

**HILLCREST HIGH SCHOOL
TOURISM GRADE 12
JUNE EXAMINATIONS 2014**

EXAMINER : MRS. SINGH
MODERATOR : MRS. WILD

MARKS : 130
TIME : 2 HOURS

INSTRUCTIONS

ALL QUESTIONS ARE COMPULSORY.

RULE OFF AFTER EACH SECTION.

SECTION A SHORT QUOTES	20 MARKS	20 MINUTES
SECTION B TOURISM GEOGRAPHY ATTRactions AND TRAVEL TRENDS	80 MARKS	70 MINUTES
SECTION C WORKING IN THE TOURISM INDUSTRY	30 MARKS	30 MINUTES

SECTION A

QUESTION 1

In each of the following questions four alternative responses are provided. Choose the correct answer and only use the letter (A-D) next to the question number.

- 1.1. The term used to define the instability of currencies is...
- A. Foreign exchange
 - B. Exchange rate
 - C. Fluctuation
 - D. Rate of exchange
- 1.2. The price of one currency expressed in terms of units of another currency is known as ...
- A. Bank buying rate
 - B. Bank selling rate
 - C. Exchange rate
 - D. Foreign exchange
- 1.3. The majority of countries using advance their standard time by 1 hour.
- A. Standard time
 - B. Daylight saving time
 - C. Elapsed time
 - D. Local time
- 1.4. uses only one time zone
- A. Russia
 - B. South Africa
 - C. U.S.A.
 - D. Australia
- 1.5. Crossing the will determine whether a day is lost or gained,
- A. International date line
 - B. Equator
 - C. Greenwich Meridian
 - D. Universal time co-ordinates

1.16. London hosted theevent in 2012

- A. Olympics
- B. Africa cup of Nations
- C. Fifa Soccer World Cup
- D. Confederations CUP

1.17.is a show that is held annually over the Easter holidays in Johannesburg.

- A. Royal Show
- B. Rand Show
- C. Minstrel Carnival
- D. Business Fair

1.18. is a unique dance that entertained visitors coming to the Fifa World Cup in 2010

- A. Kwaito
- B. Reed
- C. Diski
- D. Pantsula

1.19. This ten day event is held in Bloemfontein and celebrates African and international talent.

- A. Macufe
- B. Joy and Jazz
- C. Umkhosi woMhlangu
- D. National Arts Festival

1.1.10 A fee that is levied on imported and exported goods calculated on the value of the goods.

- A. Customs duty
- B. Airport tax
- C. VAT
- D. Tourism levy

1.2 Match the paper note in Column A with the country it is used in Column B.

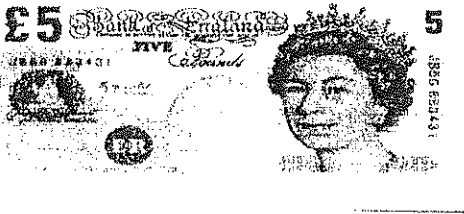
1.2.1



1.2.2



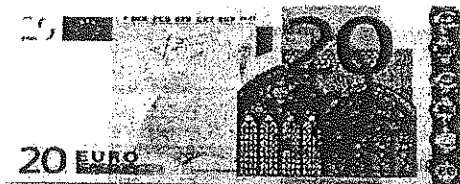
1.2.3



1.2.4



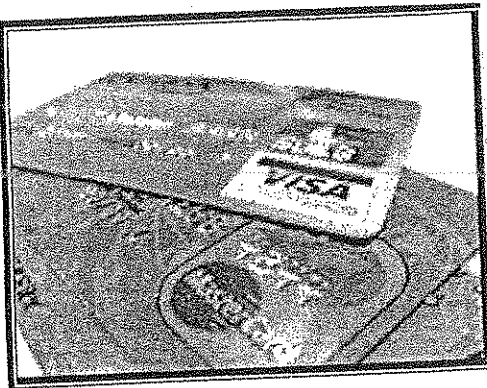
1.2.5



- A. South Africa
- B. United Kingdom
- C. South America
- D. European Countries
- E. United States
- F. India
- G. Japan

1.3 The pictures below represent documents which may be required by a tourist when travelling outside South Africa. Where does one APPLY for each of these documents.

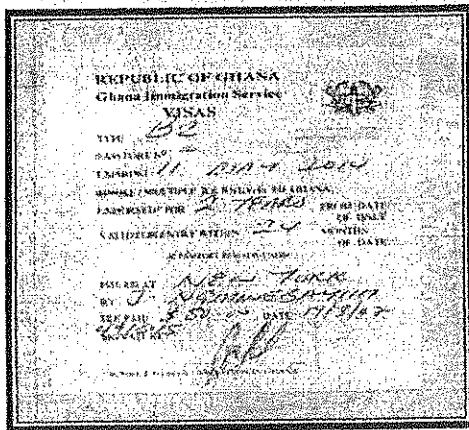
1.3.1



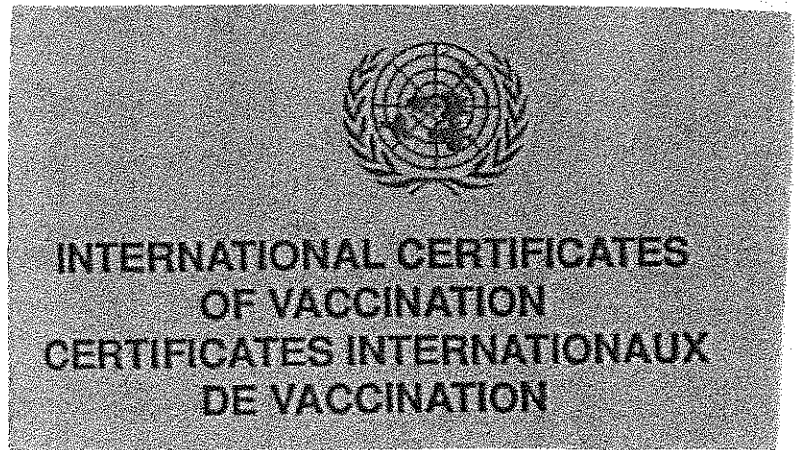
1.3.2



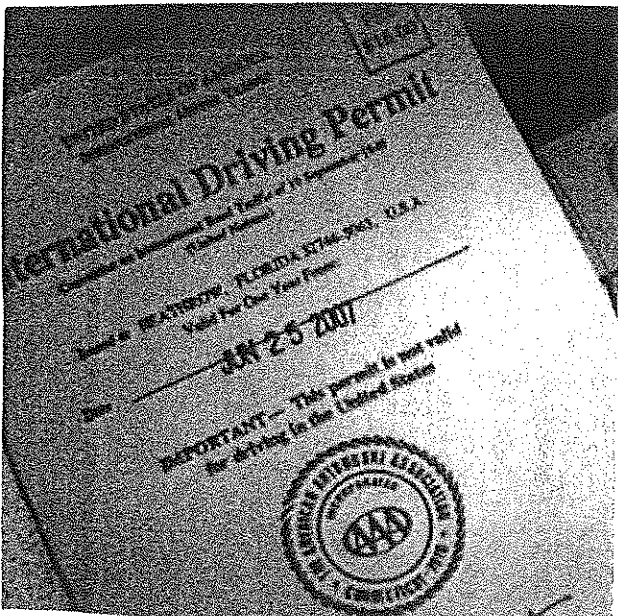
1.3.3



1.3.4



1.3.5



(1 x 5 = 5)

TOTAL SECTION A [20]

SECTION B

Question 2

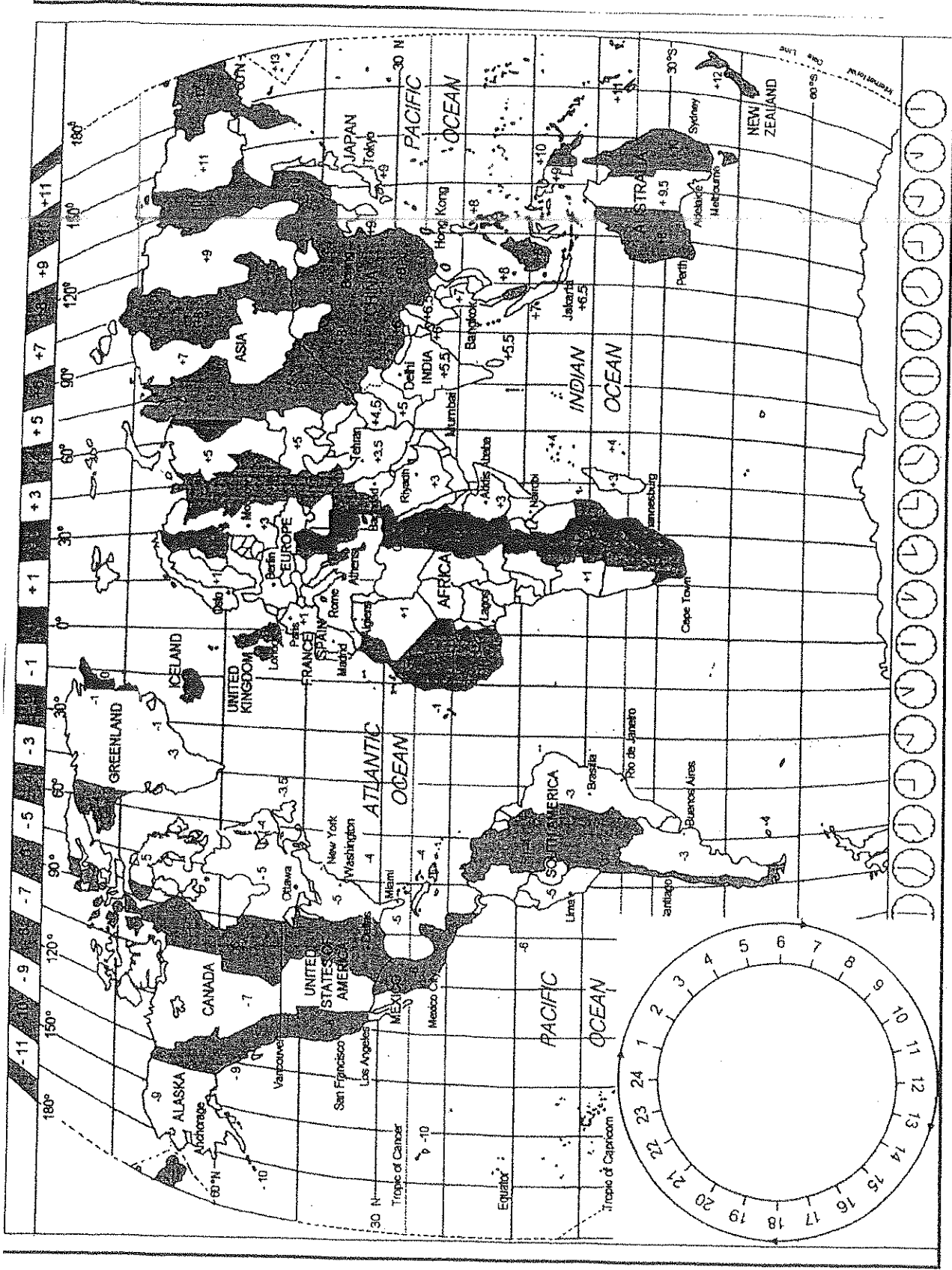
2. Read the extract below and answer the questions that follow.

"This so called jet lag can be eliminated or overcome in less than one day by adhering to a precise combination of diet control, light exercise and timing sleep and social interactions. It also helps to drink plenty of non alcoholic fluids to combat the body's normal dehydration in the dry atmosphere in aeroplanes. While no one has calculated the annual cost of jet lag in terms of reduced productivity or lost business time, locals around the world report that they are always happy to see severe symptoms of jet lag in the negotiator who has flown halfway across the world to hammer out an important business deal!"

Source Robert Moskowitz, www.stopjetlag.org

- 2.1.1. Explain your understanding of jetlag (2)
- 2.1.2. Provide FOUR ways the author used to combat jetlag. (4)
- 2.1.3. Identify from the extract TWO negative impacts of this condition. (4)

2.2. Use the time zone map provided to answer the questions that follow.



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

“Thandi is on vacation in Dallas on 13 December. She arrived in Dallas at 15:00 after a 19 hour flight from South Africa. Thandi returned home on 23 December 2012. She departs from Dallas at 10:00 on a connecting flight to London that took seven hours by air. She spends 2 hours in transit in London before boarding an 11 hour flight. London is not practicing DST.”

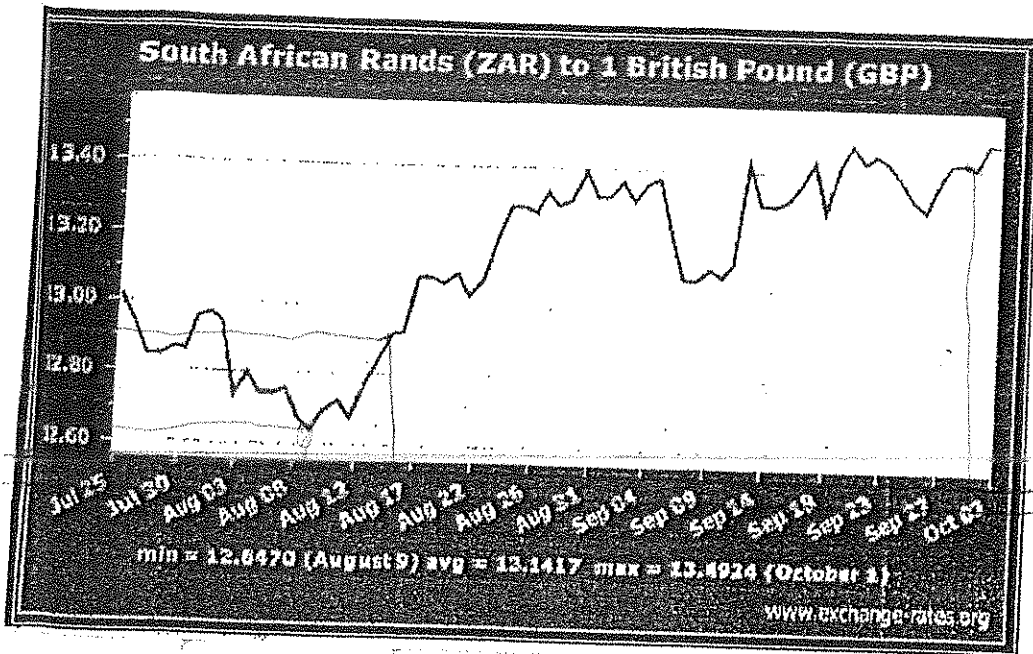
- a. Calculate her departure time in South Africa (South African local time) (4)
- b. Calculate her arrival time in South Africa (South Africa local time) (7)

Read the extract below and answer the questions that follow.

" On arrival Thandi is happy to meet her best friend Anna. A very sleepy irritated voice greets her and tells her to call her at a decent hour! She might be amazed but the scenario is not so confusing if you are in Dallas and your best friend is in Delhi.

- a. Calculate the time in Delhi When Thandi made her call. (3)
- b. Explain why the time of the call was not ideal. (2)

2.3. Use the information and exchange rate graph below to answer the questions.



Mr and Mrs Smith took a 7 day trip to S.A. on 9 August. They have a budget of GBP 5000 for their trip. They wish to stay in a 5 star hotel for the duration of the trip in S.A. The average cost of this type of hotel is on average R2200 per room per night. On return they had GBP 49.

- 2.3.1. Convert their total budget to foreign currency. (2)
- 2.3.2. Convert the amount they will spend for the duration of the trip into their currency. (4)
- 2.3.3. Convert the remaining amount into S.A. currency. (2)
- 2.3.4. Calculate their total budget if they travelled on 1 October (2)
- 2.3.5. Calculate the difference of their budget in S.A. currency between the two dates. (2)
- 2.3.6. Explain two advantages they would have if the trip was taken on 23 September. (4)
- 2.3.7. When coming to S.A. the couple will use the BBR convert their currency. Explain your understanding of BBR. (3)

2.4. Use the information provided in the graph to answer the questions.

Trips By Purpose - Quarter 1			
	2009	2010	2011
VFR	207	231	184
Holiday	43	50	49
Business	9	9	12
Religious	6	12	15
Medical	3	3	7
Other	4	1	-

Trips By Destination Province - Quarter 1			
	2009	2010	2011
Eastern Cape	58	47	44
Free State	19	20	11
Gauteng	41	63	47
KwaZulu Natal	82	84	76
Limpopo	14	28	26
Mpumalanga	19	15	10
Northern Cape	6	2	6
North West	5	20	19
Western Cape	37	33	34

- 2.4.1. Identify the most popular destination province for the past three years. (1)
- 2.4.2. Why were there more visitors in Gauteng in 2010 (2)
- 2.4.3. What is the reason for the increase of business tourists coming to S.A. IN 2011 (2)
- 2.4.4. Name THREE attractions for K.Z.N. that gives this province a competitive advantage. (6)
- 2.4.5. Suggest TWO niche attractions and the type of tourist they match, which may

be used to increase the number of visitors to the North West Province. (6)

2.5 Read the article below and answer the questions.

*Sports & Events Tourism
Exchange*

Press Release Post 21, 17 September 2012

Ground Breaking SETE 2012 exhibition conference comes to an end

The three day Sports and Events Tourism Exchange (SETE) 2012 exhibition held in Durban, showcased prominent stakeholders in the sports and tourism sectors. With more than 60 exhibitors ranging from sports organisations to travel associations and more, the exhibition created a platform on which International Hosted Buyers and stakeholders could network and create working partnerships amongst each other. Ilana Myburgh from TourVest said that 'the SETE exhibition was a great platform for exhibitors to network amongst each other and was a fantastic opportunity to generate interest in showcasing South Africa as a tourism and events destination'. Carolyn Anderson, President of SECCES Productions & Beyond All Borders Inc, a global events and travel planning company, was extremely satisfied with the outcomes of this year's event. The 2012 SETE conference also left an incredible imprint upon South Africa's sports and tourism industries, permanently altering the genesis of South Africa's growth as popular mega-events destination. The National Sports Tourism Steering Committee's presentation of its 17 year strategy that reaped the most interest at this influential event. Shaping and advancing South Africa's development as a sports tourism destination, this plan identified the key international events that South Africa should bid for, as well as the domestic events that need governmental support, in order to grow the country's sports tourism industry. CATHSSETA's primary aim is to create an environment that allows the youth better employment opportunities through skills development and training within the sports tourism industry, whilst also addressing the shortage of skills in critical areas.

www.sportsandevents.co.za

- 2.5.1 From the extract identify THREE benefits of attending the SETE (6)
- 2.5.2 What is the major aim of CATHSSETA in the SETE? (2)
- 2.5.3 What are the TWO key focus areas for the National Sports Tourism Committee? (4)
- 2.5.4 Suggest THREE benefits for Durban in hosting SETE. (6)

TOTAL SECTION B [80]

SECTION C

QUESTION 3

3.1 Examine the advert below and answer the questions that follow.

Food and Beverage Manager – Magoebaskloof. APPLY NOW.

Description:

- Ensure that all F & B staff projects a good image. This being efficiency, courtesy, helpfulness, appearance and cleanliness.
- Ensure that the F & B staff always wears uniform (including smiley badges and name badges) and their appearance is fresh and hygienic
- Ensure that Orion Brochures, rate sheets and maps are neatly on display
- Ensure that reception areas are clean and neat at all times (including any flower arrangements)
- Follow the companies disciplinary procedures as and when required
- Ensure that the correct levels of discipline are being maintained at all times by all employees
- Treat your subordinates in a respectful and polite manner
- Ensure that guests queries and complaints are being dealt with in an efficient, prompt and courteous manner, thus achieving guest satisfaction
- Ensure that the General Manager is made aware of all complaints by enforcing the use of the complaints register
- Ensure that all new employees sign the contract of employment and the code of conduct

Skills / Requirements:

- Matric
- Hotel School Diploma
- Minimum of 2 years exp as assistant or 1 year as F & B Manager

Reference: LS-49519-1003

Salary: R15000

Country: South Africa

Province: Limpopo

Date Posted: 10 June 2011


Employer type: Hotel

- 3.1.1 Give the name of the position advertised. (1)
- 3.1.2 From the extract identify TWO key responsibilities of the position advertised. (2)
- 3.1.3 From the advert identify TWO requirements of the advertised post. (2)
- 3.1.4 Explain the importance of the employees signing the following documents as emphasised in the advert.
- 3.1.4.1 Code of Conduct (2)
- 3.1.4.2 Contract of Employment (2)

- 3.15 Explain TWO negative impacts for Magoebaskloof if employees do not adhere to the code of conduct signed. (4)
- 3.16 Explain TWO personal traits that the candidate may require to serve successfully in the advertised position. (4)
- 3.17 Name any Act that protects the workers/employers in the workplace and explain what the Act addresses (3)

QUESTION 4

Read the article below and answer the questions that follow

de Pinna's Executive Guest House
ACCREDITATION

De Pinna's Executive Guest House is rated with 'Four Stars' by the tourism grading council of South Africa. The Mandate of the TGCSA is to provide a framework and process for grading across all relevant sectors of the tourism industry in South Africa. TGCSA vision is to establish a recognisable and credible globally benchmarked system of quality assurance for accommodation.
www.tourismgrading.co.za

- 4.2.1 Write the following acronym TGCSA in full. (2)
- 4.2.2 From the extract identify the main responsibility of TGCSA. (2)
- 4.2.3 From the extract identify what TGCSA aims to achieve. (2)
- 4.2.4 Suggest TWO benefits for de Pinna's Executive Guest House if participating in the grading system. (4)

[10]

TOTAL SECTION C [30]

TOTAL: 130

