



# basic education

Department:  
Basic Education  
**REPUBLIC OF SOUTH AFRICA**

## NATIONAL SENIOR CERTIFICATE

GRADE 12

TOURISM

FEBRUARY/MARCH 2015

**MARKS: 200**

**TIME: 3 hours**

This question paper consists of 25 pages.



**INSTRUCTIONS AND INFORMATION**

Read the instructions carefully before answering the questions.

1. This question paper consists of FIVE sections.
2. Answer ALL the questions.
3. Start EACH question on a NEW page.
4. In QUESTIONS 3.1.2 and 3.1.3, round off your answers to TWO decimal places.
5. Show ALL calculations.
6. You may use a calculator.
7. Use the mark allocation at each question as a guide to the length of your answer.
8. Write neatly and legibly.
9. The table below is a guide to help you allocate your time according to each section.

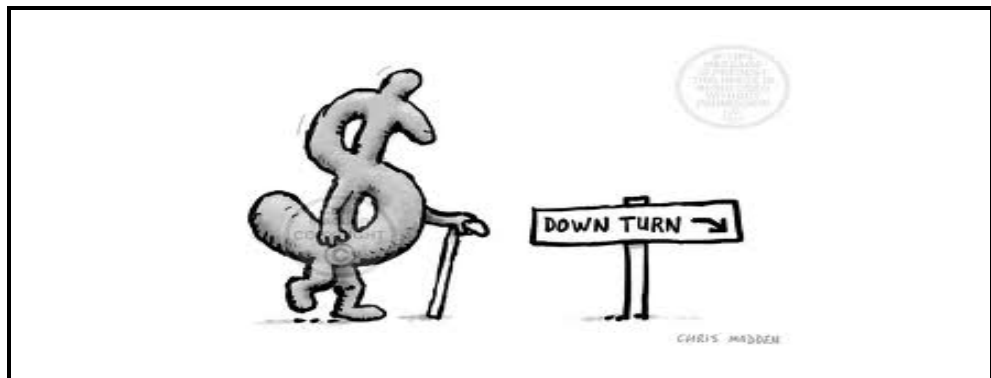
<b>SECTION</b>	<b>TOPIC</b>	<b>MARKS</b>	<b>TIME (minutes)</b>
A	Short Questions	40	20
B	Map Work and Tour Planning; Foreign Exchange	50	50
C	Tourism Attractions; Culture and Heritage Tourism; Marketing	50	50
D	Tourism Sectors; Sustainable and Responsible Tourism	30	30
E	Domestic, Regional and International Tourism; Communication and Customer Care	30	30
	<b>TOTAL</b>	<b>200</b>	<b>180</b>



**SECTION A: SHORT QUESTIONS****QUESTION 1**

1.1 Four options are provided as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1.1–1.1.20) in the ANSWER BOOK, for example 1.1.21 D.

1.1.1 The cartoon below indicates ..., which is an unforeseen occurrence.



- A protest action
- B general elections
- C global recession
- D general unrest

1.1.2 A negative impact of South Africa hosting the 2010 FIFA World Cup:

- A There were too many foreigners in South Africa.
- B There was a decline in the value of the rand.
- C There was a demand for tourism products and services.
- D There was a decrease in domestic tourism.

1.1.3 The most suitable tourist activity to match the profile of an adventure tourist:

- A A visit to the National Women's Monument in Bloemfontein
- B A sunset cruise on the Zambezi
- C Shark-cage diving in Gansbaai
- D A city tour on the Cape Town sightseeing open-top bus

- 1.1.4 A cost to consider when compiling a tour budget:
- A Personal insurance for international travel
  - B Transfer between terminals at the same airport
  - C Complimentary hotel shuttle service
  - D An itinerary drawn up by a travel agent
- 1.1.5 A South African applying for this travel document needs to submit a South African identity document, a completed application form and pay a fee:
- A Passport
  - B Health certificate
  - C International driving permit
  - D Visa
- 1.1.6 A travel agent explains to a tourist how to adjust his watch when DST is practised in a particular country:
- A Put his watch 1 hour forward
  - B Put his watch 1 hour back
  - C Leave his watch as is
  - D Change his watch to UTC time
- 1.1.7 Jet fatigue refers to ...
- A the aircraft being worn out after a long-haul flight.
  - B tiredness experienced by a passenger after a long-haul flight.
  - C discomfort experienced after crossing many time zones.
  - D passengers who are tired of moving from the landside to the airside of an airport.
- 1.1.8 The Alcazar, a large stone castle which is built in the shape of the bow of a ship, is located in ...
- A Portugal.
  - B Poland.
  - C Switzerland.
  - D Spain.
- 1.1.9 An advantage of using a preloaded foreign currency debit card:
- A Available in all the world currencies
  - B Gives tourists access to unlimited funds
  - C Can be used as proof of identity
  - D Can be used at the point of sale



- 1.1.10 One of the feedback methods that can be used by an airline to evaluate its levels of customer satisfaction:
- A SMS messages
  - B Teleconferencing
  - C Minutes
  - D Memos
- 1.1.11 The main symptoms of cholera:
- A Diarrhoea and vomiting
  - B Red eyes and coughing
  - C Swollen feet and aching back
  - D Increase in appetite and thirst
- 1.1.12 A code of conduct in the workplace:
- A Spelling out working conditions for employees
  - B Giving guidelines on customer behaviour
  - C Guiding employers on punishment procedures
  - D Guiding employees on ethical behaviour
- 1.1.13 South Africa is located ... of the UTC.
- A east
  - B west
  - C south
  - D north
- 1.1.14 The core business of this public entity is to market South Africa internationally:
- A NDT
  - B SATSA
  - C CATHSSETA
  - D SAT
- 1.1.15 ... can be regarded as a political situation that impacted negatively on the tourism industry in Kenya.
- A Diseases
  - B Earthquakes
  - C Terrorism
  - D A tsunami



- 1.1.16 A South African tourist should declare the following items before leaving his home country:
- A Cameras, laptops, iPads
  - B Perfumes, cosmetics, medicine
  - C Documents, magazines, files
  - D Fruit, meat products, dairy products
- 1.1.17 When travelling from Cape Town (+2) to Dallas (-6), the time difference is ...
- A 8 hours earlier.
  - B 6 hours earlier.
  - C 8 hours later.
  - D 6 hours later.
- 1.1.18 The term used for the amount of currency a South African tourist is permitted to take out of the country in one year:
- A Prohibited goods
  - B Travel allowance
  - C Restricted goods
  - D Travel allocation
- 1.1.19 An example of corporate social investment (CSI) activities that tourism businesses engage in:
- A Attending local and international trade shows
  - B Establishing new offices in foreign countries
  - C Donating tourism resources to local schools
  - D Purchasing the latest computer software for all their offices
- 1.1.20 This organisation certifies tourism businesses that practise sustainable tourism principles:
- A TEP
  - B FTT
  - C NDT
  - D SAT
- (20 x 1) (20)








- 1.2 Give ONE word/term for each of the following descriptions by choosing a word/term from the list below. Write only the word/term next to the question number (1.2.1–1.2.5) in the ANSWER BOOK, for example 1.2.6 Fluctuation.

BSR; JPY; weakening rand; ¥; exchange rates;  
strengthening rand; foreign exchange; £; BBR; GBP

- 1.2.1 The term used when converting local currency into foreign currency (1)
- 1.2.2 Currency information displayed at reception areas in big hotels for the convenience of international guests (1)
- 1.2.3 The rate a bank will use to calculate the amount a British tourist in South Africa will receive when exchanging British pounds for ZAR (1)
- 1.2.4 When the rand shows a steady decline in comparison to the British pound (1)
- 1.2.5 Currency code for the Japanese Yen (1)
- 1.3 Choose the correct word(s) from those given in brackets. Write only the word(s) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK, for example 1.3.6 passport.
- 1.3.1 Applying for (FOREX/a visa) sometimes requires biometric scanning. (1)
- 1.3.2 The Wailing Wall and the Dome of the Rock are two major attractions in (Israel/India). (1)
- 1.3.3 A (mystery customer/concierge) is a feedback method used by a business to evaluate customer service. (1)
- 1.3.4 The euro is the currency used in (Switzerland/France). (1)
- 1.3.5 The (iSimangaliso Wetland Park/Vredefort Dome) is a World Heritage Site shared by the Free State and North West. (1)



1.4 Choose an attraction/icon from COLUMN B that matches the picture in COLUMN A. Write only the letter (A–G) next to the question number (1.4.1–1.4.5) in the ANSWER BOOK, for example 1.4.6 H.

COLUMN A		COLUMN B	
1.4.1		A	Parthenon
1.4.2		B	Chichen Itza
1.4.3		C	Petra
1.4.4		D	Colosseum
1.4.5		E	Machu Picchu
		F	Ayers Rock
		G	Sphinx

(5 x 1) (5)





1.5 Use the pictures given as clues to complete the crossword puzzle. Fill in FIVE icons, cities OR countries that a tourist will visit.

Do NOT copy the puzzle into the ANSWER BOOK. Write only the question number (1.5.1–1.5.5) and the answer, e.g. 1.5.6 Pisa

**TRAVEL THE WORLD: CROSSWORD PUZZLE**

1.5.1 V ↓

1.5.2 W → N I S

1.5.3 C ↓ L S E

1.5.4 E ↓

1.5.5 G → E L

1.5.6 P I S A

(5)

**TOTAL SECTION A: 40**



**SECTION B: MAPWORK AND TOUR PLANNING; FOREIGN EXCHANGE****QUESTION 2**

2.1 Careful planning of a route through South Africa or across a border will ensure a stress-free journey.

2.1.1 Explain TWO procedures to expect when crossing an international border by car. (4)

2.1.2 Give ONE reason why an itinerary is needed to ensure a stress-free journey. (2)

2.2 Read the scenario below and answer the questions that follow.

A South African father and his family fly to Livingstone in Zambia close to the Victoria Falls. He hires a car in Livingstone for the duration of their holiday. Zambia is a high-risk yellow fever area.

2.2.1 Apart from a passport, name TWO other official travel documents that the South Africans will require when travelling to Zambia. (2)

2.2.2 Advise the family on where they can obtain the required travel document that proves they have taken the necessary precautions against contracting yellow fever before their flight. (2)

2.3 Study the picture below and answer the questions that follow.

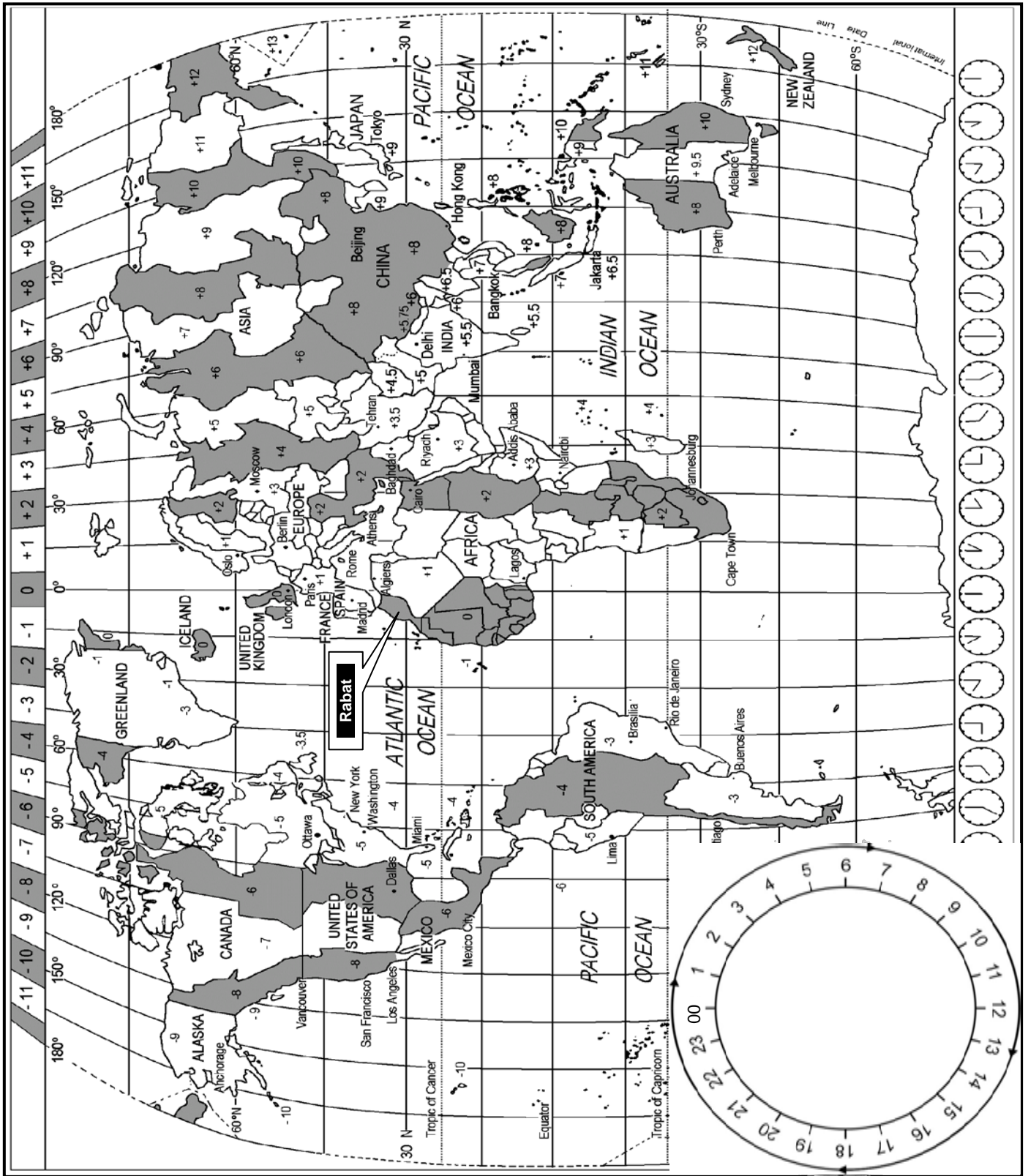


2.3.1 Explain the concept *duty-free shopping*. (2)

2.3.2 Apart from international airports, give TWO other examples where tourists can do duty-free shopping. (2)

2.3.3 Give ONE reason why a 250 ml bottle of perfume bought at a duty-free shop in Dubai, will be confiscated by South African customs officials. (2)

2.4 Study the World Time Zone Map, read the information given and then answer the questions that follow.



**2015 NORTH AFRICAN TOURISM CONFERENCE**

The 2015 North African Tourism Conference was held in Rabat, a city in Morocco. The opening ceremony of the conference was televised live to various countries on 17 January 2015 at 21:00. Moroccan time is at 0° UTC.

- 2.4.1 Calculate the time and date that the families of the delegates from Lima, Peru, watched the opening ceremony if the ceremony started at 21:00 in Rabat, Morocco.
- Show ALL calculations. (4)
- 2.4.2 A Japanese speaker was invited to the 2015 North African Tourism Conference. The flying time was 17 hours 30 minutes. He arrived in Rabat at 21:30 on 13 January 2015.
- Calculate the local time and date that this flight left Tokyo Narita International Airport. Show ALL calculations. (6)
- 2.4.3 After his long flight, the Japanese speaker felt disorientated.
- Name the travel condition that caused this disorientation. (2)
- 2.4.4 Morocco practises DST between March and October.
- Give ONE advantage of practising DST for the Moroccan tourism industry. (2)
- [30]**



**QUESTION 3**

3.1 Study the exchange rate table and bank notes below and answer the questions that follow.

COUNTRY	CURRENCY CODE	BBR	BSR
United Kingdom	GBP	15.32	16.06
European countries	EUR	13.09	13.70
USA	USD	9.57	9.89



3.1.1 Name the currency represented on the two bank notes in the photograph above. (2)

3.1.2 A South African returns from the country where the currency mentioned in QUESTION 3.1.1 is used.

Add the value of the two bank notes together and then calculate the rand value when the South African exchanges his unused foreign currency at the bank.

Show ALL calculations and round off your answer to TWO decimal places. (3)

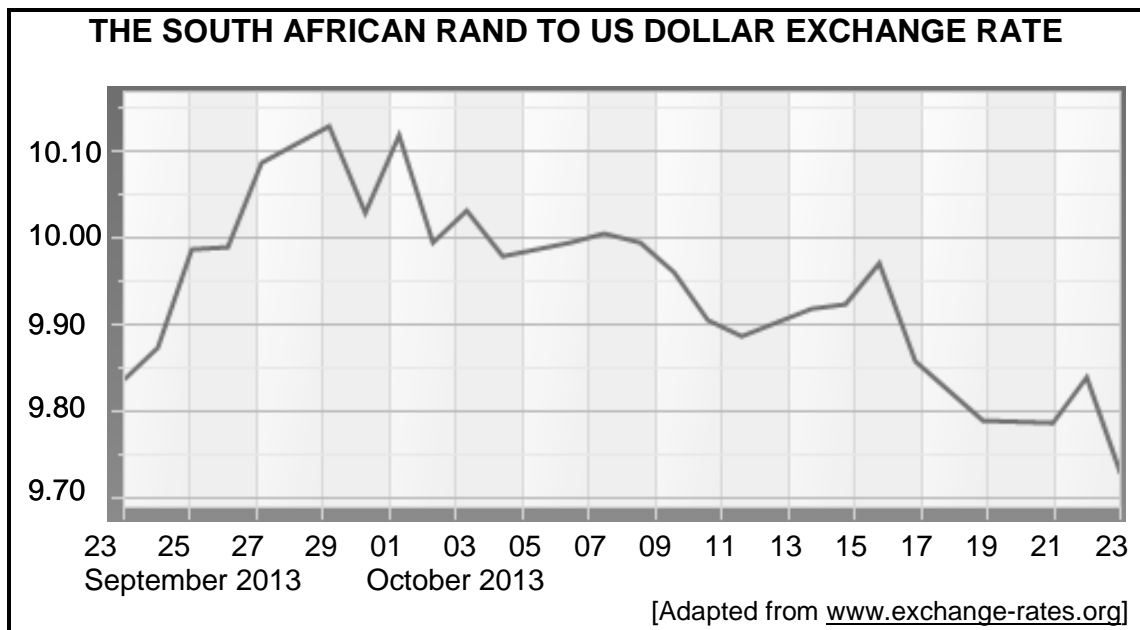
3.1.3 A South African exchanges R7 000 before his departure to New York.

Calculate the amount he would receive in US dollars.

Show ALL calculations and round off your answer to TWO decimal places. (3)



3.2 Study the South African rand to US dollar exchange rate graph below and answer the questions that follow.



- 3.2.1 State the value of the South African rand in relation to the US dollar on 8 October 2013. (2)
- 3.2.2 The line graph shows daily changes in the rate of exchange.  
Give the term used for these changes in the exchange rate. (2)
- 3.2.3 Determine the date and the value of the exchange rate when:
  - (a) The rand was at its weakest (2)
  - (b) The rand was at its strongest (2)
- 3.2.4 Explain TWO ways in which the travel plans and budget of an inbound international tourist who visits South Africa will be affected by a weakening rand. (4)

[20]

**TOTAL SECTION B: 50**





**SECTION C : TOURISM ATTRACTIONS; CULTURE AND HERITAGE TOURISM; MARKETING**

**QUESTION 4**

4.1 Study the photographs of the TWO different types of tourists and the attractions/icons below.

4.1.1 Choose an attraction from COLUMN B that matches the type of tourist in COLUMN A. Write only the number (1–3) next to the question number (A and B) in the ANSWER BOOK, for example C 4.

COLUMN A (TYPES OF TOURISTS)	COLUMN B (ATTRACTIONS)
<p>A</p>  <p>[Source: <a href="http://aliexpress.com">aliexpress.com</a>]</p>	<p>1</p>  <p>[Source: <a href="http://wirednewyork.com">wirednewyork.com</a>]</p>
<p>B</p>  <p>[Source: <a href="http://www.odt.co.nz">www.odt.co.nz</a>]</p>	<p>2</p>  <p>[Source: <a href="http://www.istanbulvisions.com">www.istanbulvisions.com</a>]</p>
	<p>3</p>  <p>[Source: <a href="http://www.tourismupdate.co.za">www.tourismupdate.co.za</a>]</p>

(2)

4.1.2 Give ONE reason for EACH of your choices in QUESTION 4.1.1. (2 x 2)

(4)

4.2 Study the fact sheet and bar graph below and answer the questions that follow.

<b>DID-YOU-KNOW FACT SHEET</b>	
<p style="text-align: center; margin: 0;"><b>STATUE OF LIBERTY</b></p> <ul style="list-style-type: none"> <li>Located on Liberty Island, New York Harbour.</li> <li>The statue was closed for renovations from October 2011 and re-opened in 2012 for one day to mark its 126<sup>th</sup> anniversary.</li> </ul>	<p style="text-align: center; margin: 0;"><b>GRAND CANYON</b></p> <ul style="list-style-type: none"> <li>Located in Colorado, Arizona.</li> <li>Upgraded in 1919 to become a national park.</li> </ul>

**VISITOR NUMBERS IN 2011**

Month	Statue of Liberty	Grand Canyon
January	190	100
February	200	250
March	250	300
April	300	300
May	320	380
June	380	450
July	420	480
August	330	400
September	300	330
October	0	200
November	0	120
December	0	100

4.2.1 The Grand Canyon attracts millions of tourists annually.

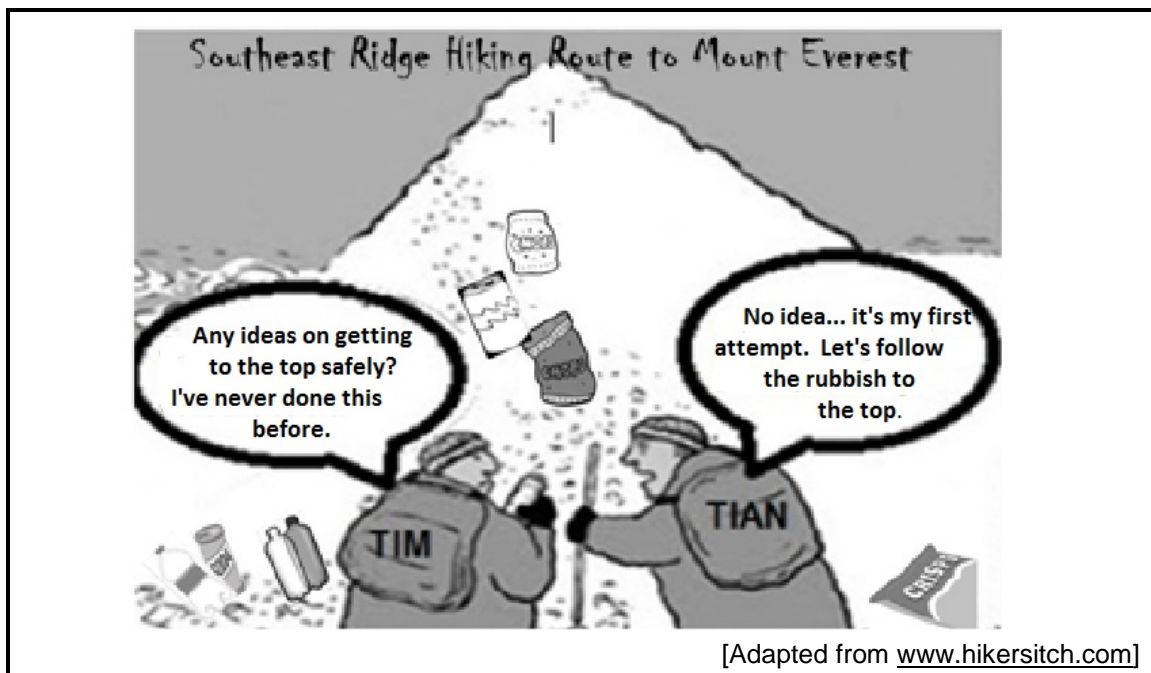
Give TWO reasons why the Grand Canyon is so popular. (4)

4.2.2 From the above graph, a decline is noted in the number of visitors to the Statue of Liberty in 2011.

Refer to the fact sheet and give ONE reason for this decline. (2)



4.3 Study the cartoon and the dialogue below and answer the questions that follow.



**The message above portrays a threat to Mount Everest as a tourist attraction.**

It is clear that Tim and Tian are disappointed about the litter found on the hiking trail. If the authorities do not act responsibly towards the environment, tourism to this attraction is likely to fail.

Write a paragraph suggesting FIVE ways in which this environmental problem can be addressed.

(5 x 2) (10)

4.4 Read the case study below and answer the questions that follow.



### **Visitors guaranteed of a mind-blowing sea world experience**

The Durban uShaka Marine World continues to enjoy success with an annual increase of visitors. The upgraded beachfront, public walkway and committed staff have helped with this positive trend.

New attractions include:

- New look shops that sell a new line of products
- Additional water slides
- Variety of sea life in the aquarium
- A dolphin show and wet area for children

There are different ticket packages for *in-* and *off-season* periods. The theme park launched a new website allowing interaction with visitors via Facebook and Twitter.

The uShaka Marine World offers night entertainment. They also sponsor visits for learners, pensioners and charity groups. Dedicated staff spend hours maintaining pools and exhibits whilst volunteers give up their time to help visitors get the most out of their sea world experience.

[Adapted from [www.durban.gov.za](http://www.durban.gov.za)]

Refer to the case study and identify ONE example of how the theme park can consider each of the following factors:

- 4.4.1 Marketing of the attraction (2)
- 4.4.2 Creating positive experience for visitors to the attraction (2)
- [26]**



**QUESTION 5**

5.1 Study the map and pictures below and answer the questions that follow.

**WORLD HERITAGE SITES IN SOUTH AFRICA**

[Source: commons.wikipedia.com]

- 5.1.1 Refer to the pictures above and identify the World Heritage Sites (A to D) on the map. Write only the name of the World Heritage Site next to the letter (A–D) in your ANSWER BOOK. (4)
- 5.1.2 State ONE cultural criterion met by Site A and ONE cultural criterion met by Site C to have been declared World Heritage Sites. (2 x 2) (4)
- 5.2 Discuss THREE ways in which the South African tourism industry benefits from having eight World Heritage Sites. (3 x 2) (6)
- [14]**



**QUESTION 6**

Study the cover page of the *INDABA* newsletter and answer the questions that follow.

**INDABA DAILY NEWS – 2013/14**

Issue: 3 13 May 2013






**INDABA 2014**  
Africa's Top Travel Show 10 - 13 May

A DYNAMIC Marketing  
Opportunity for  
South Africans





'It is time to modernise and expand **INDABA**. Our vision as government and South African Tourism is that **INDABA** must be the platform for exhibitors and buyers, not only in and from South Africa, but also for the whole African continent.'

**Marthinus van Schalkwyk**  
Former South African Minister of Tourism

- 6.1 State the main target market of the Indaba Travel and Trade Show. (2)
- 6.2 Beside the Indaba, name ONE local trade show and ONE international trade show during which South Africa is promoted to the world. (2)
- 6.3 Refer to the comment made by Marthinus van Schalkwyk, former Minister of Tourism.  
  
State THREE ways in which his comment will promote tourism to South Africa. (3 x 2) (6)

**[10]**

**TOTAL SECTION C: 50**



**SECTION D: TOURISM SECTORS; SUSTAINABLE AND RESPONSIBLE TOURISM**

**QUESTION 7**

7.1 Study the advertisement below and answer the questions that follow.



**SIVIWE'S  
ADRENALINE  
RUSH**

Call Themba  
today for the  
most exciting  
time of  
your life.  
076543876

[Source: [www.photostaud.com](http://www.photostaud.com)]

- 7.1.1 Identify the type of tourism activity shown in the photographs above. (2)
- 7.1.2 Themba is employed by a company called Siviwe's Adrenaline Rush.  
Name ONE work-related risk that Themba is exposed to daily. (2)
- 7.1.3 Explain TWO ways in which Themba's employer can ensure that Themba's safety is not at risk while he is doing his job. (4)
- 7.1.4 Siviwe's Adrenaline Rush conducts most of its business outdoors.  
State TWO ways in which they can incorporate the environmental pillar of sustainable tourism into their business. (4)
- [12]**

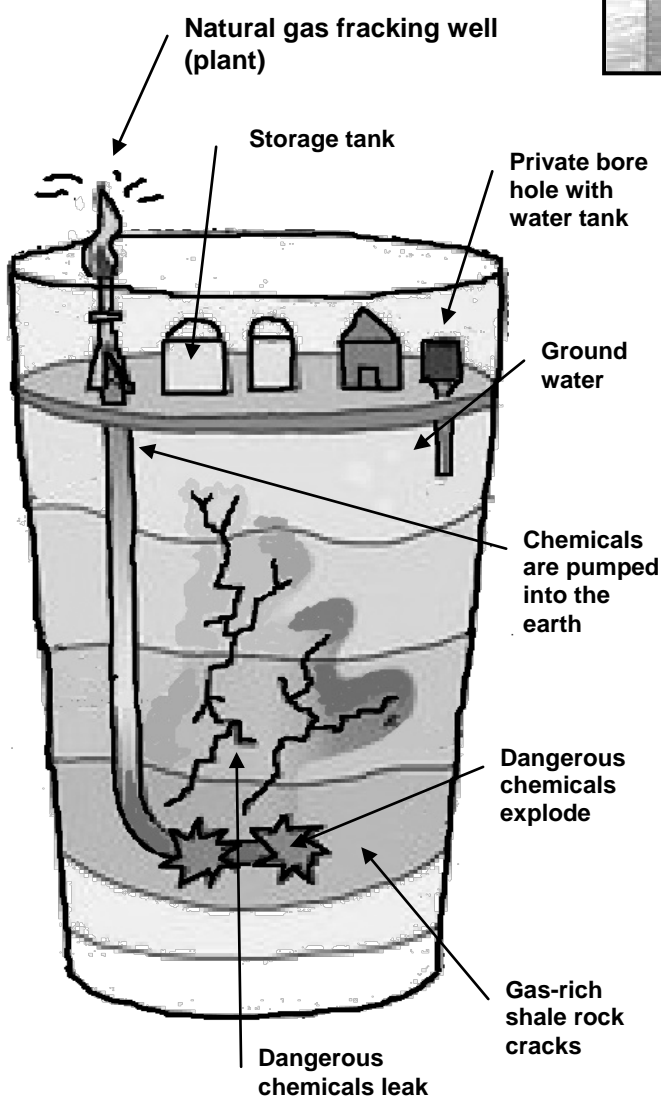
**QUESTION 8**

Study the information below and answer the questions that follow.

**FRACKING**

(Hydraulic fracturing)

*This is the method used by gas and oil companies to get natural gas from deep below the surface of the earth. They pump millions of litres of water and many harmful chemicals deep into the earth to cause severe explosions. The shale rock breaks up and the gas is then released.*



[Adapted from [www.treehugger.com](http://www.treehugger.com)]

**Did you know?**  
**SHALE** rock contains natural gas deep below the surface of the earth.

**Fracking in the Karoo would pose a serious threat to the environment – WESSA**

According to the South African government, fracking could soon become a reality in South Africa.

The government has given permission to a major oil company to begin with hydraulic fracturing in the Karoo. The government, however, calmed the public by saying it will continue to protect the environment and water resources.

Tourism industry players and environmentalists warn this could have far-reaching effects on tourism.

Wessa conservation director, Garth Barnes, said: 'Any pollution or degradation (slow destruction) in the Karoo can lead to disastrous ecological, social and economic consequences.'

[Adapted from [www.tourismupdate.co.za](http://www.tourismupdate.co.za)]

8.1 Study the fracking awareness poster below.



Interpret the image and the message about fracking shown in the poster above. (4)

8.2 Study the diagram of the fracking process on the previous page.

Identify the most devastating impact of fracking on guest houses and hotels located in the area. (2)

8.3 Fracking does NOT support the three pillars of sustainable tourism.

Explain ONE way in which fracking in the Karoo will have a negative impact on each of the following pillars:

8.3.1 Social (2)

8.3.2 Environment (2)

8.3.3 Economic (2)

8.4 According to government fracking will have positive consequences.

Name the most commonly believed advantage of fracking. (2)

8.5 State TWO ways in which local communities and tourists can voice/show their dissatisfaction with the planned fracking activities in the area. (4)

**[18]**

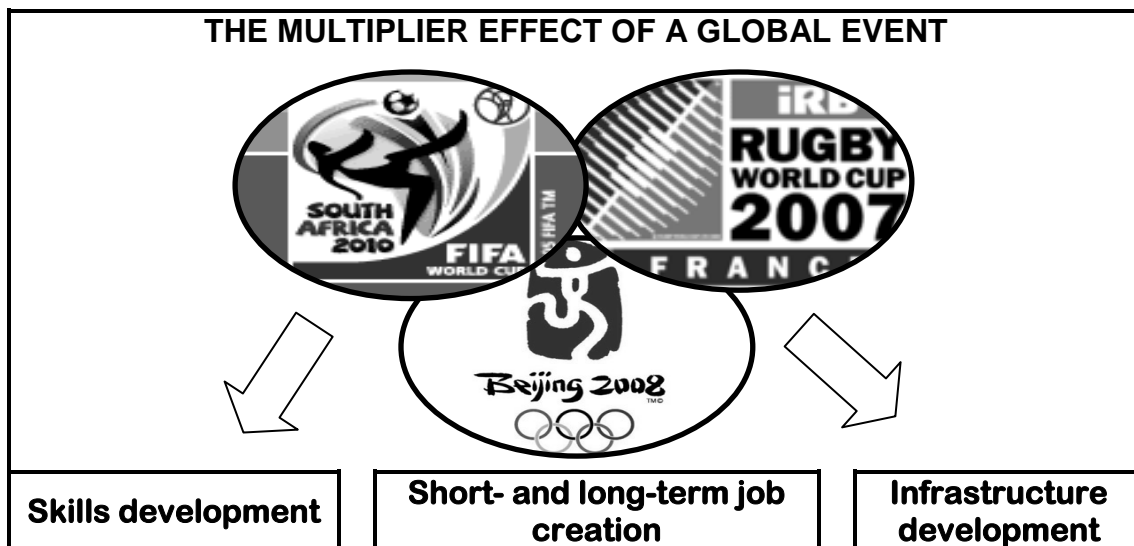
**TOTAL SECTION D: 30**



**SECTION E: DOMESTIC, REGIONAL AND INTERNATIONAL TOURISM; COMMUNICATION AND CUSTOMER CARE**

**QUESTION 9**

9.1 Examine the flow chart below and answer the question that follows.



Refer to the diagram above.

Using the THREE benefits shown in the diagram, discuss the multiplier effect of a global event on a host country. (6)

9.2 Any global event can be negatively impacted on by changing weather patterns.

State THREE negative impacts that heavy snowfall can have on a global event. (3)

9.3 Study the table below and answer the questions that follow.

<b>GLOBAL FOREIGN TOURISM MARKET 2011</b>			
	<b>World</b>	<b>Africa</b>	<b>South Africa</b>
Size	980 mn*	50 mn*	8,34 mn*
Direct spend tourism receipts	US\$ 1,030 bn*	US\$ 32,6 bn*	US\$ 7,8 bn*
Daily spend	-	-	R1 070
Average stay (nights)	-	-	8,3 nights
mn* million/bn* billion			

[Adapted from [www.statssa.gov.za](http://www.statssa.gov.za)]

9.3.1 State the size of the world tourism market and the size of South Africa's tourism market. (2)

9.3.2 Recommend TWO ways in which tourism businesses can increase the average daily spending of tourists. (4)





**QUESTION 10**

Study the information below and answer the questions that follow.

<i>Please rate our hotel for the following services:</i>	<b>HOTEL JACARANDA</b>			
	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Poor</b>
Pleasant greeting and being helped by doorman	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Minimal waiting time in queue at check-in	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courteously greeted at front desk	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housekeeping services timely and efficient during your stay	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
A quality room amenities package (shampoo, soaps, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Prompt room service delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

- 10.1 Identify the business practice addressed by this questionnaire. (2)
- 10.2 Give ONE reason why this hotel has implemented the business practice identified in QUESTION 10.1 (2)
- 10.3 Discuss the guest's feedback to the hotel. (2 x 2) (4)
- 10.4 Recommend TWO intervention plans that the hotel should implement to improve their service delivery. (4)
- 10.5 As a business consultant, state THREE negative impacts that a poor review could have on this hotel. (3)

**[15]**

**TOTAL SECTION E: 30**  
**GRAND TOTAL 200**



**VRAAG 10**

Bestudeer die inligting hieronder en beantwoord die vrae wat volg.

<b>HOTEL JAKARANDA</b>				<b>Beoordeel asb. ons hotel vir die volgende dienste:</b>
	Uitstekend	Baie goed	Goed	Swak
Vriendelike groot en hulp van die deurwag	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kort wagtyd tydens inboek/inteken	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hoflik gegroet deur ontvangspersoneel	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Huishoudingsdienste flink en bekwaam gedurende jou verblyf	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
'n Kwaliteit kamer-geriewepakket (sjampoe, seep, ens.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Vinnige kamerdiens-aflewering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

- 10.1 Identifiseer die besighedspraktijk wat deur hierdie vraelys hanteer word. (2)
- 10.2 Gee EEN rede waarom hierdie hotel die besighedspraktijk wat in VRAAG 10.1 geïdentifiseer is, ingestel het. (2)
- 10.3 Bespreek die gas se terugvoer aan die hotel. (2 x 2) (4)
- 10.4 Beveel TWEE ingrypsplanne aan wat die hotel moet implementeer om hulle dienslewering te verbeter. (4)
- 10.5 As 'n besighheidskonsultant, noem DRIE negatiewe invloede wat 'n swak beoordeling op hierdie hotel kan hê. (3)

[15]

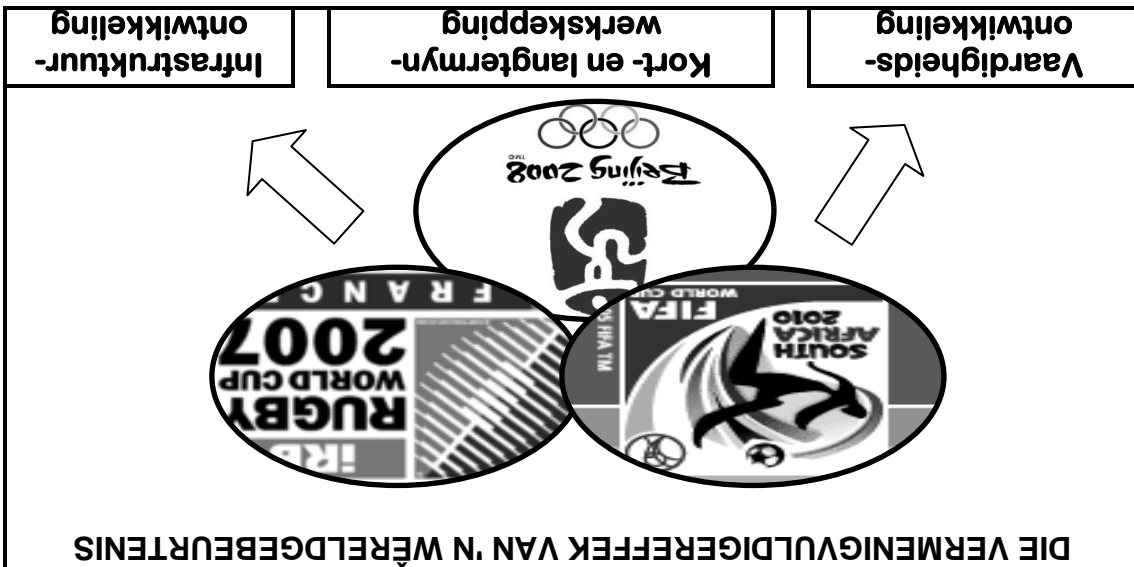
**TOTAAL AFDELING E: 30**  
**GROOTTOTAAL: 200**



**AFDELING E: PLAASLIKE, STREEKS- EN INTERNASIONALE TOERISME;  
KOMMUNIKASIE EN KLIENTEDIENS**

**VRAAG 9**

9.1 Bestudeer die vloei-diagram hieronder en beantwoord die vraag wat volg.



Verwys na die diagram hierbo.

(6) Gebruik die DRIE voordele wat in die diagram getoon word en bespreek die vermenigvuldigereffek van 'n wêreldgebeurtenis op 'n gashoerland.

9.2 Enige wêreldgebeurtenis kan negatief deur veranderende weerpatrone beïnvloed word.

Noem DRIE negatiewe invloede wat swaar sneeunerslae op 'n wêreldgebeurtenis kan hê.

9.3 Bestudeer die tabel hieronder en beantwoord die vrae wat volg.

WÊRELD-BUITELANDSETOERISME-MARKTE 2011			
	Wêreld	Afrika	Suid-Afrika
Grootte	980 m *	50 m *	8,34 m *
Direktespandering-toerisme-ontvangste	VSA\$ 1,030 mj*	VSA\$ 32,6 mj*	VSA\$ 7,8 mj*
Daaglikse spandering	-	-	R1 070
Gemiddelde verblyf (nagte)	-	-	8,3 nagte
m * miljoen/mj* miljard			
[Aangepas uit www.statssa.gov.za]			

9.3.1 Noem die grootte van die wêreldtoerismemark en die grootte van Suid-Afrika se toerismemark.

9.3.2 Beveel TWEE maniere aan waarop toeristebesighede toeriste se gemiddelde daaglikse spandering kan verhoog.

[15]  
(4)



8.1 Bestudeer die hidrobrekking bewustheidsplakkaat hieronder.



Interpreteer die voorstelling en die boodskap oor hidrobrekking wat op die plakkaat hierbo uitgebeld word.

(4)

Bestudeer die diagram van die hidrobrekingsproses op die vorige bladsy.

8.2

Identifiseer die mees rampspoedige invloed wat hidrobrekking op gastehuise en hotelle in die omgewing gaan hê.

(2)

Hidrobrekking ondersteun NIE die drie pilare van volhoubare toerisme NIE.

8.3

Verduidelik EEN manier waarop hidrobrekking in die Karoo 'n negatiewe invloed op elk van die volgende pilare sal hê:

(2)

8.3.1 Maatskaplik

(2)

8.3.2 Omgewing

(2)

8.3.3 Ekonomies

(2)

Volgens die regering sal hidrobrekking positiewe gevolge hê.

8.4

Noem die voordeel van hidrobrekking wat die algemeenste geglo word.

(2)

Noem TWEE maniere waarop plaaslike gemeenskappe en toeriste hulle ontvredenheid met die beplande hidrobrekingsaktiwiteit in die gebied kan wys.

(4)

[18]

**TOTAAL AFDELING D:**

**30**



**VRAAG 8**

Bestudeer die inligting hieronder en beantwoord die vrae wat volg.

**HIDROBREKING**  
(Hidrouliese breking)

Dit is die metode wat deur gas- en oliemaatskappye gebruik word om natuurlike gas diep onder die oppervlak van die aarde te ontgin. Hulle pomp millioene liter water en baie skadelike chemikalieë diep in die aarde in om ontploffings te veroorsaak. Die skallerots breek dan uitmekaar en die gas word vrygestel.

Natuurlikegas-hidrouliese-  
brekingput (aanleg)

[Aangepas uit [www.treethugger.com](http://www.treethugger.com)]

**Het jy geweet?**

SKALIEROTS bevat natuurlike gas diep onder die oppervlak van die aarde.

**Hidrobreking in die Karoo sal 'n ernstige bedreiging vir die omgewing inhou – WESSA**

Volgens die Suid-Afrikaanse regering kan hidrobreking binnekort 'n werklikheid in Suid-Afrika word.

Die regering het 'n groot oliemaatskappy toestemming gegee om met hidrobreking in die Karoo te begin. Die regering het die publiek egter gepep dat hulle sal voortgaan om die omgewing en waterbronne te beskerm.

Rolspelers in die toerismebedryf en omgewingsbewustes waarsku dat dit verreikende gevolge vir toerisme kan inhou.

Wessa-bewaringsdirekteur, Garth Barnes, het gese: 'Enige besoedeling of degradering in die Karoo kan rampspoedige ekologiese, maatskaplike en ekonomiese gevolge inhou.'

[Aangepas uit [www.tourismupdate.co.za](http://www.tourismupdate.co.za)]

**Hou op om met ons water te foeter!**

Vlamme



**AFDELING D: TOERISMESEKTORE; VOLHOUBARE EN VERANTWOORDELIKE TOERISME**

**VRAAG 7**

7.1 Bestudeer die advertensie hieronder en beantwoord die vrae wat volg.

**SIVIWES  
ADRENALINE  
RUSH**

Skakel Themba  
vandag nog  
vir die  
opwindendste  
tyd van jou  
lewe.  
076543876

[Bron: www.photosaund.com]

- 7.1.1 Identifiseer die tipe toeristeaktiwiteit wat in die foto's hierbo uitgebeeld word. (2)
- 7.1.2 Themba is in die diens van 'n maatskappy met die naam Siviwe's Adrenaline Rush. Noem EEN werksverwante risiko waaraan Themba daaglik blootgestel word. (2)
- 7.1.3 Verduidelik TWEE maniere waarop Themba se werkgewer kan verseker dat Themba se veiligheid nie in die gedrang kom terwyl hy sy werk doen nie. (4)
- 7.1.4 Siviwe's Adrenaline Rush doen die meeste van hulle besigheid buitenshuis. Noem TWEE maniere waarop hulle die omgewingsplaaar van volhoubare toerisme in hulle besigheid kan insluit. (4)

[12]



**VRAAG 6**

Bestudeer die voorblad van die *INDABA*-nuusbriëf en beantwoord die vrae wat volg.

Uitgawe: 3 13 Mei 2013

**INDABA DAAGLIKSE NUUS – 2013/14**

**INDABA DAAGLIKSE NUUS – 2013/14**

6.1 Noem die Indaba-reis-en-handelskou se hooftelkenmerk. (2)

6.2 Behalwe die Indaba, noem EEN plaaslike handelskou en EEN internasionale handelskou waartydens Suid-Afrika aan die wêreld bekendgestel word. (2)

6.3 Vervys na die opmerking hierbo wat deur Martinus van Schaalkwyk, voormalige Minister van Toerisme, gemaak is. (6)

Noem DRIE maniere waarop sy opmerking toerisme na Suid-Afrika sal bevorder. (3 x 2)

[10]

**TOTAAL AFDELING C: 50**



**VRAAG 5**

5.1 Bestudeer die kaart en foto's hieronder en beantwoord die vrae wat volg.

**WÊRELDERFENISSTERREINE IN SUID-AFRIKA**

[Bron: commons.wikipedia.com]

5.1

5.1.1 Gebruik die prente hierbo om die Wêrelderfenissterreine (A tot D) op die kaart te identifiseer. Skryf slegs die naam van die Wêrelderfenissterrein langs die letter (A–D) in die ANTWOORDEBOEK neer.

(4)

5.1.2 Noem EEN kulturele kriterium waaraan Terrain A voldoen het en EEN kulturele kriterium waaraan Terrain C voldoen het om as Wêrelderfenissterrein verklaar te kon word.

(4)

5.2 Bespreek DRIE maniere waarop die Suid-Afrikaanse toerismebedryf voordeel trek deur agt Wêrelderfenissterreine te hê.

(6)


[14]





4.4

Lees die gevallestudie hieronder en beantwoord die vrae wat volg.



**Besoekers is verseker van 'n ongelooflike seewêreld-ervaring**

Die Durban Ushaka Marine-wêreld is steeds suksesvol met 'n jaarlikse styging in besoekersgetalle. Die opgegradeerde strandfront, openbare wandelarea en toegewyde personeel het tot hierdie positiewe neiging bygedra.

Nuwe besienswaardighede sluit in:

- Winkels met 'n nuwe voorkoms wat nuwe produkte verkoop
- Bykomende waterglybane
- 'n Verskeidenheid seelewe in die akwarium
- 'n Doflynvertoning en 'n plek waar kinders in die water kan speel

Daar is verskillende kaartjiepakkette vir *binne-* en *buiteseisoentye*. Die temapark het 'n nuwe webtuiste bekendgestel wat interaksie met besoekers via Facebook en Twitter moontlik maak.

Die Ushaka Marine-wêreld bied aandvermaak aan. Hulle borg ook besoeke vir leerders, pensioenarisse en welsynsgroepe. Toegewyde personeel spandeer ure om waterpoele en uitstallings in stand te hou terwyl vrywilligers hulle tyd bestee om besoekers te help om die meeste genot uit hulle seewêreldervaring te put.

[Aangepas uit [www.durban.gov.za](http://www.durban.gov.za)]

Verwys na die gevallestudie hierbo en identifiseer EEN voorbeeld van hoe die temapark elk van die volgende faktore in ag kan neem:

- 4.4.1 Bemaking van die besienswaardigheid (2)
- 4.4.2 Skep 'n positiewe ervaring vir besoekers aan die besienswaardigheid (2)

[26]



4.3

Bestudeer die tekenprent en die dialoog hieronder en beantwoord die vrae wat volg.



**Die boodskap hierbo beeld 'n bedreiging vir die berg Everest as 'n toeristebesienswaardigheid uit.**

Dit is duidelik dat Tim en Tian teleurgesteld is oor die rommel/gemors wat hulle op die staproete gevind het. Indien die owerhede nie verantwoordelik teenoor die omgewing optree nie, sal toerisme na hierdie besienswaardigheid waarskynlik nie slaag nie.

Skryf 'n paragraaf waarin jy VF voorstelle maak oor hoe hierdie omgewingsprobleem opgelos kan word.

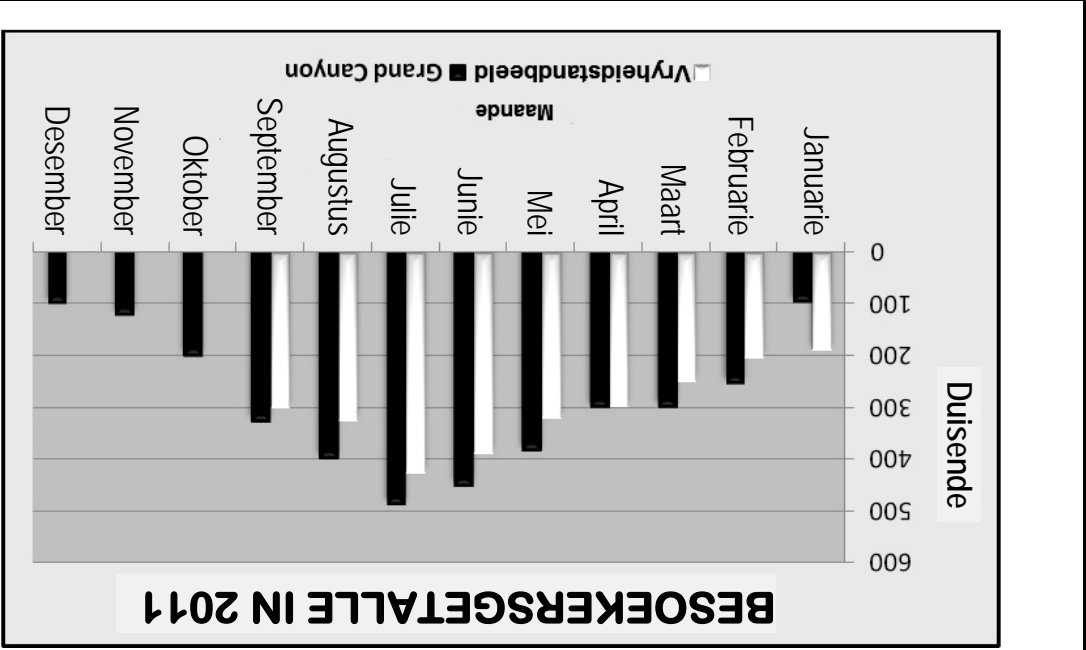
(5 x 2) (10)



4.2

Bestudeer die feiteblad en kolomgrafiek hieronder en beantwoord die vrae wat volg.

HET-JY-GEWEEFT-FEITEBLAD	
<p><b>GRAND CANYON</b></p> <ul style="list-style-type: none"> <li>• Geleë in Colorado, Arizona.</li> <li>• In 1919 tot 'n nasionale park opgradeer.</li> </ul>	<p><b>VRYHEIDSTANDBEELD</b></p> <ul style="list-style-type: none"> <li>• Geleë op Liberty-eiland, New York-hawe.</li> <li>• Die standbeeld was vanaf Oktober 2011 gesluit vir herstelwerk en is in 2012 vir een dag heropen om sy 126<sup>ste</sup> herdenking te vier.</li> </ul>



4.2.1

Die Grand Canyon lok jaarliks miljoene toeriste.

(4)

Gee TWEE redes waarom die Grand Canyon so gewild is.

4.2.2

In die grafiek hierbo word 'n afname in die getal besoekers na die Vryheidstandbeeld in 2011 opgemerk.

(2)

Verwys na die feiteblad en gee EEN rede vir hierdie afname.








**AFDELING C: TOERISMEBESIENSWAARDIGHEDE; KULTUR- EN ERFENIS-TOERISME; BEMARKING**

**VRAAG 4**

4.1 Bestudeer die foto's van die TWEE verskillende tipes toeriste en die besienswaardighede/ikone hieronder.

4.1.1 Kies 'n besienswaardigheid uit KOLOM B wat by die tipe toeris in KOLOM A pas. Skryf slegs die nommer (1–3) langs die vraagnummer (A en B) in die ANTWOORDEBOEK neer, byvoorbeeld C 4.

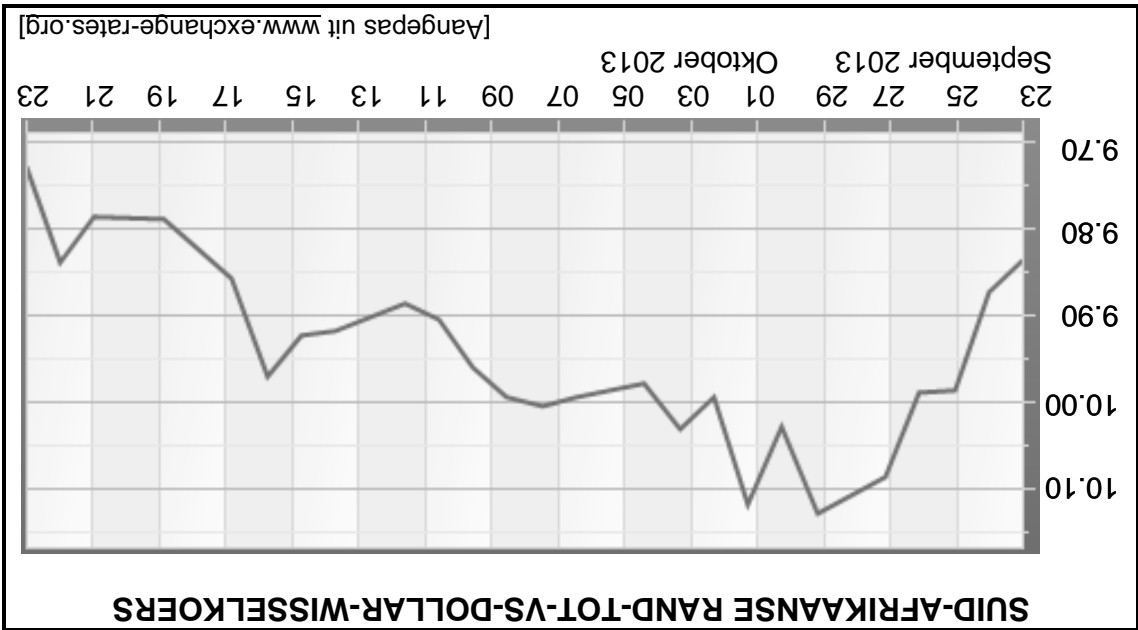
KOLOM A (TIPES TOERIS)	KOLOM B (BESIENSWAARDIGHEID)
<p>A</p>  <p>[Bron: aliexpress.com]</p>	<p>1</p>  <p>[Bron: wirednewyork.com]</p>
<p>B</p>  <p>[Bron: www.odt.co.nz]</p>	<p>2</p>  <p>[Bron: www.standbuvlvisions.com]</p>
<p>3</p>  <p>[Bron: www.tourismupdate.co.za]</p>	<p>(2)</p>

4.1.2 Gee EEN rede vir ELK van jou keuses in VRAAG 4.1.1. (2 x 2) (4)



3.2

Bestudeer die wisselkoersgrafiek van die Suid-Afrikaanse rand tot die VS-dollar hieronder en beantwoord die vrae wat volg.



3.2.1 Gee die waarde van die rand in verhouding tot die VS-dollar op 8 Oktober 2013. (2)

3.2.2 Die lyngrafiek toon daaglikse veranderinge in die wisselkoers aan. (2)

Gee die term wat vir hierdie veranderinge in die wisselkoers gebruik word. (2)

3.2.3 Bepaal die datum en die waarde van die wisselkoers toe: (2)

(a) Die rand op sy swakste was

(b) Die rand op sy sterkste was

3.2.4 Verduidelik TWEE maniere hoe 'n inkomende internasionale toeris wat Suid-Afrika besoek, se reisplaan en begrotings deur 'n verswakkende rand beïnvloed sal word. (4)

[20]

50 TOTAAL AFDELING B:



**VRAAG 3**

3.1 Bestudeer die wisselkoerstabiel en banknote hieronder en beantwoord die vrae wat volg.

LAND	VALUTAKODE	BBR	BSR
Vereigde Koninkryk	GBP	15.32	16.06
Europese lande	EUR	13.09	13.70
VSA	USD	9.57	9.89



- 3.1.1 Noem die geldeenheid wat op die twee banknote in die foto hierbo uitgebbeeld word. (2)
- 3.1.2 'n Suid-Afrikaner keer terug van die land waar die geldeenheid in VRAAG 3.1.1 gebruik word. Tel die waarde van die twee banknote bymekaar en bereken dan die randwaarde daarvan wanneer die Suid-Afrikaner hierdie ongebruikte buitelandse valuta by die bank terugruil. Toon ALLE bewerkings en rond jou antwoord tot TWEE desimale plekke af. (3)
- 3.1.3 Bereken die bedrag wat hy in VS-dollar sal ontvang. Toon ALLE bewerkings en rond jou antwoord tot TWEE desimale plekke af. (3)



**2015 NOORD-AFRIKA-TOERISMEKONFERENSIE**

Die 2015 Noord-Afrika-toerismekonferensie is in Rabat, 'n stad in Morokko, gehou. Die openingseremonie van die konferensie is op 17 Januarie 2015 om 21:00 op televisie regstreeks na verskeie lande uitgesaai. Marokko se tyd is by 0° UTK.

2.4.1 Bereken die tyd en datum waarop gesinslede van die atgevaardigdes van Lima, Peru, na die openingseremonie kon kyk as dit om 21:00 in Rabat, Marokko, begin het.

(4) Toon ALLE berekeninge.

2.4.2 'n Japannese spreker is na die Noord-Afrika-toerismekonferensie genooi. Sy vliegtyd was 17 uur 30 minute. Hy het op 13 Januarie 2015 om 21:30 in Rabat aangekom.

(6) Bereken die plaaslike tyd en datum wat hierdie vlug van die Tokio Narita Internasionale Lughawe vertrek het. Toon ALLE berekeninge.

2.4.3 Na sy lang vlug het die Japannese spreker gedisoriënteerd gevoel.

(2) Noem die reistoestand wat sy disoriëtering veroorsaak het.

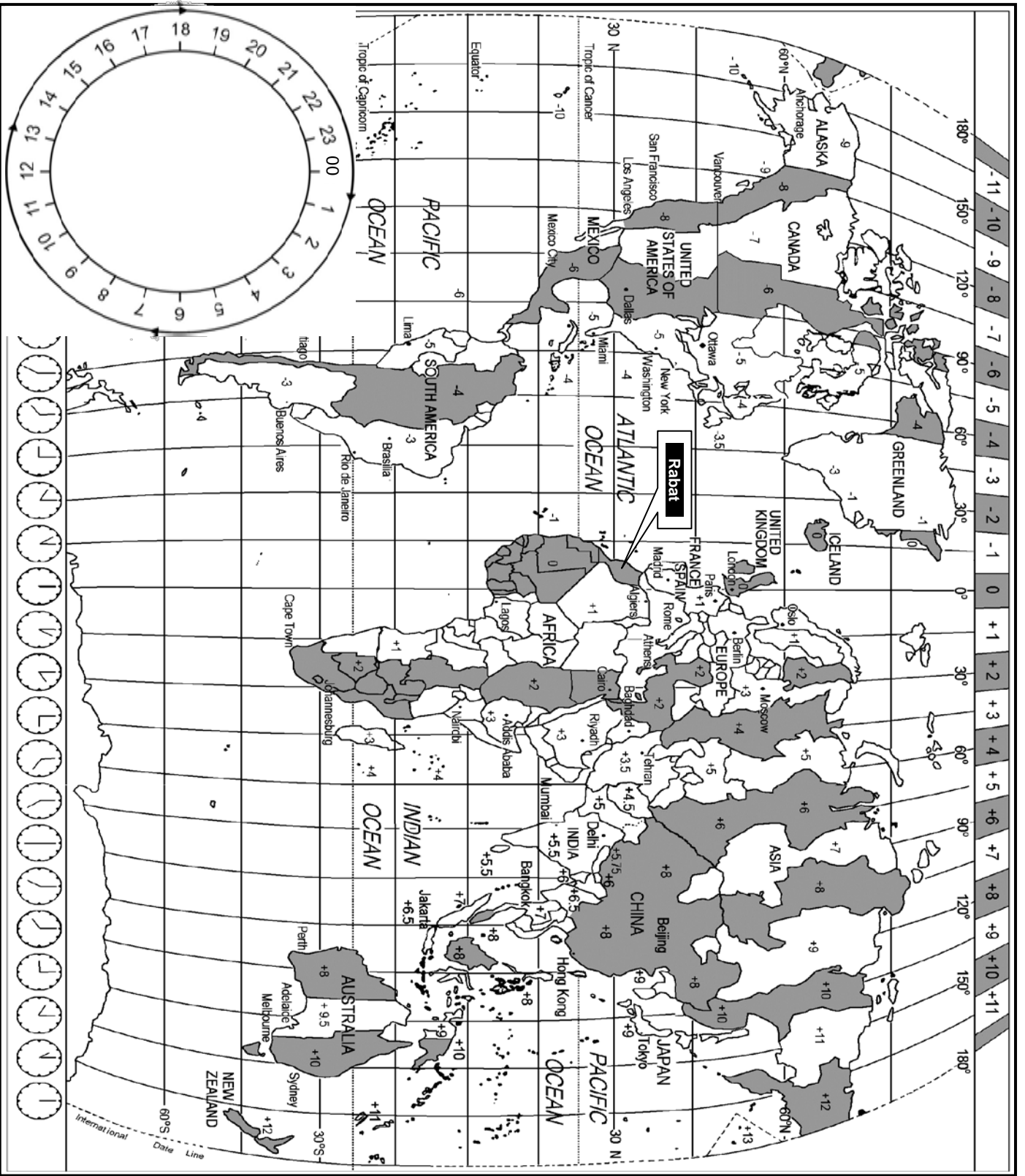
2.4.4 Marokko pas tussen Maart en Oktober DBT toe.

Gee EEN voordeel van die toepassing van DBT vir Marokko se toerismebedryf.

(2)  
[30]




2.4 Bestudeer die Wêreldydsonnekaart, lees die inligting wat gegee word en beantwoord dan die vrae wat volg.





**AFDELING B: KAARTWERK EN TOERBEPLANNING; BUITELANDSEVALUTA-  
VERHANDELING**

**VRAAG 2**

- 2.1 Noukeurige roetebeplanning deur Suid-Afrika of oor 'n landsgrens sal 'n spanningsvrye reis verseker.
- 2.1.1 Verduidelik TWEE prosedures wat jy kan ver wag wanneer 'n internasionale grens per motor oorgesteek word. (4)
- 2.1.2 Gee EEN rede waarom 'n reisprogram nodig is om 'n spanningsvrye reis te verseker. (2)
- 2.2 Lees die scenario hieronder en beantwoord die vrae wat volg.
- 'n Suid-Afrikaanse pa en sy gesin vlieg na Livingstonie in Zambie, naby die Victoria-waterval. Hy huur 'n motor in Livingstonie vir die duur van hulle vakansie. Zambie is 'n hoërisiko-geelkooresgebied.
- 2.2.1 Behalwe vir 'n paspoort, noem TWEE ander amptelike reisdokumente wat die Suid-Afrikaners wat na Zambie reis, sal benodig. (2)
- 2.2.2 Gee die gesin raad oor waar hulle die vereiste reisdokument kan bekom wat bewys dat hulle die nodige voorsorgmaatreëls teen geelkoores voor hulle vlug getref het. (2)
- 2.3 Bestudeer die prent hieronder en beantwoord die vrae wat volg.
- 
- 2.3.1 Verduidelik die konsep van *belastingvrye inkopies*. (2)
- 2.3.2 Behalwe vir internasionale lughawens, gee TWEE ander voorbeelde van waar toeriste belastingvrye inkopies kan doen. (2)
- 2.3.3 Gee EEN rede waarom 'n 250 ml-bottel parfuum wat by 'n belastingvrye winkel in Dubai gekoop is, deur Suid-Afrikaanse doeanebeamptes gekontroleer (op beslag geleë) sal word. (2)



1.5 Gebruik die prente as leidrade om die blokkiesraaisel te voltooi. Vul VYF ikone, stede Of lande in wat 'n toeris sal besoek.

MOENIE die blokkiesraaisel in die ANTWOORDEBOEK oorteken nie. Skryf slegs die vraagnummer (1.5.1-1.5.5) en die antwoord neer, byvoorbeeld 1.5.6 Pisa

**REIS DEUR DIE WERELD: BLOKKIESRAISEL**



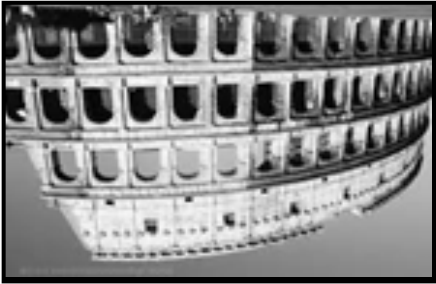


TOTAAL AFDELING A: 40

(5)



1.4

Kies 'n besienswaardigheid/ikoon uit KOLOM B wat by die prent in KOLOM A pas. Skryf slegs die letter (A–G) langs die vraagnommer (1.4.1–1.4.5) in die ANTWOORDEBOEK neer, byvoorbeeld 1.4.6 H

KOLOM B	KOLOM A
A Parthenon	1.4.1 
B Chichen Itza	1.4.2 
C Petra	1.4.3 
D Colosseum	1.4.4 
E Machu Picchu	1.4.5 
F Ayers Rock	
G Sinks	

(5 x 1)

(5)



1.2 Gee EEN woord/term vir elk van die volgende beskrywings deur die woord/term uit die lys hieronder te kies. Skryf slegs die woord/term langs die vraagnummer (1.2.1–1.2.5) in die ANTWOORDEBOEK neer, byvoorbeeld 1.2.6 Skommeling.

BVK; JPY; verswakkende rand; ¥; wisselkoerse;	verstewigende rand; buitelandsevaluta-verhandeling; £; BAK; BBP
---	---

- 1.2.1 Die term wat gebruik word wanneer plaaslike valuta na buitelandse valuta omgeskakel word (1)
- 1.2.2 Valuta-inligting wat by die ontvangsareas van groot hotelle vir die gerief van internasionale gaste vertoon word (1)
- 1.2.3 Die koers wat 'n bank sal gebruik om die bedrag te bereken wat 'n Britse toeris in Suid-Afrika sal ontvang wanneer hy Britse pond vir ZAR verruil (1)
- 1.2.4 Wanneer die rand 'n bestendige afname teenoor die Britse pond toon (1)
- 1.2.5 Valutakode vir die Japanese jen (1)
- 1.3 Kies die korrekte woord(e) uit dié wat tussen hakies gegee word. Skryf slegs die woord(e) langs die vraagnummer (1.3.1–1.3.5) in die ANTWOORDEBOEK neer, byvoorbeeld 1.3.6 paspoort.
  - 1.3.1 Biometriese skandering word soms vereis wanneer daar vir (FOREX/'n visum) aansoek gedoen word. (1)
  - 1.3.2 Die Klagmuur en die Rotskepel ('Dome of the Rock') is twee belangrike besienswaardighede in (Israel/Indië). (1)
  - 1.3.3 'n (Geheime klient/Concierge) is 'n terugvoermetode wat deur 'n besigheid gebruik word om klantediens te evalueer. (1)
  - 1.3.4 Die euro is die geldeenheid wat in (Switserland/Frankryk) gebruik word. (1)
  - 1.3.5 Die (Stimangaliso Wielandpark/Vrededorfkepel) is 'n Wêrelderfenisterrein wat deur die Vrystaat en Noordwes gedeel word. (1)



- 1.1.16 'n Suid-Afrikaanse toeris moet die volgende items verklaar voordat hy sy tuisland verlaat:
- A Kameras, skootrekenaars, iPads
  - B Parfuum, skoonheidsprodukte, medisyne
  - C Dokumente, tydskritte, lêers
  - D Vrugte, vleisprodukte, suiwelprodukte
- 1.1.17 Wanneer daar vanaf Kaapstad (+2) na Dallas (-6) gereis word, is die tydverskil ...
- A 8 uur vroeër.
  - B 6 uur vroeër.
  - C 8 uur later.
  - D 6 uur later.
- 1.1.18 Die term vir die valutabedrag wat 'n Suid-Afrikaanse toeris toegelaat word om in een jaar uit die land te neem:
- A Verbode goedere
  - B Reistoelaag
  - C Beperkte goedere
  - D Reistoewysing
- 1.1.19 'n Voorbeeld van korporatiewe maatskaplike belegging (KMB/CSI) -aktiwiteitte waarby toerismebesigheid betrokke is:
- A Woon plaaslike en internasionale handelskoue by
  - B Vestig nuwe kantore in die buiteland
  - C Skenk toerismehulpbronne aan plaaslike skole
  - D Koop die nuutste rekenaarsofteware vir al hulle kantore aan
- 1.1.20 Hierdie organisasie sertifiseer toerismebesigheid wat volhoubare toerismebeginneste nastreef:
- A TEP
  - B FTT
  - C NDT
  - D SAT

(20) (20 x 1)



- 1.1.10 Een van die terugvoermetodes wat deur 'n lugredery gebruik kan word om hulle vlakke van kliëntetevredenheid te evalueer:
- A SMS-boodskappe
  - B Telekonferensies
  - C Notules
  - D Memo's
- 1.1.11 Die hoofsimptome van cholera:
- A Diarree en braking
  - B Rooi oë en hoës
  - C Geswilde voete en rugpyn
  - D Toename in eetlus en dors
- 1.1.12 'n Gedragskode in die werksplek:
- A Spesifiseer werknemers se diensvoorwaardes
  - B Gee riglyne oor kliënte se optrede
  - C Gee riglyne oor strafmaatreëls aan werkgewers
  - D Gee riglyne oor etiese gedrag aan werknemers
- 1.1.13 Suid-Afrika is ... van die UTK geleë.
- A oos
  - B wes
  - C suid
  - D noord
- 1.1.14 Die hoof funksie van hierdie openbare entiteit is om Suid-Afrika internasionaal te bemark:
- A NDT
  - B SATSA
  - C CATHSSETA
  - D SAT
- 1.1.15 ... kan as 'n politieke situasie beskou word wat 'n negatiewe uitwerking op die toerismebedryf in Kenia gehad het.
- A Siektes
  - B Aardbewings
  - C Terrorisme
  - D 'n Tsoenami



- 1.1.4 'n Koste om in gedagte te hou wanneer 'n toerbegroting saamgestel word:
- A Persoonlike versekering vir internasionale reis
  - B Vervoer tussen terminale op dieselfde lughawe
  - C Gratis hotelpendiens
  - D 'n Reisprogram wat deur 'n reisagent opgestel word
- 1.1.5 'n Suid-Afrikaner wat vir hierdie reisdokument aansoek doen, moet 'n Suid-Afrikaanse identiteitsdokument en 'n voltooidde aansoekvorm voorle en 'n fooi betaal:
- A Paspoort
  - B Gesondheidsertifikaat
  - C Internasionale bestuurspermit
  - D Visum
- 1.1.6 'n Reisagent verduidelik aan 'n toeris hoe om sy horlosie te stel wanneer DBT in 'n sekere land toegepas word:
- A Stel sy horlosie 1 uur vorentoe
  - B Stel sy horlosie 1 uur terug
  - C Los sy horlosie soos dit is
  - D Verander sy horlosie na UTK-tyd
- 1.1.7 Vluginputting verwys na ...
- A die vliegtuig wat gedaan is na 'n langafstandvlug.
  - B die moegheid wat 'n passasier ervaar na 'n langafstandvlug.
  - C ongemak wat ervaar word nadat oor baie tydsone geres is.
  - D passasiers wat moeg is omdat hulle van die landkant na die luginkant van die lughawe beweeg het.
- 1.1.8 Die Alcazar, 'n groot klipkasteel wat in die vorm van die boeg van 'n skip gebou is, word in ... aangetref.
- A Portugal
  - B Pole
  - C Switserland
  - D Spanje
- 1.1.9 'n Voordeel van die gebruik van 'n voorafgelaaide buitelandse-valuta-debietkaart:
- A Beskikbaar in al die geldeenhede van die wêreld
  - B Gee toeriste toegang tot onbeperkte fondse
  - C Kan as bewys van identiteit gebruik word
  - D Kan by verkooppunte gebruik word

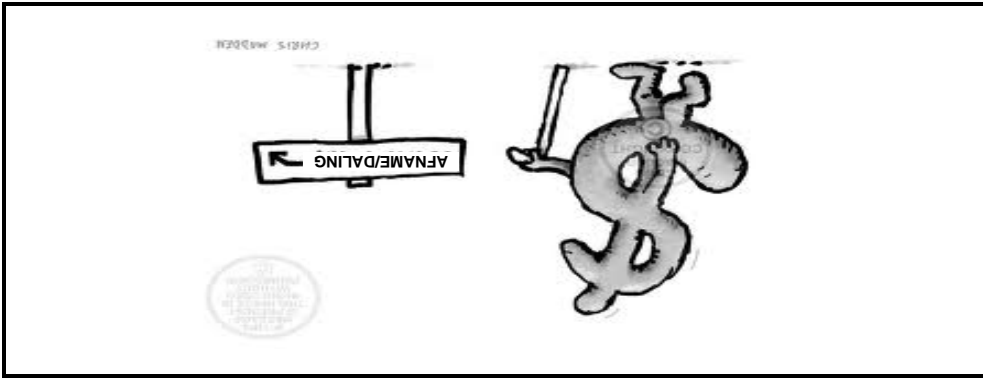


**AFDELING A: KORTVRAE**

**VRAAG 1**

1.1 Vier opsies word as moontlike antwoorde vir die volgende vrae gegee. Kies die antwoord en skryf slegs die letter (A–D) langs die vraagnommer (1.1.1–1.1.20) in die ANTWOORDEBOEK neer, byvoorbeeld 1.1.21 D.

1.1.1 Die spotprent hieronder dui ... aan, wat 'n onvoorsiene gebeurtenis is.



- A protesaksie
- B algemene verkiesings
- C wêreldressie
- D algemene onrus

1.1.2 'n Negatiewe gevolg van Suid-Afrika se aanbieding van die 2010 FIFA-Wêreldbekertoernooi:

- A Daar was te veel buitelanders in Suid-Afrika.
- B Daar was 'n afname/daling in die waarde van die rand.
- C Daar was 'n vraag na toerismeprodute en -dienste.
- D Daar was 'n afname in plaaslike toerisme.

1.1.3 Die geskikste toeriste-aktiwiteit wat by die profiel van 'n avontuurtoeris pas:

- A 'n Besoek aan die Nasionale Vrouemonument in Bloemfontein
- B 'n Sondergangvaart op die Zambezi
- C Haaiholtdruk in Gansbaai
- D 'n Stadstoer op die Kaapstadse oopdak-besigtigingsbus





**INSTRUKSIES EN INLIGTING**

Lees die instruksies aandagtig voordat jy die vrae beantwoord.

1. Hierdie vraestel bestaan uit VYF afdelings.
2. Beantwoord AL die vrae.
3. Begin ELKE vraag op 'n NUWE bladsy.
4. Rond jou antwoorde in VRAAG 3.1.2 en 3.1.3 tot TWEE desimale plekke af.
5. Toon ALLE berekeninge.
6. Jy mag 'n sakrekenaar gebruik.
7. Gebruik die puntetoekennings by elke vraag as 'n riglyn vir die lengte van jou antwoord.
8. Skryf netjies en leesbaar.
9. Die tabel hieronder is 'n riglyn om jou te help om jou tyd volgens elke afdeling in te deel.

AFDELING	ONDERWERP	PUNTE	TYD (minute)
A	Kortrae	40	20
B	Kaartwerk en Toerbeplanning; Buitelandsevaluta-verhandeling	50	50
C	Toerismebedienswaardighede; Kultuur- en Erfenis-toerisme; Bemaking	50	50
D	Toerismesektore; Volhoubare en Verantwoordelike Toerisme	30	30
E	Plaaslike, Streeks- en Internasionale Toerisme; Kommunikasie en Kliëntediens	30	30
<b>TOTAAL</b>		<b>200</b>	<b>180</b>





Hierdie vraestel bestaan uit 25 bladsye.

TYD: 3 uur

PUNTE: 200

**TOERISME**  
**FEBRUARIE/MART 2015**

**GRAAD 12**

**NASIONALE**  
**SENIOR SERTIFIKAAT**



Department:  
Basic Education  
REPUBLIC OF SOUTH AFRICA

**basic education**