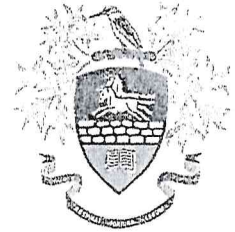


Hillcrest High School



TOURISM GRADE 11: 2021

TIME : 2 HOURS

MARKS : 180

EXAMINER : MRS M. SINGH

MODERATOR : MR C.MADELEY

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### INSTRUCTIONS and INFORMATION

Read the instructions carefully before answering the questions.

1. This question paper consists of FOUR sections.
2. ALL questions are COMPULSORY.
3. Start EACH QUESTION on a NEW page.
4. You may use a non-programmable pocket calculator.
5. It will be to your advantage to show all calculations.
6. Round off your calculations to two places after the decimal point.
7. Write neatly and legibly.

- 1.1.6. This is not one of the market segments.
- A Young and upcoming
  - B Golden active couples
  - C Golden Oldies couples
  - D Well off homely couples
- 1.1.7. A hop-on, hop-off semi luxury bus service especially designed for backpackers
- A Baz bus
  - B Greyhound
  - C Riksha bus
  - D Intercap
- 1.1.8. A commuter is
- A tourist
  - B train
  - C person using public transport to go to work
  - D bus schedule
- 1.1.9. Which is not a stop of the Gautrain
- A Marlboro
  - B Hatfield
  - C Rhodesfield
  - D Randburg
- 1.1.10. Business class passengers travelling domestically can carry up to....  
On the plane.
- A 20 kg
  - B 32kg
  - C 18kg
  - D 22 kg

## 2.7 MATCH THE AIRPORT TERMINOLOGY

|    | COLUMN A               |    | COLUMN B                                                                                           |
|----|------------------------|----|----------------------------------------------------------------------------------------------------|
| 1. | SECURITY CONTROL POINT | A. | PLACE WHERE PASSENGERS HAND IN THEIR LUGGAGE AND GET A BOARDING PASS                               |
| 2. | CHECK IN COUNTER       | B. | THE POINT WHERE PASSENGERS BOARD A PLANE                                                           |
| 3. | AIRSIDE                | C. | A TICKET THAT ALLOWS A PASSENGER TO BOARD A PLANE                                                  |
| 4. | BOARDING PASS          | D. | THE PLACE WHERE PASSENGERS AND HAND LUGGAGE IS SCREENED FOR DANGEROUS OBJECTS                      |
| 5. | TERMINAL               | E. | DOMESTIC PASSENGERS ENTER THIS AREA AFTER DISEMBARKING                                             |
| 6. | GATE                   | F. | THIS PART OF THE AIRPORT IS AVAILABLE TO THE PUBLIC AND IS USED TO DROP OFF OR COLLECT PASSENGERS  |
| 7. | BAGGAGE CLAIM AREA     | G. | ONLY PASSENGERS ALLOWED ON THIS SIDE OF THE AIRPORT                                                |
| 8. | LANDSLIDE              | H. | PART OF THE AIRPORT THAT CONTAINS INFRASTRUCTURE FOR THE TAKE OFF, LANDING AND PARKING FACILITIES. |

[8]

2.8 Write down the correct term for each description.

- a. the kitchen on an aeroplane
- b. the pilots compartment
- c. compartment for storing carry-on luggage
- d. a passageway between the seats in an aircraft

[4]

TOTAL SECTION A : 60 MARKS

## SECTION B

### 2.3 CAR RENTAL TERMINOLOGY

Match the airport terminology

|    | TERMINOLOGY |    | EXPLANATION                                                                                                                                                 |
|----|-------------|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | BREACH      | A. | SOMETHING PARTICULAR THAT HAPPENS AT A SPECIFIC TIME, SUCH AS AN ACCIDENT.                                                                                  |
| 2. | COLLISION   | B. | A REDUCTION OF RESPONSIBILITY (LIABILITY) OF THE RENTER IN THE EVENT OF AN INCIDENT, THEFT AND/OR LOSS OF THE VEHICLE OR A LOSS IN RELATION TO THE VEHICLE. |
| 3. | EXCESS      | C. | BREAK A CONTRACT OR AN AGREEMENT.                                                                                                                           |
| 4. | INCIDENT    | D. | AN ACCIDENT IN WHICH AN IMPACT HAS OCCURRED.                                                                                                                |
| 5. | LIABLE      | E. | ILLEGALLY TAKING ANOTHER PERSON'S PROPERTY WITHOUT THAT PERSON'S PERMISSION.                                                                                |
| 6. | PARTY       | F. | LEGALLY RESPONSIBLE.                                                                                                                                        |
| 7. | PREMIUM     | G. | THE AMOUNT OF MONEY THE RENTER HAS TO PAY (IS LIABLE FOR) IF HE/SHE IS AT FAULT IN A VEHICLE INSURANCE CLAIM.                                               |
| 8. | THEFT       | H. | THE AMOUNT OF MONEY THE RENTER HAS TO PAY REGULARLY (SUCH AS MONTHLY) TO KEEP A RENTAL AGREEMENT ACTIVE OR VALID.                                           |
| 9. | WAIVER      | I  | PERSON OR PERSONS INVOLVED ON EITHER SIDE OF AN ACCIDENT, OR INSURANCE CLAIM .                                                                              |

[18]

### 2.4 CRUISE LINER

- (a) Name 3 activities on board a ship. [3]
- (b) List 3 facilities that cruise liners have. [3]
- (c) What is your room on board called? [1]
- (d) What is a cruise terminal? [2]

**TOTAL SECTION B : 45 MARKS**



## DOMESTIC TOURISM GROWTH STRATEGY & FOREIGN EXCHANGE

### QUESTION 4

#### 4.1 DOMESTIC TOURISM AND GROWTH STRATEGY

The DTGS focuses on identifying groups of domestic tourists based on their different needs and expectations.

Several domestic tourist market segments have been identified in South Africa. Name any FOUR of these market segments and supply an example of a type of holiday suitable for their profits. [4 x 2] [8]

#### 4.2 FOREIGN EXCHANGE

Mrs Davies is leaving for the U.K. and would like to purchase some foreign Currency.

Name THREE places where she can buy this from? [3]

4.3 Name TWO documents that she would have to produce in order to buy the above. [2]

4.4 Write down the symbols for the following currency:

United States Dollar

Japanese Yen

Euro

Great British Pound

[4]

4.5 Write down the currency codes for the following:

Australian Dollar

Japanese Yen

South African Rand

Euro

[4]

## SECTION D

HERITAGE TOURISM

## QUESTION 5



## Cultural Case Study

**EBUTSINI CULTURAL VILLAGE A TRUE AFRICAN EXPERIENCE**

(Author unknown)

In March a community-driven project was developed between the Swaziland border and the Songimvela Nature Reserve to focus on the growing culture tourism market. The local communities benefit from this tourism benefit and are very proud of their product. The area is rich in history and has striking geographical features. It is set against the Drakensberg Mountains and is a mere three hour drive from Gauteng.

The traditional layout and structure of this Swazi village creates a unique experience for tourists. Guests stay in Swazi huts with modern facilities, ensuring their comfort or they can stay in traditional huts. The huts are fitted with mats, animal skins, wooden pillows and polished cow dung floors. Evenings are spent around warm fires with Swazi dancing and indulging in traditional food.

There are many activities for tourists to engage in. For example there is a 30km route allowing 4 x 4 vehicles to explore the countryside. Tourists can then interact with the locals from nearby villages and kraals. There are guided tours through a medicinal nursery to teach guests about the use of the various plants and also to