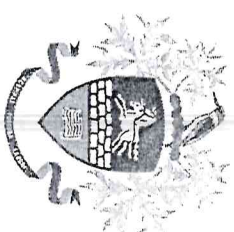


Hillcrest High School



TOURISM

GRADE 10 : 2021

TIME : 2 HOURS

MARKS : 160

EXAMINER : MRS M. SINGH

MODERATOR : MRS S.GEEL

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### INSTRUCTIONS

Read the instructions carefully before answering the questions.

1. Answer ALL questions.
2. Write only in BLACK / BLUE ink.
3. Start EACH SECTION on a NEW page.
4. Calculators are allowed.
5. This exam consists of 4 sections.

## 1.3 MATCHING COLUMNS

Match the word in the FIRST column with the definition in the SECOND column.

Write your answer as follows e.g. 1A, etc.

|                      |   |                                                                |
|----------------------|---|----------------------------------------------------------------|
| 1. SECTOR            | A | Something done for you e.g. guided tour                        |
| 2. SERVICE           | B | A branch of the Tourist industry, providing goods/services     |
| 3. CASE STUDY        | C | People travelling to different countries on the same continent |
| 4. INBOUND TOURISTS  | D | Tourists leaving their country to visit other countries        |
| 5. OUTBOUND TOURISTS | E | Is used as the basis of an activity                            |
| 6. REGIONAL TOURISTS | F | Foreigners coming into a country                               |

[5]

- 1.4 Classify the following list of words under the given heading.  
Present your answer in the form of the table below.

| OCEAN | CONTINENT | RIVER  | MOUNTAIN | DESERT |
|-------|-----------|--------|----------|--------|
|       |           | Orange |          |        |
|       |           |        |          |        |
|       |           |        |          |        |

- \* Pacific
- \* Drakensberg
- \* South America
- \* Sahara
- \* Kilimanjaro
- \* Mississippi
- \* Thames
- \* Kalahari
- \* Australia
- \* Indian

[10]

SECTION B

TOTAL SECTION A : 40 MARKS

**QUESTION 3****ACCOMMODATION ESTABLISHMENTS**

- 3.1.1 Write out the acronym in full TGCSA [2]
- 3.1.2 What are they responsible for? [2]
- 3.1.3 What are the benefits to the business establishments?  
List TWO benefits. 2 x 2 [4]
- 3.1.4 What are the benefits to the client/customer?  
List TWO benefits. 2 x 2 [4]
- 3.1.5 List THREE types of technology used in hotels that focuses on safety. [3]
- 3.1.6 List THREE types of technology that focuses on being environmentally friendly. [3]
- 3.1.7 Name TWO types of accommodation that would be suitable for a young person on a limited budget. [2]  
[20]

**QUESTION 5**

Study the distance table below and answer the questions.

Distance Table (approximate kilometres)

|                |               |              |           |           |           |        |        |             |          |        |               |             |
|----------------|---------------|--------------|-----------|-----------|-----------|--------|--------|-------------|----------|--------|---------------|-------------|
|                | Beaufort West | Bloemfontein | Britstown | Cape Town | Colesberg | De Aar | Durban | East London | Gaborone | George | Graaff-Reinet | Grahamstown |
| Bloemfontein   | 544           | .            | 398       | 1004      | 226       | 346    | 634    | 584         | 622      | 773    | 424           | 601         |
| Cape Town      | 460           | 1004         | 710       | .         | 778       | 762    | 1753   | 1079        | 1501     | 438    | 787           | 899         |
| Colesberg      | 318           | 226          | 195       | 778       | .         | 143    | 860    | 488         | 848      | 547    | 198           | 375         |
| Durban         | 1178          | 634          | 1032      | 1753      | 860       | 980    | .      | 674         | 979      | 1319   | 942           | 854         |
| East London    | 605           | 584          | 609       | 1099      | 488       | 557    | 674    | .           | 1206     | 645    | 395           | 180         |
| Gaborone       | 1042          | 622          | 791       | 1501      | 848       | 843    | 979    | 1206        | .        | 1361   | 1012          | 1223        |
| George         | 258           | 773          | 509       | 438       | 547       | 571    | 1319   | 645         | 1361     | .      | 349           | 465         |
| Grahamstown    | 492           | 601          | 496       | 899       | 375       | 444    | 854    | 180         | 1223     | 465    | 282           | .           |
| Harare         | 2066          | 1522         | 1849      | 2526      | 1748      | 1868   | 1702   | 2106        | 1056     | 2295   | 1946          | 2123        |
| Johannesburg   | 942           | 398          | 725       | 1405      | 624       | 744    | 578    | 982         | 358      | 1171   | 822           | 999         |
| Kimberley      | 504           | 177          | 253       | 962       | 292       | 305    | 811    | 780         | 538      | 762    | 490           | 667         |
| Ladysmith      | 954           | 410          | 808       | 1413      | 636       | 756    | 236    | 752         | 755      | 1183   | 834           | 932         |
| Mafikeng       | 884           | 464          | 633       | 1343      | 672       | 685    | 821    | 1048        | 158      | 1203   | 854           | 1065        |
| Maputo         | 1349          | 897          | 1289      | 1900      | 1123      | 1243   | 625    | 1301        | 957      | 1670   | 1321          | 1478        |
| Maseru         | 609           | 157          | 555       | 1160      | 383       | 503    | 590    | 630         | 702      | 913    | 599           | 692         |
| Mbabane        | 1129          | 677          | 1075      | 1680      | 903       | 1023   | 562    | 1238        | 719      | 1450   | 1101          | 1418        |
| Port Elizabeth | 501           | 677          | 572       | 769       | 451       | 520    | 984    | 310         | 1299     | 335    | 291           | 130         |
| Pretoria       | 1000          | 456          | 783       | 1460      | 682       | 802    | 636    | 1040        | 350      | 1229   | 880           | 1057        |
| Umtata         | 713           | 570          | 688       | 1314      | 517       | 636    | 439    | 235         | 1192     | 880    | 503           | 415         |
| Welkom         | 697           | 153          | 551       | 1156      | 379       | 499    | 564    | 737         | 479      | 926    | 577           | 754         |
| Windhoek       | 1629          | 1593         | 1379      | 1500      | 1573      | 1430   | 2227   | 1987        | 1735     | 1887   | 1697          | 1856        |

**TABLE 1 : DISTANCE TABLE**

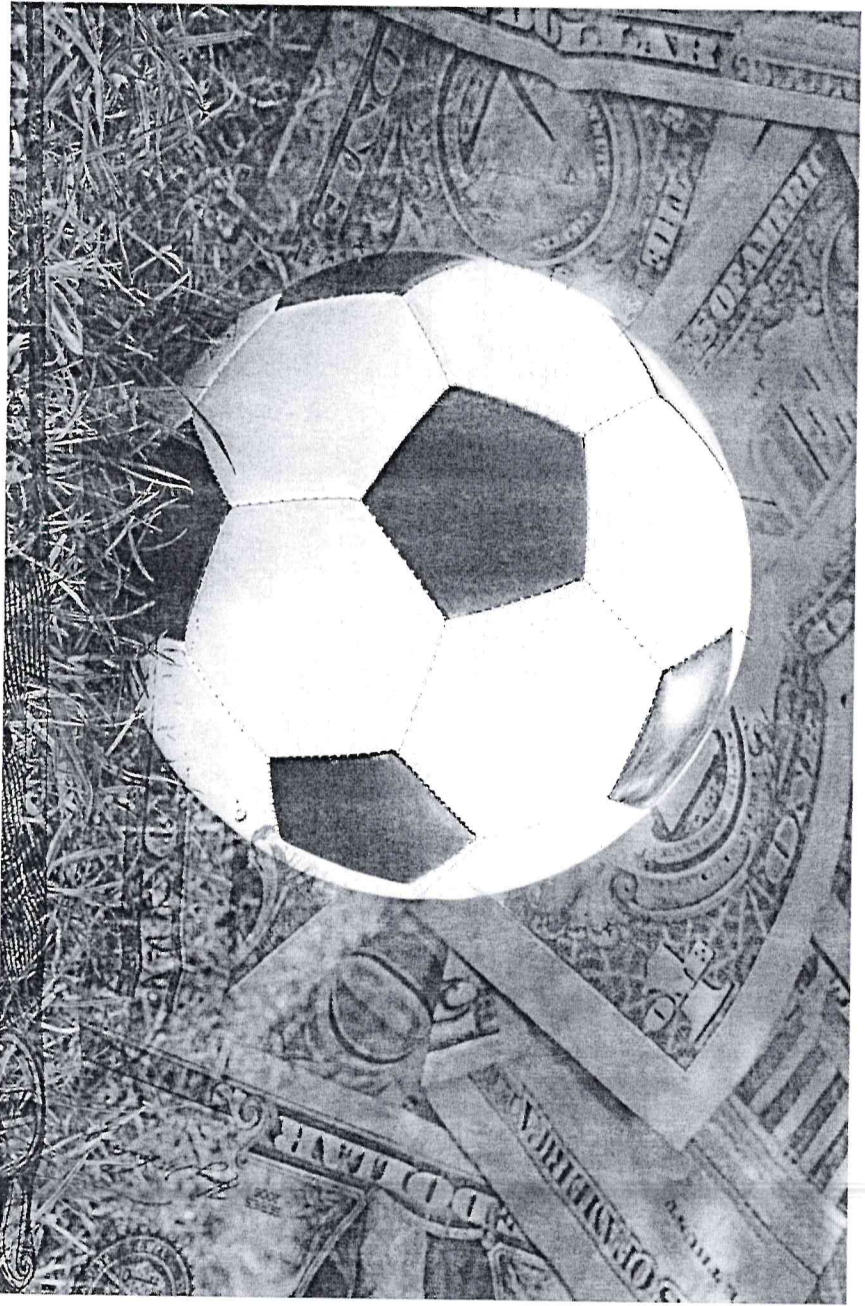
SECTION C

QUESTION 6

CASE STUDY

SECTIONS IN TOURISM

A soccer fan visits Cape Town



drove to Table Mountain where he rode the cable car to the top. He took a boat ride to famous Robben Island. The tour of Robben Island was a very emotional experience for him.

After watching his team beat Santos at the Athlone Stadium, he boarded the plane back to Johannesburg. Even today he is still telling us about his trip. He is prepared to support Orlando Pirates for the rest of his life. As the slogan says “Once a Pirate, always a Pirate”.

*shuttle bus : a bus that travels back and forth  
at regular intervals on the same route*

1. What type of tourist is Joe Radebe?  
Motivate your answer. [2]
2. Is Joe Radebe a domestic or international tourist?  
Explain. [2]
3. In which province is Cape Town? [1]
4. Give reasons why Joe Radebe opted to visit Robben Island, Table Mountain and the V&A Waterfront. [3]
5. What is the difference between a tour guide and a travel agent? [2]
6. Name the type of transport used by the tourist to travel to Cape Town from Johannesburg. [1]
7. What is a destination? [1]
8. Do you think that hotel accommodation was the best option for Joe? [2]
9. Name at least FOUR activities performed by Joe whilst in Cape Town. [4]
10. Why is Robben Island (a World Heritage Site) important to the history of our country? (2)

**SECTION D****QUESTION 8****TECHNOLOGY IN THE WORK PLACE & METHODS OF PAYMENT**

Redraw the table in your answer book and state why it is important in your Travel Agency.

8.1

|      | Name of equipment or technology | What do you need to operate it? | What is its use? |
|------|---------------------------------|---------------------------------|------------------|
| 1(a) |                                 | 1(b)                            | 1(c)             |
| 2(a) |                                 | 2(b)                            | 2(c)             |
| 3(a) |                                 | 3(b)                            | 3(c)             |

[10]

8.2 Consider the following situations, and then:

- (a) decide which payment method would be the most suitable  
 (b) explain the reasons for your choice

8.2.1 Mr Ryan O'Hara from Ireland is visiting South Africa. He has been staying in the Mount Nelson Hotel in Cape Town. He would like to settle his bill, but does not carry a large amount of cash around with him.

[2]

8.2.2 Mrs Grace Tau is entertaining the members of her book club for coffee and cake at a local restaurant. She wants to settle the bill quickly and conveniently without having to get up and interrupt her conversations.

8.2.3 Mr Xolani Simelane has booked his honeymoon at the Cathedral Peak Hotel in the Drakensberg. They have asked him to pay his deposit within two days to confirm the booking. They have supplied him with the hotel banking details.

8.2.4 Miss Ester Windvogel is on holiday in Johannesburg. She is worried that she has spent too much money shopping at Monte Casino and wants to check her account balance. It is quite late at night and she does not have access to the internet, and all the banks are closed.

[2]

8.3 Write out in full:

- (a) ATM  
 (b) email  
 (c) EFT

**TOTAL SECTION D: 20 MARKS**