

Hillcrest High School

Grade 11

TOURISM

NOVEMBER 2025

MARKS: 150
TIME: 2 Hours

EXAMINER: Mr. Bartholomew
MODERATOR: Mrs. Naidoo

This Paper Consists of 12 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. Round off your answers in QUESTION 3 to TWO decimal places.
5. Show ALL calculations where necessary.
6. You may use a non-programmable calculator.
7. Use the mark allocation for each question as a guideline for the length of your answer.
8. Write neatly and legibly.
9. The table below is a guideline to help you divide your time according to each section.

SECTION	SUBJECT	MARKS	TIME (minutes)
A	Short questions	30	20
B	Map Work & Tour Planning, Foreign Exchange	20	20
C	Tourist Attractions, Cultural & Heritage Tourism, Marketing	30	30
D	Tourism sectors	40	30
E	Domestic, Regional and International Tourism, Communication and Customer Care	30	20
	TOTAL	150	120

SECTION A: SHORT QUESTIONS

QUESTION 1

Several possible options are provided as answers to the following questions. Write only the letter (A - D) next to the question number, for example 1.1.21. D

- 1.1.1 A tourist pays for souvenirs in the USA. Which currency will they use?
- A. British Pound
 - B. US Dollar
 - C. Euro
 - D. Japanese Yen
- 1.1.2 Rovos Rail is famous for offering:
- A. Affordable daily commuter services
 - B. Luxurious overnight train safaris
 - C. High-speed metro service
 - D. Bus-train connections
- 1.1.3. The Airport IATA Code for OR Tambo International Airport is:
- A. ORTIA
 - B. JHB
 - C. JNB
 - D. PTA
- 1.1.4. A chef preparing meals for hotel guests belongs to which tourism sector?
- A. Hospitality
 - B. Attractions
 - C. Tourism Support Services
 - D. Transport
- 1.1.5. You are booking a flight to Tokyo online. Which currency symbol is used in Tokyo?
- A. ¥
 - B. €
 - C. \$
 - D. £

- 1.1.6. On most luxury cruise ships, which of the following is included in the ticket price?
- A. Meals
 - B. Gifts for family
 - C. Drinks
 - D. Spa treatments
- 1.1.7. A person travelling to work by train within a city will use atrain?
- A. Intercity Passenger Train
 - B. Luxury Train
 - C. Commuter Train
 - D. Shuttle Train
- 1.1.8. If 1 USD = 18 ZAR, and a tourist wants to buy 100 USD, how much would they need in South African Rands?
- A. R1 080
 - B. R1 800
 - C. R180
 - D. R1 000
- 1.1.9. The continuous changes in exchange rates are called:
- A. Interest rate
 - B. fluctuations
 - C. Inflation rate
 - D. Credit rate
- 1.1.10. An embassy who issues a tourist a visa for their leisure holiday belongs to which sector?
- A. Tourism Support Services
 - B. Transport
 - C. Hospitality
 - D. Attractions
- 1.1.11. What type of tourist is a tourist who travels to Oribi Gorge to experience the Bridge Bungee Jump?
- A. Adrenaline Seeking Tourist
 - B. Nature Tourist
 - C. Leisure Tourist
 - D. Adventure Tourist

1.1.12. The national carrier for South Africa is?

- A. SSA
- B. SAFAIR
- C. SAA
- D. SA Carriers

1.1.13 The hand luggage is stored on which part of the aircraft?

- A. Overhead Storage Compartment
- B. Cargo Hold
- C. Cockpit
- D. Aircraft Boot

1.1.14 A Muslim tourist's dietary requirements include:

- A. The food must be Kosher
- B. No Pork.
- C. No Beef.
- D. All of the above.

1.1.15 In a marketing budget, personnel costs involve:

- A. All personal costs for the owner.
- B. All costs relating to employee's personal allowance
- C. All costs relating to the people employed to conduct the marketing.
- D. None of the above.

(15)

1.2. **Match the term in Column B with the description in Column A. Write only the letter next to the question number (1.2.1-1.2.5) in your answer book, for example 1.2.6. H**

	COLUMN A		COLUMN B
1.2.1.	Type of flight from Durban to Cape Town.	A	Interest rate
1.2.2.	Flight from Rio de Janeiro to Johannesburg.	B	Outbound regional flight
1.2.3.	The rate at which one currency is exchanged for another.	C	Multiplier-effect
1.2.4.	The effect of tourists' money on local economy.	D	SASSA
1.2.5.	The organisation managing South African airports.	E	Domestic flight
		F	Inbound international flight
		G	Exchange rate
		H	ACSA
		I	Chartered flight
		J	Outbound international flight

(5)

1.3. Use the word/s in the word block to complete the following sentences. Write only the word (s) next to the question number (1.3.1-1.3.5).

SAHRA	Casino	isiXhosa	LIFT
Lusaka International Airport	SAA	SADC	Maputo International Airport
Cockpit	isiNdebele	Pilot's cabin	

- 1.3.1. The predominant language spoken in the Eastern Cape Province is
- 1.3.2. A South African tourist flying to Zambia will fly to airport.
- 1.3.3. is responsible for protecting South Africa's heritage
- 1.3.4. South Africa's newest low-cost airline, launched in 2020, is called
- 1.3.5. The area in an airplane where the pilot sits is called the

(5)

1.4. Choose the correct word (s) from those in brackets. Write only the correct answer next to the question number (1.4.1–1.4.6).

- 1.4.1. The scanner used in the airport to scan fingerprints.
(Biometric Scanner / X-ray Scanner).
- 1.4.2. Television advertisements are a form of (above-the-line / below-the-line) marketing.
- 1.4.3. The official tourism marketing organisation of South Africa is
(UNESCO / SA Tourism).
- 1.4.4. A South African visiting Botswana is a (regional / international) tourist.
- 1.4.5. SAA belongs to the (attractions / transport) sector.

(5)

TOTAL SECTION A: [30]

SECTION B: MAP WORK AND TOUR PLANNING, FOREIGN EXCHANGE TRADING

QUESTION 2

Read the case study below and complete the itinerary using the information provided. Write only the number (2.1.-2.10) and your answer.

On Day 1, the group arrives in Cape Town in the morning. They enjoy a guided cable car trip up Table Mountain, where they see panoramic views of the city. In the afternoon, they visit the V&A Waterfront to explore shops and enjoy some free time. In the evening, the group checks into a hotel near the city centre for their overnight stay.

On Day 2, they travel by tour bus along the Cape Peninsula. In the morning, they stop at Boulders Beach to see the African penguin colony. In the afternoon, they continue to Cape Point Nature Reserve for a picnic lunch and sightseeing. In the evening, they return to Cape Town and spend their final night at the hotel.

Day		Attraction	Activity	Transport
Day 1	Morning	(2.1)	(2.2)	Shuttle bus
	Afternoon	(2.3)	(2.4)	Shuttle bus
	Evening	—	(2.5)	—
Day 2	Morning	(2.6)	(2.7)	(2.8)
	Afternoon	(2.9)	(2.10)	Tour bus
	Evening	—	Return for final night at hotel	Tour bus

(10)
[10]

QUESTION 3

Read the following scenario and use the currency table to answer the following questions (round up to two decimal places where necessary):

Tyrone, a South African tourist, returned from an international trip. He experienced different activities in different countries. <ul style="list-style-type: none"> In London, UK, he bought tickets for a sightseeing bus tour. It cost £127,50. In New York, USA, he saw a Broadway show for R2 789. In Tokyo, Japan, he visited a theme park. The entrance cost him ¥15 432,10. 	
CURRENCY	VALUE IN RAND
GBP	23.50
USD	18.75
JPY	0.14

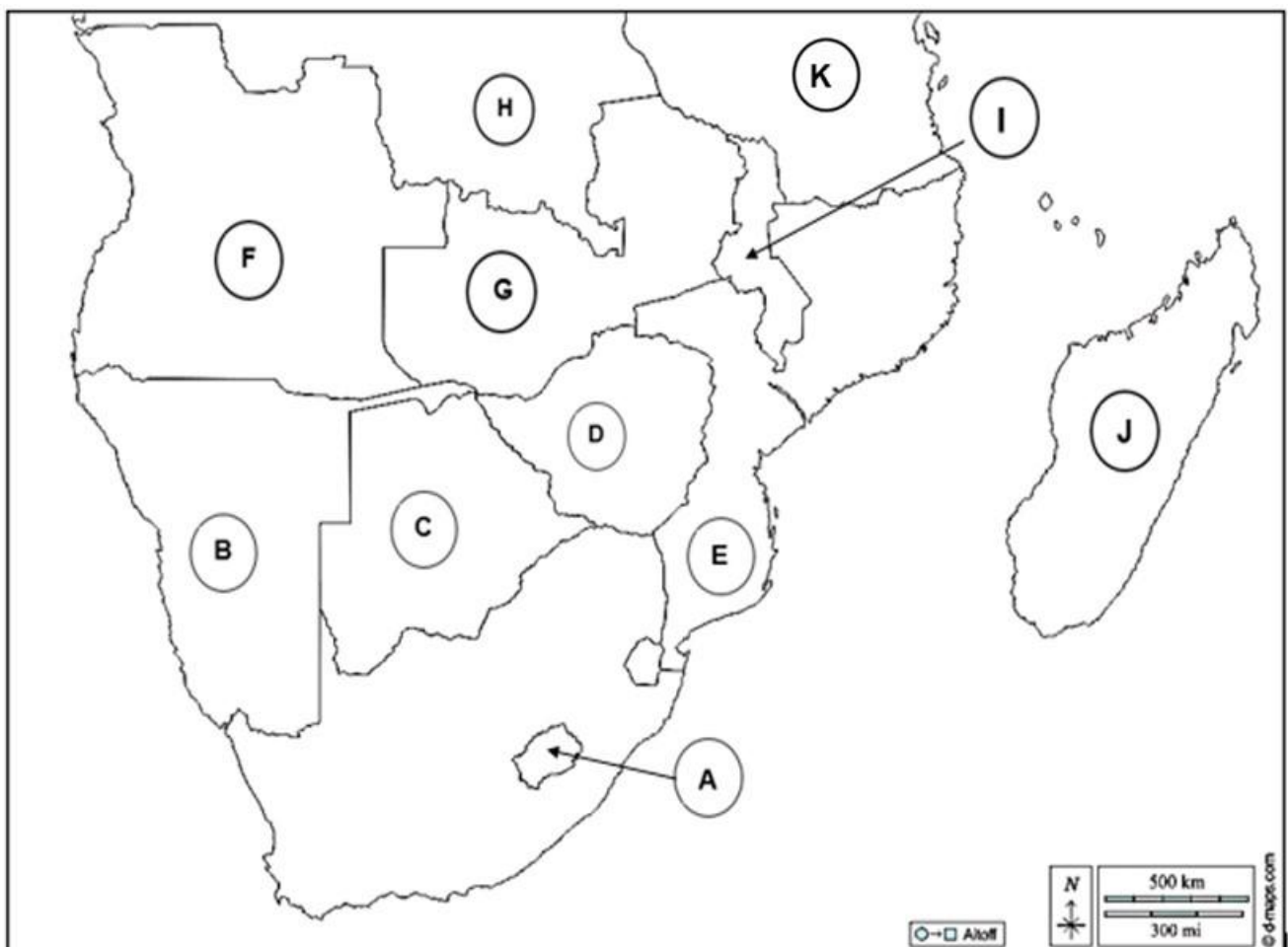
- 3.1. Calculate the amount of Rand Tyron paid for the sightseeing bus tour in London. (show your workings) (3)
 - 3.2. Calculate the cost of the Broadway show in US Dollar. (show your workings) (3)
 - 3.3. Calculate the amount of Rand Tyrone paid for the theme park entrance in Tokyo. (show your workings) (3)
 - 3.4. Indicate which currency is the strongest relative to the Rand. (1)
- [10]**

TOTAL SECTION B: [20]

SECTION C: TOURISM ATTRACTIONS, CULTURAL AND HERITAGE TOURISM, MARKETING

QUESTION 4

Study the map below, read the scenarios and answer the questions that follow:



- 4.1. Siphon, an ecotourist from South Africa, is travelling to Angola and Namibia. In Angola, he will visit Kissama National Park, and in Namibia he wants to experience both desert life and the Etosha National Park.
- 4.1.1. Indicate the letters on the map that represent Angola and Namibia. Write the name of the country and the letter. (2)
- 4.1.2. Describe TWO activities tourists can do at Kissama National Park. (2)
- 4.1.3. Name the desert Siphon will visit in Namibia and describe ONE unique feature of it. (2)
- 4.1.4. Give ONE reason why Etosha National Park is a popular tourist attraction. (2)
- 4.2. A group of tourists from Germany are visiting Botswana and Zimbabwe. They are interested in cultural heritage sites, wildlife, and natural wonders. They will go to Tsodilo Hills and the Okavango Delta in Botswana and then travel to Victoria Falls and the Great Zimbabwe Ruins in Zimbabwe.
- 4.2.1. Indicate the letters on the map that represent Botswana and Zimbabwe. Write the name of the country and the letter. (2)
- 4.2.2. Explain why Victoria Falls is considered one of Africa's most famous attractions. (2)
- 4.2.3. Describe what tourists can see at the Great Zimbabwe Ruins. (2)
- [14]

QUESTION 5

- 5.1. Explain why it is important to protect heritage sites like the Great Zimbabwe Ruins and the Tsodilo Hills. (2x2)
- 5.2. Discuss how South Africa's cultural diversity can promote tourism to the country. (3x2)
- [10]

QUESTION 6

- 6.1. Explain ONE advantage of using social media to promote a SADC tourism destination. (2)
- 6.2. Explain how personal selling can help increase bookings for a tour operator. (2)
- 6.3. Give TWO other examples of below-the-line promotional methods used in the tourism industry (2)
- [6]

TOTAL SECTION C: [30]

SECTION D: TOURISM SECTORS

QUESTION 7

7.1. A tourist from Germany flies into Johannesburg and then connects to a flight to Durban. Later, they request a private flight to a safari lodge in Limpopo.

7.1.1. Identify three different types of flights the tourist used. Motivate your answer by quoting from the scenario. **(6)**

7.2. Explain the steps in the check-in procedure at an airport. **(4)**

7.3. List THREE items passengers should check before take-off to ensure safety. **(3)**

7.4. Explain the difference between carry-on baggage and checked baggage. **(2)**

7.5. Read the following information and answer the questions that follow:

Bus	Price (per ticket)	Wi-Fi	Toilet
A	R 480	Yes	Yes
B	R 350	No	Yes
C	R 190	No	No

(source: www.busbud.com)

7.5.1. Identify which buses have toilet facilities. **(2)**

7.5.2. Identify which of the buses have Wi-Fi. **(1)**

7.5.3. Calculate how much it will cost a group of 5 friends to travel on Bus A. **(2)**

7.5.4. Suggest ONE possible reason why Bus C is much cheaper than Bus A and B. **(1)**

7.6. Read the following information and answer the questions that follow:



7.6.1. Explain TWO benefits of using the Gautrain for tourists. (4)

7.7.

MSC OPERA



Number of passengers:	2658
Number of cabins:	1,070, incl. 5 for guests with disabilities or reduced mobility
Maximum speed:	20,3 knots

<https://www.msccruises.co.za>

7.7.1. Name TWO types of cabins or suites available on an MSC cruise (2)

7.7.2. List TWO facilities or entertainment options passengers can enjoy on board an MSC cruise ship. (2)

7.7.3. State the maximum number of passengers that the ship can accommodate. (1)

7.7.4. Indicate if the MSC Opera caters for people with disabilities. Motivate your answer. (2)

7.8.



<https://www.hertz.com>

7.8.1. Name TWO major car rental companies in South Africa. (2)

7.8.2. Explain what the following types of rental car insurance cover:
a) CDW
b) TLW
c) PAI (6)

[40]

TOTAL SECTION D: [40]

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

QUESTION 8

8.1. Read the information below and answer the questions.

Many tourists from SADC countries visit South Africa each year for shopping, medical treatment, and business trips.

8.1.1. Explain TWO advantages of regional tourism for SADC member countries. (4)

8.2. The Domestic Tourism Growth Strategy (DTGS) is used by the South African government to boost tourism.

8.2.1. Define the term “domestic tourism”. (2)

8.2.2. Discuss TWO benefits of domestic tourism for South Africa’s economy. (2x2)

8.2.3. Discuss the role of RETOSA. (2)

[12]

QUESTION 9

9.1. Explain how poor service delivery can negatively affect a tourism business. (4)

9.2. Describe TWO ways to ensure effective communication with tourists from different cultural backgrounds. (2x2)

9.3. Provide THREE benefits of providing excellent customer service in the tourism industry. (3x2)

9.4. Explain how tourism sectors are interdependent. Use Examples. (4)

TOTAL SECTION E: [30]

GRAND TOTAL: [150]

TOURISM

GRADE 11

NOVEMBER EXAM

MARKING GUIDELINES

SECTION A: SHORT QUESTIONS

QUESTION 1

- | | | |
|---------|---------------------|------|
| 1.1.1. | B✓ | |
| 1.1.2. | B✓ | |
| 1.1.3. | C✓ | |
| 1.1.4. | A✓ | |
| 1.1.5. | A✓ | |
| 1.1.6. | A✓ | |
| 1.1.7. | C✓ | |
| 1.1.8. | B✓ | |
| 1.1.9. | B✓ | |
| 1.1.10. | A✓ | |
| 1.1.11. | D✓ | |
| 1.1.12. | C✓ | |
| 1.1.13. | A✓ | |
| 1.1.14. | B✓ | |
| 1.1.15. | C✓ | (15) |
| 1.2.1. | E✓ | |
| 1.2.2. | F✓ | |
| 1.2.3. | G✓ | |
| 1.2.4. | C✓ | |
| 1.2.5. | H✓ | (5) |
| 1.3.1. | Xhosa ✓ | |
| 1.3.2. | Lusaka ✓ | |
| 1.3.3. | SAHRA ✓ | |
| 1.3.4. | LIFT ✓ | |
| 1.3.5. | Cockpit ✓ | (5) |
| 1.4.1. | Biometric Scanner ✓ | |
| 1.4.2. | above-the-line ✓ | |
| 1.4.3. | SA Tourism ✓ | |
| 1.4.4. | Regional ✓ | |
| 1.4.5. | Transport ✓ | (5) |

TOTAL SECTION A: [30]

SECTION B: MAP WORK AND TOUR PLANNING, FOREIGN EXCHANGE TRADING

QUESTION 2

- 2.1. Table Mountain✓
- 2.2. Guided cable car trip✓
- 2.3. V&A Waterfront✓
- 2.4. Shopping✓
- 2.5. Check-in to hotel, rest, dinner✓
- 2.6. Boulders Beach✓
- 2.7. View African penguins✓
- 2.8. Tour bus✓
- 2.9. Cape Point Nature Reserve✓
- 2.10. Picnic lunch, sightseeing✓ (10)

[10]

QUESTION 3

- 3.1. $£127,50 \times \checkmark 23.50 \checkmark = R2\ 996,25 \checkmark$ (3)
- 3.2. $R2\ 789 \div \checkmark 18.75 \checkmark \approx \$148,75 \checkmark$ (3)
- 3.3. $¥15\ 432,10 \times \checkmark 0.14 \checkmark = R2\ 160,49 \checkmark$ (3)
- 3.4. GBP / Great British Pound ✓ (1)

[10]

TOTAL SECTION B: [20]

SECTION C: TOURISM ATTRACTIONS, CULTURAL AND HERITAGE TOURISM, MARKETING

QUESTION 4

- 4.1.1. Angola = F✓
Namibia = B✓ (2)
- 4.1.2. Fishing, Birdwatching, beach visits, river cruises ✓ (1)
- 4.1.3. Namib Desert✓
• One of the world's oldest deserts and is known for its red sand dunes, some of the highest in the world, especially at Sossusvlei. ✓
• Despite its harsh conditions, it supports some wildlife such as oryx and springbok. (Any 1 x1) (2)
- 4.1.4. Etosha National Park is a popular tourist attraction because it has a large salt pan and attracts many animals. ✓ ✓
Visitors can see elephants, lions, rhinos, giraffes, and many antelope species around the waterholes.
It offers a lot of game viewing, especially in the dry season when animals gather at the waterholes. (Any 1 x2) (2)
- 4.2.1. Botswana=C✓
Zimbabwe=D✓ (2)
- 4.2.2. • It is one of the largest waterfalls in the world. ✓✓
• It is known as "The Smoke That Thunders" because of its spray.
• It forms part of the Zambezi River between Zambia and Zimbabwe.
• It is a UNESCO World Heritage Site.
• It offers activities such as bungee jumping, white-water rafting, and helicopter flights. (Any 1 x2) (2)
- 4.2.3. • Massive stone walls and enclosures, built very high ✓✓
• The Hill Complex with religious and royal remains.
• Artefacts that show the kingdom's trading links (gold, pottery, beads).
• Evidence of a powerful African civilisation (Any 1 x2) (2)

[30]

QUESTION 5

- 5.1. • Protecting heritage sites helps to preserve cultural identity. ✓ ✓
• Heritage sites promote tourism and contribute to the economy. ✓ ✓
• They protect historical knowledge for current and future generations.
• Heritage sites educate future generations about their cultural and historical background. (Any 2 x2) (4)

- 5.2.
- The variety of local cuisine and crafts draws visitors and enriches their experience. ✓ ✓
 - Diverse languages and traditions offer tourists a unique cultural perspective. ✓ ✓
 - Heritage tourism, including museums and historical sites, allows tourists to learn about South Africa's past. ✓ ✓
 - Cultural festivals and events attract tourists from around the world. **(Any 3 x2)** (6)
- [10]

QUESTION 6

- 6.1.
- Social media reaches a large audience, allowing tourism businesses to attract potential tourists from all over. ✓ ✓
 - It is a cost-effective way to promote tours, attractions, and services.
 - Social media enables visual engagement through photos and videos, capturing tourists' interest. **(Any 1 x2)** (2)
- 6.2.
- Personal selling helps build trust and strong relationships with customers. ✓ ✓
 - It allows tours and services to be tailored to individual preferences.
 - Personal selling can increase bookings directly by persuading potential tourists. **(Any 1 x2)** (2)
- 6.3.
- Trade shows and exhibitions ✓
 - Sales promotions ✓
 - Promotional sponsorships **(Any 2 x1)** (2)
- [10]

TOTAL SECTION C: [30]

SECTION D: TOURISM SECTORS

QUESTION 7

- 7.1.1.
- Inbound international flight: ✓ The tourist flew from Germany to Johannesburg. ✓
 - Domestic flight ✓: The tourist then flew from Johannesburg to Durban. ✓
 - Chartered flight ✓: The tourist later flew to a safari lodge in Limpopo ✓ (6)
- 7.2.
- The passenger goes to the check-in counter or self-service kiosk to present their ticket/ID. ✓
 - They hand in checked baggage which is weighed and tagged. ✓
 - They receive a boarding pass with their seat number and gate information. ✓
 - The passenger then proceeds to the security check and boarding gate. ✓ (4)
-
- 7.3.
- Seatbelt securely fastened. ✓
 - Seat in upright position. ✓ (3)

- Tray table folded away. ✓
- Electronic devices switched off or on flight mode.
- Carry-on baggage securely stowed in overhead bins or under the seat.

(Any 3 × 1)

- 7.4.
 - Carry-on baggage is small luggage that passengers may take into the cabin and store in the overhead bins or under the seat. ✓
 - Checked baggage is larger luggage handed in at check-in and stored in the aircraft's cargo hold. ✓**(2)**
- 7.5.1. Bus A✓ and Bus B✓ **(2)**
- 7.5.2. Bus A✓ **(1)**
- 7.5.3. $R480 \times 5 = R2\ 400$ **(2)**
- 7.5.4.
 - Bus C does not have toilet facilities or Wi-Fi, so it offers fewer services. ✓
 - It may also be a shorter or less comfortable trip.**(1)**
- 7.6.1.
 - The Gautrain is fast and reliable, helping tourists save travel time between Johannesburg, Pretoria, and OR Tambo Airport. ✓✓
 - It is safe and secure, with guards and surveillance, giving tourists peace of mind. ✓✓
 - It has modern technology, such as electronic ticketing and clear announcements, making it easy for tourists to use.
 - The Gautrain is connected to buses and parking facilities, improving accessibility. **(Any 2 × 2)****(4)**
- 7.7.1.
 - Inside cabin✓
 - Ocean-view cabin✓
 - Balcony cabin
 - Suite **(Any 2 × 1)****(2)**
- 7.7.2.
 - Swimming pools✓
 - Restaurants and buffets✓
 - Theatres and live shows
 - Fitness centre / gym
 - Kids' clubs
 - Spa and wellness facilities
 - Casino **(Any 2 × 1)****(2)**
- 7.7.3. 2658 passengers✓ **(1)**
- 7.7.4. Yes. The MSC Opera caters for people with disabilities because it has 5 cabins for people with disabilities or reduced mobility. ✓✓ **(2)**
- 7.8.1.
 - Avis✓
 - Hertz✓
 - Europcar**(2)**

- Bidvest Car Rental
- Thrifty **(Any 2 × 1)**

- 7.8.2. a) CDW (Collision Damage Waiver): Covers the renter against costs of damage to the rental vehicle in an accident. ✓✓
- b) TLW (Theft Loss Waiver): Covers the renter if the rental vehicle is stolen. ✓✓
- c) PAI (Personal Accident Insurance): Provides cover for medical expenses, injury, or death of the driver and sometimes passengers in case of an accident. ✓✓

(6)

[40]

TOTAL SECTION D: [40]

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

QUESTION 8

- 8.1.1. • More tourists will increase the income in the region ✓ ✓
- Better infrastructure development at tourism destinations ✓ ✓
 - Awareness of Southern Africa as a tourist destination.
 - It can help with economic growth and creating jobs
 - Increase in foreign investments
 - Reducing poverty
 - Having more destinations will increase development of international airports
 - Joining hands with the private sector on sustainable and development projects

Any other acceptable advantage **(Any 2x2)** **(4)**

- 8.2.1. Tourism where you travel within the borders of your own country. ✓ ✓ **(2)**

- 8.2.2. • Domestic tourism creates jobs in hotels, restaurants, transport, and attractions. ✓ ✓
- Local businesses earn more money when South Africans travel inside the country. ✓ ✓
 - It helps rural areas and small towns to grow because tourists spend money there.
 - South Africans travelling at different times of the year reduce the problem of seasonality.
 - Money stays in South Africa instead of being spent overseas.

(Any 2 x2) **(4)**

- 8.2.3. RETOSA is responsible for the promotion and marketing of tourism in Southern Africa as a region. ✓ ✓ **(2)**

QUESTION 9

- 9.1. • Poor service causes tourists to be dissatisfied, which can result in negative reviews and bad publicity. ✓✓
 • The business may lose customers to competitors who offer better service. ✓✓
 • Fewer tourists will return, leading to reduced income and financial losses.
 • A damaged reputation can affect long-term sustainability of the business.
(Any 2x2) (4)
- 9.2. • Use simple and clear language, avoiding slang or complicated terms. ✓✓
 • Be patient and respectful, always showing cultural sensitivity. ✓✓
 • Use non-verbal communication such as gestures, body language, and visuals.
 • Provide translated materials such as brochures, menus, or signs.
 • Train staff in basic cultural awareness and foreign language skills.
 • Use technology tools such as translation apps to assist communication.
(Any 2x2) (4)
- 9.3. • Satisfied tourists are more likely to return (repeat business). ✓✓
 • Tourists recommend the business to friends and family (word-of-mouth). ✓✓
 • It builds a positive image and good reputation for the business. ✓✓
 • Leads to increased income and profitability.
 • Improves competitiveness in the tourism industry.
 • Reduces the number of complaints and problems
(Any 3x2) (6)
- 9.4 Tourism sectors are interdependent as they depend on one another in order to function properly. ✓✓ Eg. The attraction sector relies on the hospitality sector to accommodate the tourists when they travel to view an attraction. ✓✓ Any example within travel agents, transport, hospitality, attraction and support services. (4)
[18]

TOTAL SECTION E: [30]**GRAND TOTAL: [150]****Additional resources:****Shuters Top Class Grade 11 Tourism Learners Book****Via Afrika Grade 11 Tourism Study guide**

**ANALYSIS GRID FOR COGNITIVE DEMAND
GRADE 11 NOV 2025**

TOURISM

Quest nr	ACTION VERB	Mark					Total mark
			60	100	40		
How are you doing?							
1.1.	CHOOSE	20	20				20
1.2.	MATCH	5	5				5
1.3	MATCH	5	5				5
1.4.	CHOOSE	6	6				6
1.5.	MATCH	4	4				4
2	CREATE	10		10			10
3.1	CALCULATE	3					3
3.2	CALCULATE	3					3
3.3	CALCULATE	3					3
3.4	INDICATE	1					1
4,1,1	INDICATE	2	2				2
4,1,2	IDENTIFY	1	1				1
4,1,3	DESCRIBE	2		2			2
4,1,4	NAME	2	2				2
4,1,5	GIVE	2		2			2
4,1,6	IDENTIFY	1	1				1
4,2,1	INDICATE	2		2			2
4,2,2	EXPLAIN	2	2				2
4,2,3	IDENTIFY	1	1				1
4,2,4	EXPLAIN	2		2			2
4,2,5	DESCRIBE	2		2			2
4,2,6	IDENTIFY	1	1				1
4,3,1	INDICATE	2	2				2
4,3,2	STATE	2		2			2
4,3,3	DESCRIBE	2		2			2
4,3,4	EXPLAIN	2		2			2
4,3,5	IDENTIFY	1	1				1
4,3,6	IDENTIFY	1	1				1
5.1	EXPLAIN	4		4			4
5.2	DISCUSS	6					6
6.1	EXPLAIN	2		2			2
6.2	EXPLAIN	2					2
6.3	GIVE	2		2			2
6.4	ANALYSE	4					4
7,1,1	IDENTIFY	6		6			6
7.2	EXPLAIN	4		4			4
7.3	EXPLAIN	4		4			4
7.4	LIST	3	3				3
7,5	EXPLAIN	2		2			2
7.6.1	IDENTIFY	2	2				2
7.6.2	IDENTIFY	1	1				1
7.6.3	CALCULATE	2					2
7.6.4	SUGGEST	1					1
7.7.1	IDENTIFY	2		2			2
7.7.2	DESCRIBE	2		2			2
7.7.3	EXPLAIN	2		2			2
7.8.1	EXPLAIN	4		4			4
7.9.1	NAME	2		2			2
7.9.2	LIST	2		2			2
7.9.3	STATE	1					1
7.9.4	INDICATE	2		2			2
7.10.1	NAME	2		2			2
7.10.2	EXPLAIN	6		6			6
8.1.1	EXPLAIN	4		4			4
8.2.1	DEFINE	2		2			2
8.2.2	DISCUSS	4					4
8.2.3	NAME	6		6			6
9,1	GIVE	6					6
9.2	EXPLAIN	4					4
9.3	DESCRIBE	4		4			4
9,4	LIST	6		6			6
9.5	EXPLAIN	4		4			4
		200		100			200