

Hillcrest High School



TOURISM GRADE 11 : 2022 JUNE EXAMINATION

TIME : 2 HOURS

MARKS : 160

EXAMINER : MRS M. SINGH

MODERATOR : MRS. GEEL

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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.**

SECTION A: SHORT QUESTIONS

QUESTION 1

1.1 Four options are provided as possible answers to the following question. 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, e.g. 1.1.21 A

1.1.1 A luxury safari train that offers journeys to neighbouring SADC countries:

- A Umgeni Steam Railway
- B Blue Train
- C Rovos Rail
- D Gautrain

1.1.2 South Africa's national carrier is:

- A Mango
- B Safair
- C SAA
- D Kulula

1.1.3 A narrow bodied aircraft has:

- A 1 aisle
- B 2 aisles
- C 3 aisles
- D no aisles

1.1.4 The rate at which one currency is exchanged for another:

- A Currency fluctuations
- B Rate of exchange
- C Bank buying rate
- D Bank selling rate

1.1.5 The preferred method of payment when a person rents a vehicle:

- A Cash
- B Debit card
- C Credit card
- D Cheque

- 1.1.6 A tourist flying from Zimbabwe to Cape Town will not be on a/an ...flight
- A domestic
 - B international
 - C outbound
 - D regional
- 1.1.7 The monetary unit used by Japan:
- A Yen
 - B Euro
 - C Pound
 - D \$
- 1.1.8 This acronym DTGS means:
- A Domestic Travel Growth Sector
 - B Domestic Tourism Growth Strategy
 - C Durban Tourism Growth Sector
 - D Domestic Travelling Growth Sector
- 1.1.9 A hop-on, hop-off semi luxury bus service especially designed for backpackers
- A Baz bus
 - B Greyhound
 - C Riksha bus
 - D Intercap
- 1.1.10 A biometric scanner is used to check:
- A if a personal is carrying metal objects
 - B facial characteristics
 - C body temperature
 - D carrying illegal substances

QUESTION 2

THE AIRPORT AND AIR TRAVEL TERMINOLOGY

2.1 Explain the following terms and supply an appropriate example:

- (a) gateway
- (b) international tourist
- (c) inbound tourist
- (d) trans continental flight
- (e) trans atlantic flight
- (f) long haul flight
- (g) medium haul flight
- (h) chartered flight
- (i) regional flight
- (j) landside

[20]

2.2 Write out ACSA in full.

[2]

2.3 List TWO functions of ACSA

(2) X (2)

[4]

2.4 Name the province you will find

- (a) OR Tambo International Airport
- (b) King Shaka International

[1]

[1]

2.5 There has been rumour that Cape Town International will be renamed after the late Winnie Mandela.
What are your thoughts?

[2]

2.6 All countries have a national carrier.

List the official carriers that belong to the following countries:

- (a) UK
- (b) Spain
- (c) France
- (d) Botswana
- (e) Germany
- (f) Australia
- (g) United Arab Emirates
- (h) United States of America

[8]

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.	ONLY PASSENGERS ALLOWED ON THIS SIDE
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 USED BY PASSENGERS AND THE PUBLIC
7.	BAGGAGE CLAIM AREA	G.	THE POINT WHERE PASSENGERS BOARD AN AEROPLANE
8.	LANDSIDE	H.	PART OF THE AIRPPORT THAT CONTAINS INFRASTRUCTURE, AND PARKING FACILITIES.

[8]

2.8 Write down the correct term for each description.

- the kitchen on a ship/ aeroplane
- the pilots compartment
- compartment for storing carry-on luggage
- a passageway between the seats in an aircraft

[4]

TOTAL SECTION A : 60 MARKS

SECTION B
TRANSPORT
BUS, RAIL AND CAR RENTAL

QUESTION 3

3.1 BAZ BUS

- (a) Explain in one sentence why a backpacker tourist will choose to travel with the Baz Bus. [2]
- (b) Explain the term “hop-on, hop-off” [2]
- (c) How does Baz Bus assist passengers travelling with equipment? [2]
- (d) List FOUR benefits of using the Baz Bus. [4]
- [10]**

3.2 GAUTRAIN

- (a) Why would a commuter use a parking area if using the Gautrain? [2]
- (b) What would a commuter use the Gold Card for? [2]
- (c) Name TWO advantages for a tourist of using the Gautrain. [2]
- (d) One of the main aims of the Gautrain was to decrease traffic on the Ben Schoeman Highway by 20%. Do you think that they have succeeded in this aim? [2]
- [8]**



3.3

Match the airport terminology e.g. 1 A

	TERMINOLOGY		EXPLANATION
1.	BREACH	A.	SOMETHING PARTICULAR THAT HAPPENS AT A SPECIFIC TIME, SUCH AS AN ACCIDENT.
2.	COLLISION	B.	WHERE A PERSON GIVES UP THEIR RIGHT
3.	EXCESS	C.	BREAK A CONTRACT OR TO FURTHER LEGAL ACTION.
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 .

9 x 2

[18]

3.4 CAR RENTAL CALCULATIONS

Mr and Mrs Jackson are visiting Cape Town from Johannesburg as they will be honeymoon. They will be landing at CT International Airport and are wanting to rent a car for two weeks (14 days).

They require being comprehensively insured with Super CDW and TLW as well as PAI.

They expect to travel around 400km during their stay in CT and would like to book the Toyota Avanza. Both husband and wife want to share the driving. They will return the vehicle to CT International Airport.

REDRAW THE TEMPLATE IN YOUR ANSWER BOOKS

COSTS	CALCULATION	TOTAL
TYPE OF CAR	(2)	
EXTRA DRIVER SURCHARGE	(2)	
CONTRACT FEE	(2)	
PAI EXTRA KM TRAVELLED	(2)	
TOTAL COST OF CAR RENTAL		R (2)

[10]

- 3.5. List the main requirement when hiring a vehicle? [2]
- 3.6. What method of payment must be done and why? [3]
- 3.7. What is the purpose of a fuel deposit charge? [2]
- 3.8. List any two car rental companies in South Africa. [2]

TOTAL SECTION B : 55 MARKS

SECTION C

TOURISM GROWTH STRATEGY & FOREIGN EXCHANGE

READ THE CASE STUDY BELOW AND ANSWER THE QUESTIONS THAT FOLLOW:

- 4.1. What is a seminar? [2]
- 4.2. What was the purpose of the seminar? (2)
- 4.3. Explain why many South Africans have not had the opportunity to travel?
2 x 2 [4]
- 4.4. What is the main reason why black South Africans travel? [2]
- 4.5. List one objective (aim) of the Domestic Tourism Strategy which needs to be developed. [2]
- 4.6. How many domestic trips are they aiming for in 2020? [1]
- 4.7. Explain in your own words why a growth strategy is necessary? (2)

TOTAL SECTION C : 15 MARKS

SECTION D**QUESTION 5****FOREIGN EXCHANGE**

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

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

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

5.3. Write down the symbols for the following currency:
 United States Dollar
 Japanese Yen
 Euro
 Great British Pound [4]

5.4. Write down the currency codes for the following:
 Australian Dollar
 Japanese Yen
 South African Rand
 Euro [4]

5.5. Using the rate sheet below to do the following conversions:

CURRENCY	RAND EQUIVALENT
US Dollar	6.11
British Pound	11.55
Australian Dollar	4.76
Euro	7.89
Japanese Yen	6.20

CONVERT THE FOREIGN CURRENCY INTO ZAR

- | | | | |
|--------------------------|------|-------|-----|
| a. Australian Dollars | 250 | | |
| b. United States Dollars | 2499 | | |
| c. Euros | 1342 | 3 x 2 | [6] |

5.6. CONVERT THE RAND INTO FOREIGN CURRENCY

- | | | | |
|----|----------------------------|-------|-----|
| a. | R250 to Australian Dollars | | |
| b. | R8592 to US Dollars | 2 x 2 | [4] |

5.8. What causes fluctuation in exchange rates? [2]

5.9. What is meant by the term volatile when referring to forex? [2]

5.10. If our rand is weak, would it be cheap or expensive for a tourist visiting South Africa? Explain? [3]

TOTAL SECTION D : 30 MARKS