir sy vergadering om 16:30 nie. (3)
- 9.1.2 Dit is Julie, dus maak New York maak gebruik van DBT. Tydverskil tussen NYC en Hong Kong is 12 ure (nie 13 ure). Om 06:00 in NYC is tydverskil 06:00 + 13:00 = 19:00 dieselfde dag. Tyd in Hong Kong is 19:00 op 14 Julie (3)
- 9.1.3 DBT speel geen rol omdat nie een van die twee lande DST gebruik nie. Tydverskil tussen JNB en HKG is 6 ure. Vliegtuig vertrek vanaf JNB om 17:00 plus 6 ure = 23:00 in HKG. Indien vliegtuig om 12:15 die volgende dag geland het, was die vlugtyd 13 ure 15 min. (2)

[8]

VRAAG 10

- 10.1.1 Onwaar * dit is die nommer vir die noordwaartse roete / Gjbc 1630 (2)
- 10.1.2 Onwaar * dit reis net deur vier provinsies (2)
- 10.1.3 Waar * JNB na Welkom is R140 en Kaapstad na Worcester is R135. (2)
- 10.1.4 Onwaar * verversings is beskikbaar van die waardin aan boord (asook waar die bus oppad stop). (2)
- 10.1.5 Onwaar * bus stop eers op Richmond en dan op Hanover. (2)
- 10.1.6 Waar * hierdie diens is elke dag beskikbaar. (2)
- 10.2.1 Onwaar * dit is net van toepassing op die Weekender Plus-tariewe. Die ander tariewe is verskillend en die meeste is nie slegs die helfte van die normale dubbel tarief nie. (2)

- 10.2.2 Onwaar * die klein druk stipuleer duidelik "1% hefting uitgesluit". (2)
- 10.2.3 Onwaar * almal is binne Suid-Afrika. (2)
- 10.2.4 Onwaar * Daar is 'n Holiday Inn Garden Court in Pietersburg (Polokwane) in die Limpopo-provinsie. (2)
- 10.2.5 Onwaar * die klein druk stipuleer dat hulle net op Vrydag-, Saterdag- en Sondagaand geldig is. (2)
- 10.2.6 Onwaar * nie beskikbaar vir groepbesprekings nie, volgens die klein druk. (2)
- 10.2.7 Onwaar * slegs 'n maksimum van twee kan gratis verblyf en maaltye kry. (2)
- 10.3.1 Verenigde Koninkryk (1)
- 10.3.2 Indiese Oseaan Eilande (1)
- 10.3.3 VSA (1)
- 10.3.4 5% (1)

[30]

TOTAAL VIR AFDELING B: [120]

TOTAAL: 150