

GAUTENG DEPARTMENT OF EDUCATION  
SENIOR CERTIFICATE EXAMINATION

TRAVEL AND TOURISM SG

TIME: 3 hours

MARKS: 150

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**INSTRUCTIONS:**

- Answer ALL the questions.
  - Where multiple-choice questions are asked, write down only the question number and the chosen answer, e.g. 3.2.6 D.
  - Number your answers in accordance with the numbering of the questions.
  - Leave a line after each answer.
  - A pocket calculator may be used for calculations.
- 

SECTION A  
**RECALL OF LEARNED KNOWLEDGE****QUESTION 1  
GENERAL**

- 1.1 State whether the following are TRUE or FALSE. If FALSE, correct the statement to make it TRUE.
- 1.1.1 A card that allows a passenger to board an aircraft is known as a **travelling pass**. (2)
- 1.1.2 The name given to the tiredness a passenger suffers after a long flight is known as **jet lag**. (1)
- 1.1.3 In the United States of America the **Euro** is used. (2)
- 1.2 If a tourist pays R18,40 for a Big Mac Burger in Italy at a current exchange rate of R8,50, how much will it cost in the local currency? Choose the correct answer from the possible answers below.
- A. 1,90 Pound  
B. 2,16 Euro  
C. 3,20 Yen  
D. 2,00 \$ (2)
- (7)

**QUESTION 2**

- 2.1 Fill in the missing words. Write down only the question number and the word.
- 2.1.1 The 0° on a time zone map is also known as the \_\_\_\_\_ . (1)
- 2.1.2 The time at Greenwich from which all time on earth is calculated is also known as \_\_\_\_\_. (1)
- 2.1.3 Running from the South Pole is an imaginary line (180°) to the North Pole, known as the \_\_\_\_\_. (1)
- 2.2 Refer to the map (Addendum A). Label countries numbered 1 to 5. Write only the number and the corresponding answer in your answer book, e.g. 6 – Mauritius. (5)
- [8]**

**QUESTION 3**  
**INTERNATIONAL TOURIST DESTINATIONS AND ECO-TOURISM**

- 3.1 Match the correct tourist icon/destination in **Column A** with the correct country in **Column B**.

COLUMN A		COLUMN B	
ICON/DESTINATION		COUNTRY	
3.1.1	Big Ben	A.	France
3.1.2	Sydney Opera House	B.	India
3.1.3	Table Mountain	C.	United Kingdom
3.1.4	Statue of Liberty	D.	Australia
3.1.5	Eiffel Tower	E.	U.S.A.
		F.	South Africa
		G.	Brazil
		H.	Tanzania

(5)

- 3.2 Choose the correct description for the following terms. Write only the question number and the letter, e.g. 3.2.6 – D.

3.2.1 Sustainable

- A. Using something sparingly  
 B. Using something daily  
 C. Using something regularly  
 D. Using for enjoyment (1)

3.2.2 Pollution

- A. To nurture and take care of  
 B. To make dirty and impure  
 C. To use and enjoy  
 D. To plant and protect (1)

3.2.3 Endangered

- A. Wildlife in abundance
  - B. Species have died out
  - C. Only a few remain that needs protection
  - D. All dangerous animals
- (1)

3.2.4 Extinct

- A. Lives and breeds regularly
  - B. Lives in Nature Reserves
  - C. Lives only in dams
  - D. No longer lives
- (1)

3.2.5 Exploitation

- A. Misuse and abuse
  - B. Use in correct order
  - C. Use sparingly
  - D. Use according to instructions
- (1)

3.3 3.3.1 What do the letters **CV** refer to? (1)

3.3.2 Name TWO career opportunities available on an aircraft. (2)

3.3.3 Name TWO career opportunities available in a restaurant. (2)

**[15]**

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

**SECTION B**  
**APPLICATION OF SKILLS**

**QUESTION 4**  
**TOUR BUDGETS AND BASIC ITINERARY**

- 4.1 Copy the itinerary below into your answer book. Use the itinerary on Namibia (Addendum B) to complete the itinerary for days 4 and 5.

<b>Day</b>	<b>Morning activity</b>	<b>Afternoon activity</b>	<b>Evening activity</b>	<b>Accommodation</b>
4				
5				

(7)

- 4.2 At the end of their Namibian visit, the couple would like to rent a car from Hertz Car Rental (Addendum D) for three days to explore Windhoek on their own. They would like to rent a group J vehicle. They plan to drive approximately 200 kms per day. They would like super insurance cover and PAI. Determine the cost of rental for the couple. Ignore all other fees.

(5)

- 4.3 Carefully study the tour costs (Addendum C) and use it to answer the questions that follow. Copy the table below into your answer book and complete a travel budget for the two tourists. Show all your calculations.

<b>Cost for two tourists</b>	
Basic cost for two tourists	
Accommodation	
Return airfares	
Total	

(4)

- 4.4 What is the total cost for an individual tourist on this tour?

(2)  
**(18)**

**QUESTION 5**  
**TIMETABLES AND TOURIST MAPS**

- 5.1 Study the map (Addendum E), then answer the following questions.

5.1.1 Name the National Route on the North East of the map a tourist would take from Port Elizabeth to Bisho.

(1)

5.1.2 Which province is represented by the cities on the map?

(1)

5.1.3 Name the two National Parks situated near the N10.

(2)

5.1.4 Name the airport found on the map which is situated near the capital of this province.

(1)

5.1.5 Which metropolitan area found on the map is named after Mr Nelson Mandela?

(1)

- 5.1.6 Name the places on the map that are world famous for bungee jumping and surfing. (2)
- 5.1.7 In which town in this province is an annual arts festival held? (1)
- 5.2 Study the Translux timetable (Addendum F) and answer the following questions.
- 5.2.1 Name the THREE countries connected by this bus route. (3)
- 5.2.2 On which days does this bus not operate? (2)
- 5.2.3 What two other currencies, apart from the rand, would a passenger travelling on this bus, need? (2)
- 5.2.4 Quote the service number for the north-bound route. (1)
- (17)**

### QUESTION 6 ECO-TOURISM

- 6.1 Read the text below from the SAN Parks website and answer the questions that follow.

Where the red dunes and scrub fade into infinity and herds of gemsbok, springbok, eland and blue wildebeest follow the seasons, where imposing camel-thorn trees provide shade for huge black-mane lions and vantage points for leopard and many raptors.... is the **Kgalagadi Transfrontier Park**. The Kalahari Gemsbok National Park was proclaimed in 1931, mainly to protect migratory game, especially the gemsbok. Together with the adjacent Gemsbok National Park, this park comprises an area of over 3,6 million hectares, one of the very few conservation areas of this magnitude left in the world. Red sand dunes, sparse vegetation and dry riverbeds of the Nossob and Auob show antelope and predator species off at a premium and provide excellent photographic opportunities. Kgalagadi could be considered a haven for bird watchers, especially when interested in birds of prey.

Adapted from [www.parks-sa.co.za](http://www.parks-sa.co.za)

- 6.1.1 Explain in your own words the term **Transfrontier Park**. (4)
- 6.1.2 Which countries are involved in the Kgalagadi Transfrontier Park? (2)
- 6.1.3 Name TWO other transfrontier parks in South Africa as well as the other countries in which they are found. (4)
- 6.2 Explain the term **birds of prey**. (2)

- 6.3 Give ONE biological word to describe the following terms in the text:
- 6.3.1 ...**sparse vegetation and dry riverbeds** (1)
- 6.3.2 ...**wildebeest follow the seasons** (1)
- 6.4 Discuss any ONE of the **other** transfrontier parks in South Africa, in point form. Give attention to the unique features of the park, countries involved and parks included. (9)  
(23)

**QUESTION 7**  
**SERVICE EXCELLENCE**

Read the extract below, taken from *Responsible Tourism Guide*, then answer the questions that follow.

Invelo awards	Mpumalanga province	Winner Best Water Conservation Program
<p style="text-align: center;"><b>Sabi-Sabi</b></p> <p>Sabi-Sabi, which borders on the Kruger National Park, was the first private game reserve to introduce a natural wetland waste water management system. Each of the reserve’s three lodges has its own wetland system for the treatment of waste water.</p> <p>Sabi-Sabi started separating and recycling its solid waste and removing it from the reserve in partnership with a small company – <i>Green’s Waste Nelspruit</i> – about 20 years ago. This initiative has grown into a community development project that runs a recycling depot for glass, tins and paper for all the lodges in the Sabi Sands area.</p> <p>Other solid waste is burnt in a small incinerator, while plastics are returned to the supplier and wet waste is used for compost. Food waste from the kitchen is sent to a local piggery.</p> <p>The focus of Sabi-Sabi’s community development efforts is on its 150 staff – each of whom supports up to 10 dependants. Sabi-Sabi’s staff development programmes include adult literacy, English proficiency, business orientation and HIV/Aids awareness.</p> <p>Sabi-Sabi also supports a number of local community development initiatives, including the <i>Lillydale Environmental Education Centre</i>. The centre runs a number of courses, including environmental education and travel and tourism, as well as promoting the local Shangaan culture.</p> <p>Sabi-Sabi is involved in the extensive rehabilitation of the land under its management. This includes clearing alien vegetation encroachment and working to prevent soil erosion. The reserve has re-introduced endangered species such as the <i>Crowned Eagle</i>, and is working on a joint programme with the <i>Raptor Conservation Group</i>. Sabi-Sabi’s philosophy is driven by the belief that a wildlife sanctuary will only survive economic and social pressures by creating employment, earning foreign currency, paying tax and promoting sustainable tourism.</p>		

- 7.1 Give the full name of the award Sabi-Sabi received as well as the reason why they received it. (2)
- 7.2 Sabi-Sabi is all about conservation. Name any TWO steps they follow with regard to waste conservation. (2)
- 7.3 The local community enjoys the advantages of the reserve. Use the text as reference to prove this statement. (1)
- 7.4 Can the personal development programme save lives? Explain your answer. (2)
- 7.5 Sabi-Sabi is involved in the extensive rehabilitation of the land under its management. Briefly discuss this statement. (4)
- (11)**

### QUESTION 8 CURRENCY CONVERSION AND TECHNOLOGY

Use the table below to answer the questions that follow. Show all your calculations. Answers must be rounded off correct to two decimal places. Indicate all currencies.

Currency	Value in South African Rand
Euro	R 7,19
United Kingdom Pound	R11,10
United States Dollar	R 5,93

- 8.1 Lindi won R10 000 and would like to go on a trip overseas. She is interested in visiting New York or London or Germany. She would like to know how the current exchange rates above would affect her money.
- 8.1.1 Use the exchange rates above to calculate the value of her money in **each** of the different currencies. (6)
- 8.1.2 From your calculations in Question 8.1.1, in which country would she have the most **buying power**? (1)
- 8.2 Answer the following questions:
- 8.2.1 What does **GDS** refer to? (1)
- 8.2.2 Name TWO types of reservations that can be made using a GDS. (2)
- 8.2.3 Name any TWO examples of a GDS used in South Africa. (2)
- 8.2.4 What does the abbreviation **CRS** stand for? (1)
- (13)**

**QUESTION 9**  
**TIME ZONES**

Study the Time Zone map (Addendum G) and answer the following questions. Show all your calculations and indicate if it is the **same day**, the **next day** or the **previous day**.

- 9.1 It is 16:00 in Los Angeles, what will the time be in Durban? (2)
- 9.2 The Australian cricket team is visiting South Africa for a series of test matches. The first match will be played in Cape Town on 3 December 2006 at 08:00.
- 9.2.1 The match will be televised live from South Africa. At what time and date will the fans in Perth be able to watch the game? (3)
- 9.2.2 One of the Australian player's wives, who lives in Sydney, would like to speak to her husband at 07:00 South African time. At what time should she phone from Sydney to speak to him? (3)
- 9.2.3 At what time will cricket fans in Rio de Janeiro be able to see the first match live on television? (2)
- 9.3 The flying time between Johannesburg and Sydney is 13 hours and 30 minutes. Flight SA206 arrives in Sydney at 12:30 local time. What time did it depart from Johannesburg? (3)

**[13]**



**QUESTION 10**  
**GRAPHS AND STATISTICS**

Study the extract taken from *Tourism Update*, January 2005, then answer the questions that follow.

<b>IS SOUTH AFRICA COMPETITIVE?</b>			
	<b>Australia</b>	<b>Kenya</b>	<b>South Africa</b>
Price competitiveness	32,03	58,51	88,32
Human tourism	30,93	n.a.	39,83
Infrastructure	71,70	36,77	51,86
Environment	66,24	76,42	50,70
Technology	97,27	25,42	52,86
Human Resources	100,00	33,65	50,70
Openness	36,60	25,63	72,45
Social development	82,42	25,47	35,62

The value of each index ranges from 0 (lowest) to 100 (highest) to show the level of performance of each country relative to the other countries. An index value of 0 represents the lowest achievement and 100 shows the highest achievement.

With reference to tourism openness, visa requirements, trade and taxes, South Africa was placed 34<sup>th</sup>. With regard to human tourism, which measures the achievement of human development in terms of tourism activity, South Africa scored **40**. For social development South Africa was placed 126<sup>th</sup>, making it one of the lowest ranking states in this category. The indicator used data from newspapers, computers, television and total crimes recorded.

- 10.1 In which section did South Africa receive the highest marks? Name the section and give THREE reasons why this was the case. (4)
- 10.2 10.2.1 How does South Africa compare with the other countries with regard to human tourism? Explain. (2)
- 10.2.2 What does **human tourism** measure? (1)
- 10.3 Why do you think South Africa scored so poorly in this section? (2)
- (9)**

### **QUESTION 11**

A South African tourist plans a tour to several European countries. He would like to visit certain famous international destinations in **Europe**. Write an essay in which you discuss the destinations (that you have studied) he should visit during his tour.

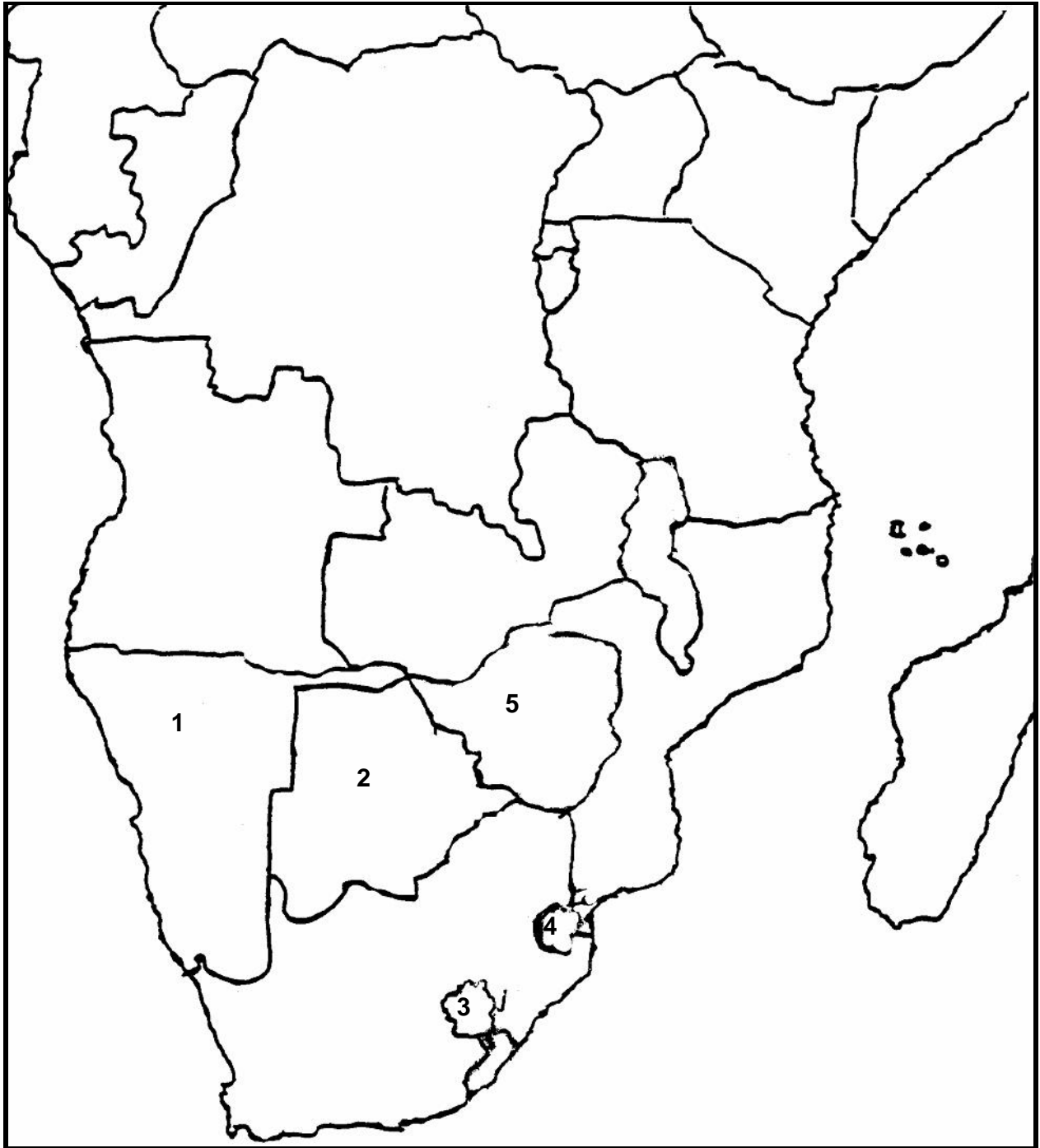
You will be awarded marks for:

- Correct format and layout of your essay.
- Factual content (name at least FOUR facts per destination). (16)

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

**TOTAL: 150**

ADDENDUM A



## **ADDENDUM B FLYING NAMIBIA**

### **Highlights of Namibia**

#### **DAY 1: Depart to Fish River Canyon**

The first leg of the journey takes you from Windhoek across the magnificent mountain range towards the far south of Namibia. Enjoy the Hardap Dam, the Kalahari Desert, the extinct Brukkaros Volcano and the vast intriguing plains of the south from a bird's eye view. Our destination is the magnificent boulder-studded plains and hills to the east of the great Fish River Canyon, second largest of its kind in the world.

**Canon Lodge**

#### **DAY 2: Fish River Canyon**

A scenic flight takes us up the steep and winding gorges of the Fish River Canyon, over the fascinating landscapes of the pro-Namib to Sesriem, the gateway to the southern Namib Desert and its magnificent dune belts.

**Sossusvlei Lodge**

#### **DAY 3: Sossusvlei**

Visit Sossusvlei, a clay pan surrounded by some of the highest sand dunes in the world. Observe the fauna and flora that inhabits this region. Time will be taken to explore the impressive sandstone conglomerate gorges of the Sesriem Canyon, formed by the Tsauchab River. A low-level flight takes us to the Atlantic Ocean, across the dune desert to Swakopmund Airport, followed by a short transfer to your hotel.

**Hansa Hotel**

#### **DAY 4: Walvis Bay**

A transfer takes us to Walvis Bay where we embark on a half-day marine cruise. This provides us with a glimpse of Namibia's only deep sea harbour, encounters with aquatic birds and Cape Fur Seals, and the opportunity of sighting Bottlenose and heavy-side dolphins. The latter, a species endemic to the coast of south-western Africa. Namibian Oysters, counted amongst the best in the world, canapés and chilled sparkling wine from South Africa as well as soft drinks are served on board during this leisure cruise. Late afternoon our charter flight takes us north for an hour's flight along the Skeleton Coast, flying over the seal colony at Cape Cross, shipwrecks, the Messum Crater and the riverbeds of Namibia's ephemeral waterways.

**Twyfelfontein Lodge**

#### **DAY 5: Twyfelfontein**

The slopes of Twyfelfontein are strewn with boulders. We spend the morning visiting the area dotted with thousands of paintings and ancient engravings, a virtual open-air museum. Geological features in the area include the Organ Pipes, angular columns of dolerite which are all part of Namibia's rich natural history. After lunch, our journey continues, cutting across the northern interior of the country to Mokuti, situated at the eastern gate of the Etosha National Park. Dinner at the lodge while we listen to local folklore of the area.

**Mokuti Lodge**

#### **DAY 6: Etosha National Park**

The game and birds found here are typical of the savannah plains of Southern Africa, but include several species endemic to the western side of the continent, adjacent to the Namib Desert. Among the rarer species, Black and White Rhino (recently reintroduced) are frequently seen. Black-faced Impala are restricted to Namibia and southern Angola and the Damara Dik-Dik; the Park's smallest antelope is also endemic. Hundreds of bird species have been recorded, with many migrants during the summer period. Participate in early morning and afternoon guided game drives into the Etosha National Park.

**Mokuti Lodge**

#### **DAY 7: Return to Windhoek**

After a leisurely breakfast, we board our aircraft for the final flight back to Windhoek.

**ADDENDUM C**

<b>Cost for four tourists</b>	
Basic tour for 4 tourists	R22 200
Accommodation	R25 200
Return air fares	R14 000

ADDENDUM D



Reservation and Information Centre  
0861 600 136

GSA  
Special  
Rates

Valid from 31 July 2003

Group	Acrrs Code	Model	Air bag	Air Conditioning	Power Steering	Automatic	Radio/Tape	Daily incl. CDW, TP & 200KM	Daily incl. SCDW, STP & 200KM	Daily incl. CDW, TP & 200km	Daily incl. SCDW, STP & 200km	Daily incl. CDW, TP & 200km	Daily incl. SCDW, STP & 200KM	Daily incl. CDW, TP & 200KM	Daily incl. SCDW, STP & 200KM	Weekend Saver incl. CDW, TP & 200KM	KM rate Per Day	Per KM	Responsibility "where CM/TP is accepted"
								1-6 Days Per Day	1-6 Days Per Day	7-13 Days Per Day	7-13 Days Per Day	14-30 Days Per Day	14-30 Days Per Day	31+ Days Per Day	31+ Days Per Day				
Q	ECMN	OPEL CORSA 140i LITE or similar						R230	R322	R219	R309	R210	R299	R203	R293	R154	R1.35	R4100	
A	CDMN	TOYOTA TAZZ 130 or similar				X		R241	R336	R229	R322	R219	R312	R212	R306	R162	R1.52	R4200	
T	CCMR	FIAT SIENA or similar		X	X		X	R257	R352	R245	R338	R235	R328	R228	R322	R175	R1.60	R4200	
B	CDMR	VW POLO CLASSIC 1.6 or similar		X	X		X	R336	R431	R320	R414	R306	R401	R296	R392	R228	R1.66	R7000	
U	IDMR	FORD FOCUS 1.6 or similar	X	X	X		X	R449	R571	R426	R548	R408	R531	R395	R520	R306	R3.35	R9000	
C	CDAR	NISSAN ALMERA 1.6 or similar		X	X	X	X	R452	R574	R429	R551	R411	R534	R398	R523	R335	R3.29	R7000	
D	SDAR	TOYOTA CAMRY 200/220 or similar		X	X	X	X	R692	R761	R658	R731	R630	R708	R609	R693	R427	R3.78	R10500	
F	SCAR	BMW 318i or similar	X	X	X	X	X	R727	R792	R690	R760	R661	R737	R640	R721	R433	R4.07	R11500	
H	PDAR	MERCEDES BENZ C180	X	X	X	X	X	R853	R951	R811	R913	R776	R885	R751	R866	R445	R4.55	R13900	
J	FVMR	TOYOTA CONDOR		X	X		X	R547	R690	R519	R662	R497	R641	R481	R627	R312	R2.99	R8800	
N	PVMR	MERCEDES VITO or similar		X	X		X	R1137	R1425	R1081	R1368	R1035	R1326	R1001	R1297	R835	R6.44	R17500	
M	FFMR	NISSAN 2400i 4X4 D/CAB or similar	X	X			X	R945	R1185	R898	R1138	R860	R1102	R832	R1078	R781	R5.34	R12500	
R	SPMN	MITSUBISHI COLT 2.0 STD LWB or similar						R336	R431	R320	R414	R306	R401	R296	R392	R420	R1.66	R11000	

• 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 the right to replace vehicle models with similar specifications

RATES INCLUDE: Value Added Tax @ 14% - rate will change according to Government legislation without prior notice / Collision Damage Waiver or Super Collision Damage Waiver / Theft Protection or Super Theft Protection / 200km's per day / Airport Surcharge @ 9% of time and kilometres - no surcharge applicable at Rand Airport / Tourism Levy @ 1% of time and kilometres.

RATES EXCLUDE: Contract Fee - R20 per rental / Fuel / One-way drop off fees-drop off location exceeds 150km's-R300; From PE to Cape Town-R500; From JNB to DBN/CPT/Mpumalanga-R500; Between DBN and Richards Bay-R150; Between Soc and Namibia R3000/ Over-border charge of R1000 if vehicles are driven into any neighbouring country/ Additional Driver-R100 per driver per rental / Delivery & collection-R100 within a 25km radius of Hertz location, thereafter per km during office hours 08h00-17h00 weekdays; R200 after hours, public holidays, weekends, after 17h00 and before 08h00 weekdays / Canopies @ R35 per day 1-6 days, R32 per day for 7 days or more / Baby seats @ R seat per rental / Claim admin fee of R350 will be charged in the event of an accident and/or theft of vehicle / Fine Handling Fee-R150 / Please note charges are subject to change without prior notice / Personal Accident Insurance @ R25.00 per day.

Booking Information

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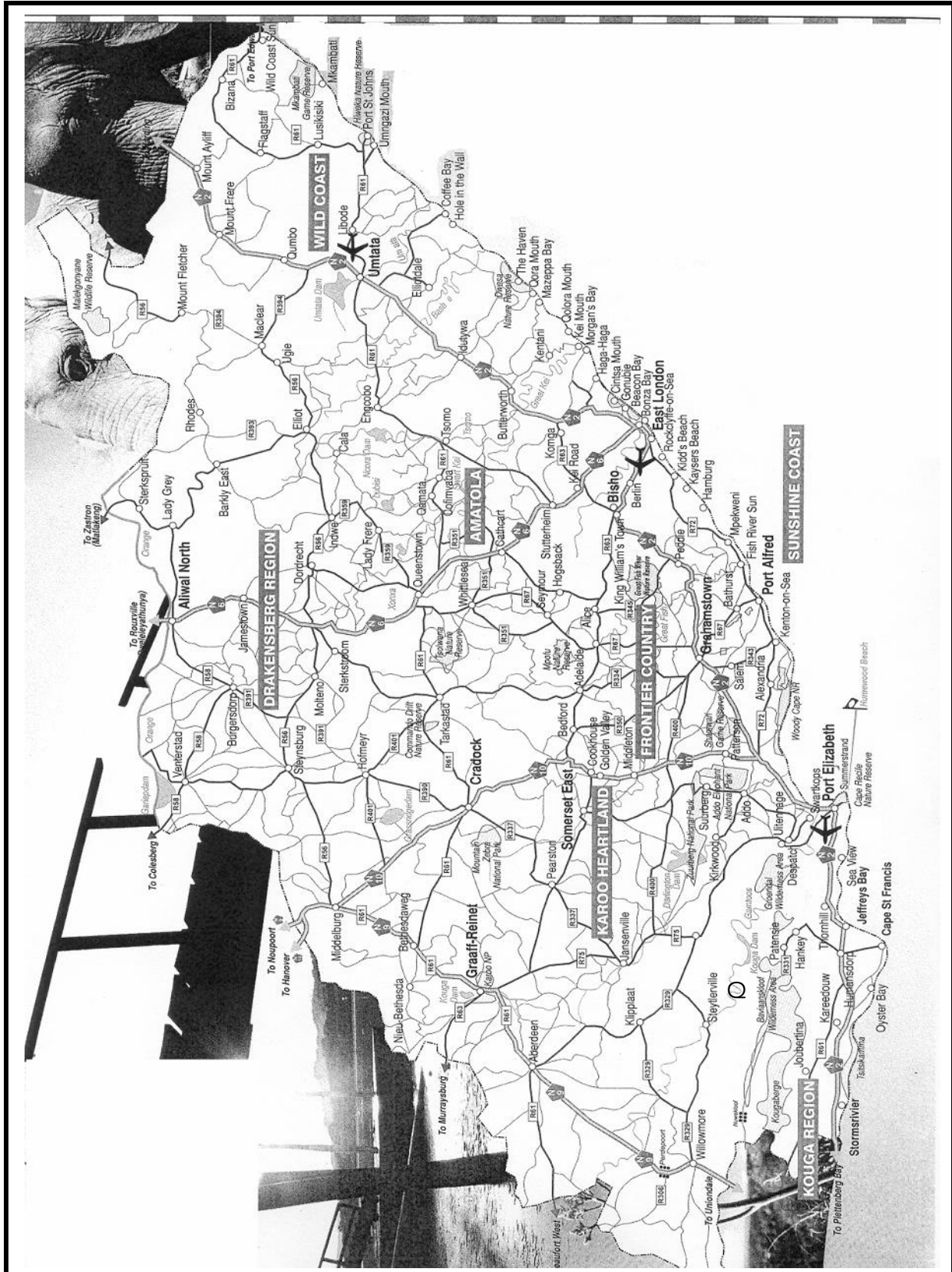


ONE NUMBER ONLY - FOR THE WORLD'S # 1 !

Reservation and Information Centre

0861 600 136

ADDENDUM E

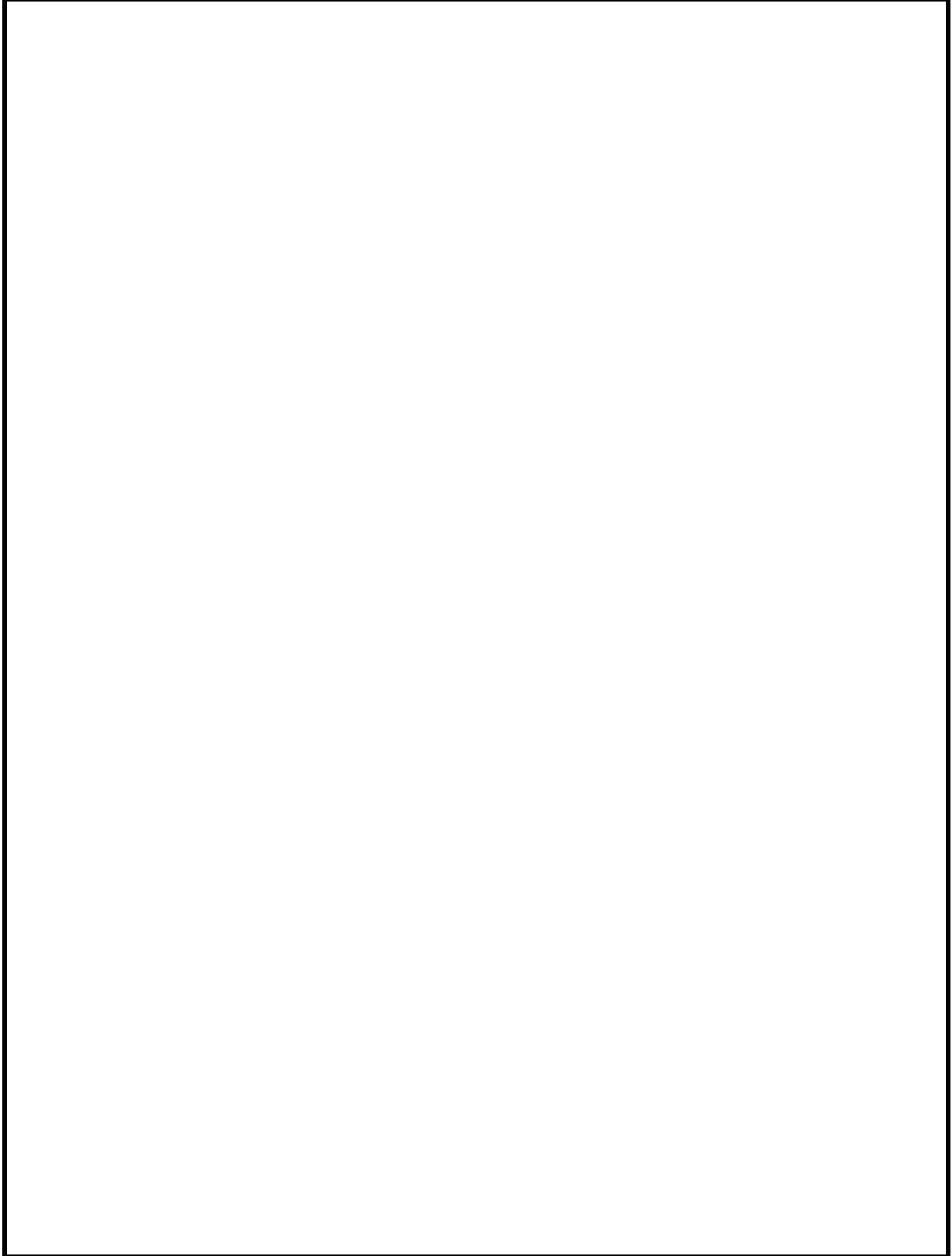


**ADDENDUM F**

<b>1720 JNB – BEITBRIDGE – HARARE – LUSAKA 1721 LUSAKA – HARARE – BEITBRIDGE - JNB</b>		
<b>SUN / TUE / WED / THUR / SAT</b>		
	<b>1720</b>	<b>1721</b>
<b>Johannesburg (Park City, JHB Station)</b>	0800	1230
<b>Pretoria (Station)</b>	0845	1000
<b>Polokwane (Shell Ultra City)</b>	1210	0700
<b>Musina (Shell Garage)</b>	1430	0415
<b>Beitbridge (Beitbridge Hotel)</b>	1700	0300
<b>Masvingo (Shell Filling Station)</b>	2100	2315
<b>Harare (Roadport)</b>	0100	2000
<b>Chirundu (Zim/Zam Customs)</b>	0545	1500
<b>Lusaka (Farmers House, Cairo St)</b>	1100	1200
<p>The same pax may not be picked up and set down at points between Chirundu and Beitbridge.                      Passport required. Fares quoted in South African rand.</p>		



**ADDENDUM G**



**END**