

GAUTENG DEPARTMENT OF EDUCATION

SENIOR CERTIFICATE EXAMINATION

TRAVEL AND TOURISM SG

POSSIBLE ANSWERS / MOONTLIKE ANTWOORDE SUPP 2007

SECTION A
RECALL OF LEARNED KNOWLEDGEQUESTION 1
MULTIPLE-CHOICE QUESTIONS

1.1	1.1.1	B	(1)
	1.1.2	A	(1)
	1.1.3	A	(1)
	1.1.4	C	(1)
	1.1.5	A	(1)
			(5)

QUESTION 2
REGIONAL TOURIST MARKETS

2.1	2.1.1	Harare	(1)
	2.1.2	Gaborone	(1)
	2.1.3	Lilongwe	(1)
	2.1.4	Lusaka	(1)
	2.1.5	Port Louis	(1)
2.2	2.2.1	Global Distribution System	(1)
	2.2.2	Central Reservation System	(1)
	2.2.3	International Association for Travel Agents	(1)
			(8)

QUESTION 3
INTERNATIONAL TOURIST DESTINATIONS AND ECO-TOURISM

3.1	3.1.1	D	(1)
	3.1.2	E	(1)
	3.1.3	A	(1)
	3.1.4	B	(1)
	3.1.5	G	(1)
3.2	–	Robben Island	
	–	Cape Floral Region/Kingdom	(2)
3.3	In its original form/unspoilt by human interference. (Any one)		(1)

- 3.4 – KwaZulu-Natal
 – St Lucia Wetlands
 – Ukhahlamba Drakensberg (Any 1) (2)
- 3.5 Workplace experience / Internship (1)
- 3.6 Pilot/Captain (1)
- 3.7 3.7.1 False (1)
 3.7.2 True (1)
 3.7.3 False (1)
 3.7.4 False (1)
 3.7.5 False (1)
(17)

TOTAL FOR SECTION A: [30]

SECTION B
APPLICATION OF SKILLS

QUESTION 4
TOUR BUDGETS AND ITINERARY

4.1

Day	Morning activity	Afternoon activity	Evening activity
2	Full-day game drive	Full-day game drive	Traditional dinner by the camp fire
3	Explore Okavango Delta by Powerboat	Guided nature walks	At leisure

(6)

4.2

Accommodation costs for two couples Calculations		
Days 8 and 9	R1 375 x 4 person x 2 nights	R11 000
Day 10	R660 x 4 person	R 2 640
Total costs		R13 640

(8)

4.3	4.3.1	R2 100 x 2 = R4 200	(3)
	4.3.2	BA 6-282 arrival time: 15:30	(2)
			(19)

QUESTION 5 TIMETABLES AND TOURIST MAPS

5.1	5.1.1	Namibia	(1)
	5.1.2	Chobe National Park	(1)
	5.1.3	Gemsbok National Park	(1)
	5.1.4	No, it is part of Namibia	(2)
	5.1.5	5 hours	(1)
	5.1.6	Kasane	(1)
5.2	5.2.1	High season: It is a particular time of the year when the demand for tourism-related products and services are high. Easter or Christmas.	(2)
	5.2.2	Date: 21 March. Departure: Sunday 14:00. Arrival: Tuesday 09:30	(3)
	5.2.3	French champagne, caviar, telephone	(3)
	5.2.4	27 hours	(1)
	5.2.5	R18 300 x 2 = R36 600	(2)
			(18)

QUESTION 6 ECO-TOURISM

- 6.1 **The authorities – National Government**
- Ensure relevant laws and policies are put into place
 - Appoint conservation guides and Police to enforce laws
 - Educate the public/tourists
- The tour operator**
- Put together environmentally sound products for tourists
 - Educate community/tourists on responsible tourism
 - Educate tourists on safety measures
 - Adopt sustainable tourism practices to ensure future income

The local community

- Host tourists
- Ensure inclusion in all levels of the tourism process
- Responsible for safety of guests
- Set boundaries to ensure conservation of their cultural heritage
- Minimize the negative impact of tourism on community

The tourist

- Practice responsible tourism
- Be sensitive towards the environment and communities
- Adhere to safety guidelines (15)

6.2	6.2.1	C	(1)
	6.2.2	A	(1)
	6.2.3	H	(1)
	6.2.4	B	(1)
	6.2.5	J	(1)
	6.2.6	I	(1)
	6.2.7	E	(1)
			(22)

QUESTION 7**SERVICE EXCELLENCE / INTERPRETATION OF STATISTICS**

7.1	7.1.1	Provide music, dance, shows and craft Management positions in the company Delivery of certain goods and services to the company To become shareholders	(4)
	7.1.2	Technical assistance, supply of raw materials, convey the tourist needs.	(3)
	7.1.3	Smile, honesty, attitude, appearance, listen, anticipate, delegate, never argue, efficiency, follow-up (Any 5)	(5)
7.2	7.2.1	In 1994 we held our first democratic elections and South Africa became a democracy. Many tourists came to visit our country to see the country after political change. / Sanctions were lifted.	(2)
	7.2.2	9/11 terror attacks	(1)
	7.2.3	World Summit on Sustainable Development	(1)
	7.2.4	72%	(1)
	7.2.5	2003 2002 2001	(3)
	7.2.6	South African tourism is growing steadily every year	(1)
			(21)

QUESTION 8
GLOBAL PERSPECTIVES

- 8.1 8.1.1 ^v Disneyland, Orlando
- Theme park of live movie characters
 - Live shows of characters
 - Several performances
 - Pleasure rides for the whole family
 - Caters for the whole family
 - Largest theme park
- (Any 2+1) (3)
- 8.1.2 Vatican City, Rome, Italy
- Only city within a state
 - Smallest independent state in the world
 - Pope is the head/in charge
 - Pay no taxes
 - Seat of the Roman Catholic Church
 - Visited by millions of pilgrims every year
 - Famous and priceless artwork
- (Any 2+1) (3)
(6)

QUESTION 9
CURRENCY CONVERSION AND TECHNOLOGY

- 9.1 Travellers cheques / credit cards / debit cards / electronic transfers / cash passport (Any 2) (2)
- 9.2 9.2.1 South Africa (1)
- 9.2.2 Great Britain / England (1)
- 9.2.3 Botswana (1)
- 9.3 9.3.1 $500 \text{ Euro} \times 7.25 = \text{R}3\,625.00$ (2)
- 9.3.2 $\text{R}2\,000.00 \div 0.55 = 3\,636.36 \text{ Yen}$ (2)
- 9.4 Travel agent (1)
- 9.5 British Airways – BABS
SAA – Atraxis (2)
- 9.6 A Global Distribution System allows a travel agent to make reservations for a variety of tourism products and services on one system, e.g. airlines, hotels, sport events.
- A Central Reservation System allows for only one particular tourism product or service. (4)
(16)

**QUESTION 10
TIME ZONES**

- | | | | |
|------|--------|---------------------------------------|-------------|
| 10.1 | 180° | | (1) |
| 10.2 | 10.2.1 | 15:00 + 3h30 minutes = 18:30 / 3 June | (2) |
| | 10.2.2 | 15:00 – 10 hours = 05:00 / 3 June | (3) |
| 10.3 | 10.3.1 | 05:00 – 7 hours = 22:00 / 31 December | (2) |
| | 10.3.2 | 00:01 + 7 hours = 07:01 / 1 January | (2) |
| | | | (10) |

QUESTION 11

- | | | |
|------|--|------------|
| 11.1 | International Travel Consultant | (1) |
| 11.2 | A CV, Matric Exemption Certificate | (2) |
| 11.3 | Invited to an interview | (1) |
| 11.4 | International Travel experience / Sales experience and advice. | (3) |
| 11.5 | Computer. | (1) |
| | | (8) |

TOTAL FOR SECTION B: [120]

TOTAL: 150