



education

DEPARTMENT: EDUCATION
MPUMALANGA PROVINCE

**NATIONAL
SENIOR CERTIFICATE**

GRADE 10

**TOURISM
NOVEMBER 2023**

TOTAL MARKS: 200

TIME: 3 HOURS

This question paper consists of 15 pages.

INSTRUCTIONS AND INFORMATION

Read the instructions carefully before answering the questions.

1. This question paper consists of FIVE sections and SEVEN questions.
2. Answer ALL the questions.
3. Start EACH QUESTION on a NEW page.
4. Number your answers according to the numbering system used in the question paper.
5. Use the mark allocation at the end of each question as guide to determine the length of your answer.
6. You may use a non-programmable calculator.
7. Write neatly and legibly.
8. Use the table below as a guide to help you allocate your time according to each section.

SECTION	TOPIC	MARKS	TIME
A	Short questions	40 marks	20 minutes
B	Map Work and Tour Planning	30 marks	30 minutes
C	Tourism Attractions, Culture and Heritage Tourism, Marketing	50 marks	50 minutes
D	Tourism Sectors, Sustainable and Responsible Tourism	50 marks	50 minutes
E	Domestic, Regional and International Tourism, Communication and Customer Care	30 marks	30 minutes

SECTION A: SHORT QUESTIONS

QUESTION 1

- 1.1 Various possible options are provided as answers to the following questions. Write only the letter (A - D) next to the question number (1.1.1 - 1.1.20) in the answer book.
- 1.1.1 The term used to describe the illegal hunting of animals, is..... (1)
- A Hunting.
 - B Poaching.
 - C Trapping.
 - D Game viewing.
- 1.1.2 GPS stands for.... (1)
- A General Positioning System
 - B Global Post System
 - C General position system
 - D Global positioning system
- 1.1.3 This type of transport is often used as a means of transport in the rural areas. (1)
- A metered taxis
 - B hot air ballooning
 - C donkey carts
 - D camels
- 1.1.4 The facility that can be referred to as in-room technology: (1)
- A complimentary tea and coffee
 - B extra blanket
 - C baby cot
 - D electronic key card
- 1.1.5 The government department that is responsible for issuing passports to South Africans: (1)
- A Department of Trade and Industry
 - B Department of International Affairs
 - C Department of Home Affairs
 - D Department of Economic Development
- 1.1.6 The 0° line of longitude is called ... (1)
- A the Greenwich Meridian.
 - B the Equator.
 - C the International Date line.
 - D time zone.

- 1.1.7 When the species is threatened, it means that ... (1)
- A the species is neglected.
 - B the species is extinct.
 - C there is only a small number of the species left and therefore it needs to be protected.
 - D it is a dangerous species, normally a carnivore cat species.
- 1.1.8 Countries where most of our tourist come from is referred to as ... (1)
- A destination markets
 - B source markets
 - C market segmentation
 - D marketing areas
- 1.1.9 The equator divides the world in a / an ... (1)
- A Eastern and Southern hemisphere
 - B Western and Eastern hemisphere
 - C Northern and Southern hemisphere
 - D Northern and Western hemisphere
- 1.1.10 Mpumalanga means the ... (1)
- A "Place of Gold"
 - B "Diamond Industry"
 - C "Platinum Province"
 - D "Place of the Rising Sun"
- 1.1.11 The caves where the fossils of early hominids found: (1)
- A Cango caves
 - B Echo caves
 - C Sudwala caves
 - D Sterkfontein caves
- 1.1.12 The mode of transport that is the fastest and can cover a long distance: (1)
- A Air transport
 - B Road transport
 - C Water transport
 - D Rail transport
- 1.1.13 The tenth World Heritage Site in South Africa is ... (1)
- A Barberton Makhonjwa Mountains.
 - B Khomani Cultural Landscape
 - C Robben Island
 - D Cape Floral Region

- 1.1.14 Identify the TWO provinces in South Africa that each have TWO World Heritage Sites: (1)
- A Gauteng and the Free State
 - B North West and Gauteng
 - C Western Cape and KwaZulu-Natal
 - D KwaZulu-Natal and Gauteng
- 1.1.15 This type of communication does NOT require words: (1)
- A Verbal
 - B Visual
 - C SMS
 - D Fax
- 1.1.16 The type of establishment chosen by a tourist is influenced by: (1)
- A Budget
 - B Colour of the walls
 - C How efficient the transport is.
 - D Dishwashing facilities in a luxury lodge.
- 1.1.17 Scale represents: (1)
- A Ratio of distance on map to actual distance on ground
 - B Shows the four cardinal points
 - C Time differences
 - D A numbered square grid.
- 1.1.18 Rules for tourist behaviour in the environment: (1)
- A Leave litter lying around
 - B 'Leave nothing but footprints.'
 - C Pick flowers.
 - D Harm plants and animals.
- 1.1.19 Which category does **NOT** describe a type of tourist (1)
- A bicycle
 - B leisure and holiday
 - C adventure
 - D business
- 1.1.20 When people travel within their own country it is called: (1)
- A regional tourism
 - B inbound tourism
 - C domestic tourism
 - D international tourism

(20)

- 1.2 Select the term that best matches the descriptions below. Write only the correct term next to the question number (1.2.1 - 1.2.5) in the answer book.

customs; continental; shebeen; receptionist; marinas; porter; boathouse

- 1.2.1 The government agency that seeks to control the movement of goods and people into and out of the country (1)
- 1.2.2 A person in the hotel checking in the guests and attending to their needs (1)
- 1.2.3 An unlicensed house that sells alcohol, especially in Ireland, Scotland and South Africa. (1)
- 1.2.4 A port designed for small boats or yachts, usually with exclusive waterfront accommodation (1)
- 1.2.5 A light breakfast consisting of rolls, coffee, toast, et cetera (1)
- (5)

- 1.3 Choose an abbreviations in COLUMN A that matches a description in COLUMN B. Write only the letter (A-G) next to the question number (1.3.1-1.3.5) in the ANSWER BOOK, for example 1.3.6 H.

NO	COLUMN A		COLUMN B
1.3.1	TBCSA	A	Represents member's interest on most recognised public and private sector economic, business and environmental forums
1.3.2	TGCSA	B	Is dedicated to provide more information to entrepreneurs wishing to start up in tourism industry.
1.3.3	SATSA	C	Tries to positively influence government policies and decisions in the industry.
1.3.4	FEDHASA	D	Encourages and publicises fair and responsible business practice by S.A tourism establishment.
1.3.5	FTTSA	E	Is responsible for independent grading of tourism
		F	Represents most of Southern Africa's vehicle rental companies in the tourism sector.
		G	Markets South Africa globally as a preferred youth tourism destination.

(5)

- 1.4 Choose the correct word(s) between brackets to correct the statement. Write only the word(s). (1)
- 1.4.1 Accommodation is usually paid per night and the rate is abbreviated as (pppn/pps). (1)
- 1.4.2 A holiday cottage where guests have to look after themselves, e.g. having to prepare their own food, is called (off premise / self-catering) accommodation. (1)
- 1.4.3 A lodge is accommodation that a tourist can visit in a (town area/ natural area). (1)
- 1.4.4 An accommodation establishment can install (low-flow shower heads/ a room safe) to save on non-renewable resources. (1)
- 1.4.5 The (Department of Labour / Department of Home Affairs) is responsible for the issuing of passports. (1)
- 1.5 Identify the forms of payment indicated in the pictures below: (5)

1.5.1	1.5.2
	
1.5.3	1.5.4
	
1.5.5	
	

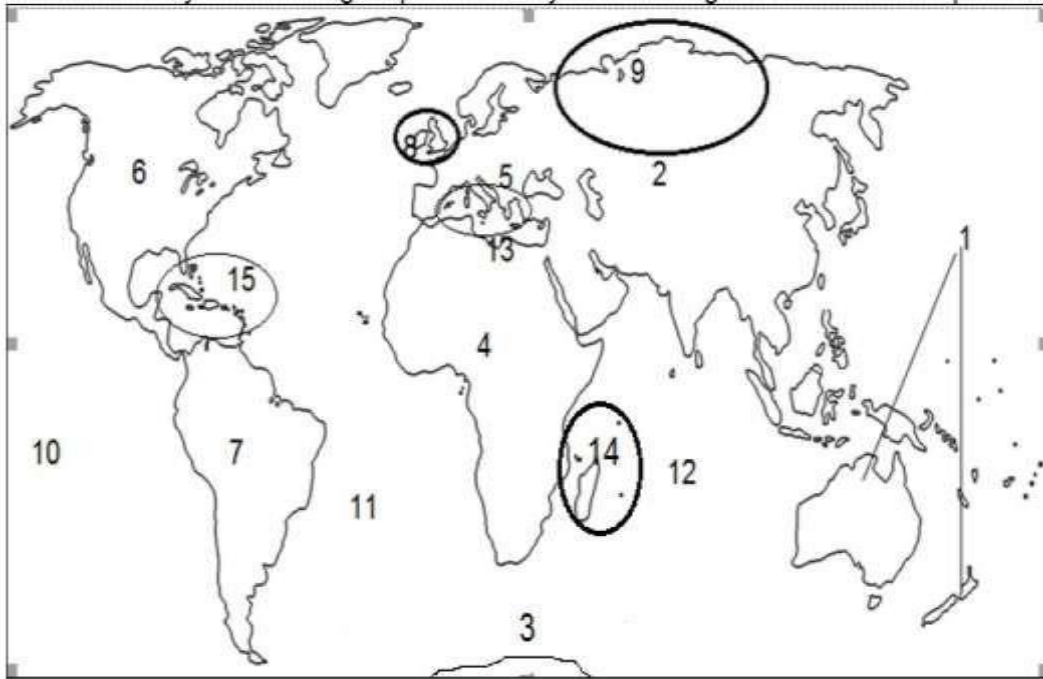
(5)

TOTAL SECTION A: [40]

SECTION B: MAP WORK AND TOUR PLANNING

QUESTION 2

2.1 Study the world map below and answer the questions that follow.



- 2.1.1 Identify the continents number 2 - 7. Write only the answer next to the numbers. (6)
- 2.1.2 Name the tourist regions numbered 8 and 9 on the world map. (2)
- 2.1.3 List the oceans numbered 10 - 12. (3)
- 2.1.4 Identify the island groups numbered 13 - 15. (3)
- 2.1.5 Explain the following terms:
- (a) Lines of longitude (2)
 - (b) Lines of latitude (2)
- (18)**

2.2 Study the distance table and answer the questions that follow.

Distance table	Durban	Johannesburg	Pretoria	Bloemfontein	Port Elizabeth	Cape Town	Ladysmith	Estcourt	Underberg	Bergville
Durban	*	598	656	667	927	1660	251	157	250	202
Johannesburg	598	*	58	417	1062	1405	367	423	688	490
Pretoria	656	58	*	475	1120	1463	425	481	746	540
Bloemfontein	667	417	475	*	635	998	436	421	640	476
Port Elizabeth	927	1062	1120	635	*	756	999	943	1177	995
Cape Town	1660	1405	1463	998	756	*	1429	1413	1750	1458
Ladysmith	251	367	425	436	999	1429	*	56	340	45
Estcourt	157	423	481	421	943	1413	56	*	290	60
Underberg	250	688	746	640	1177	1750	340	290	*	335
Bergville	202	490	540	476	995	1458	45	60	335	*

The Zikalala family is based in Durban. Last year December 2022, they visited different tourist attractions found in South Africa. From Durban they drove to Johannesburg. In Johannesburg they spent 2 days visiting the tourist attractions and then drove to Bloemfontein. They spent four days in Bloemfontein before returning to Durban.

2.2.1 State the distance between:

- (a) Bergville and Ladysmith. (1)
- (b) Cape Town and Bloemfontein. (1)

2.2.2 Calculate the total distance that was travelled by the Zikalala family. (Show all calculations) (4)

2.2.3 Mr. Zikalala decided to drive at an average speed of 100km per hour. Calculate from Bloemfontein how long it would take them to get back to Durban. (2)

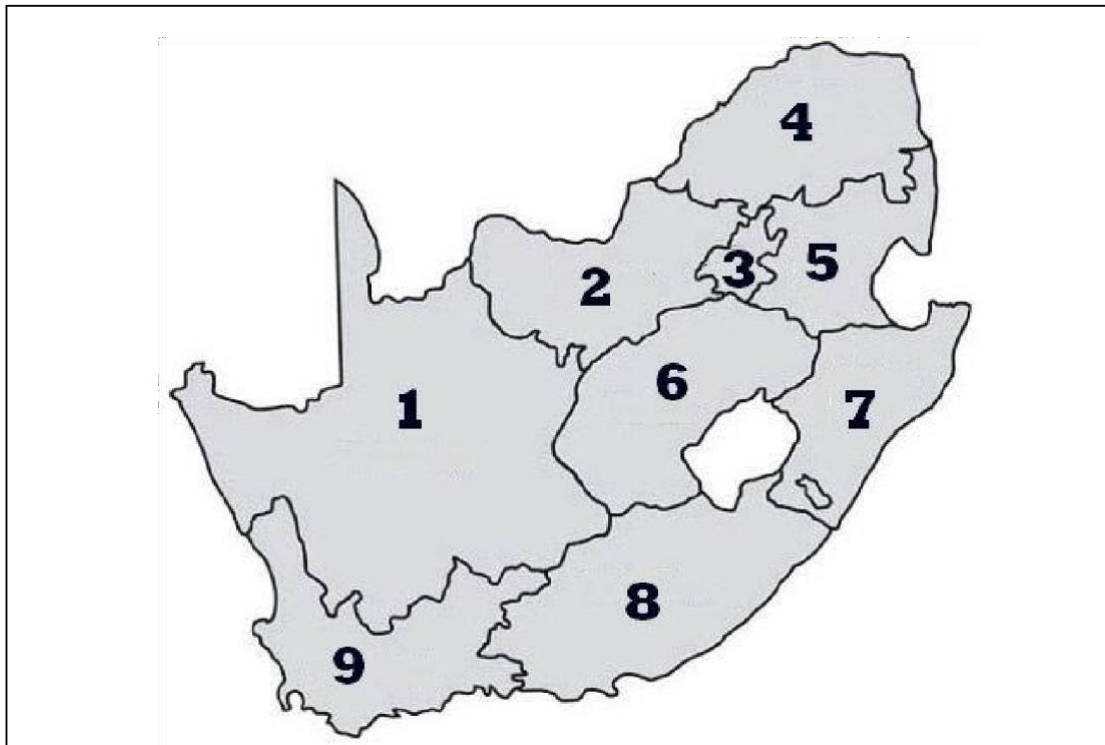
2.2.4 Although Mr. Zikalala decided to drive at an average speed of 100km per hour, the time arrived at in 2.2.3 can differ. Give TWO reasons as to why this may happen. (4)
(12)

TOTAL SECTION B: [30]

**SECTION C: TOURISM ATTRACTIONS; CULTURAL AND HERITAGE TOURISM;
MARKETING**

QUESTION 3

3.1 Study the map of South Africa below and answer the following questions:



- 3.1.1 Write in full the acronym **SANPARKS**. (2)
- 3.1.2 Name the provinces at 2, 5 and 8. (3)
- 3.1.3 Identify the world heritage site located in provinces 4, 5 and 6 (3)
- 3.1.4 Name the attraction in province 4 where tourists can see san rock paintings. (2)
- 3.1.5 The Kruger National Park houses a huge variety of fauna and flora. Explain what you understand with the concepts fauna and flora. (4)
- 3.1.6 State the capital city of province 8. (1)
- (15)**

3.2 Study the case study below and answer all the questions.

THE BOTSHABELO MISSION STATION

The Botshabelo Mission Station in Middelburg, Mpumalanga is made up of Fort Merensky, churches and a parsonage. Next to it is a traditional village and living museum. A living museum demonstrates traditional crafts and practices. The Botshabelo Mission Station and Historical Village dates back from 1860. German missionaries founded it in the 1650s. Botshabelo means place of refuge or sanctuary. Fort Wilhelm was built to protect the settlement. The Botshabelo Mission Station includes a Ndebele village. The Ndebele are an indigenous tribe that migrated there about 400 years ago from present-day KwaZulu-Natal. The Ndebele are famous for their background and geometric patterns on dresses and accessories. Other aspects of cultural heritage include the stacked rings worn around the neck, arms and legs of a woman, for examples of cultural heritage displayed in the museum are the traditional mural art that is based on the abstract triangular and rectangular shapes. Today the art is modernised to include contemporary features such as aeroplanes and car number plates.

[Adapted from "The culture and heritage of Botshabelo"]

- 3.2.1 Indicate the province in which the mission is stationed. (2)
- 3.2.2 State the purpose of a heritage site. (2)
- 3.2.3 Discuss the meaning of "Living museum" (3)
- 3.2.4 Show how the museum represent:
- (a) the history of the area. (2)
 - (b) the culture of the Ndebele people. (2)
- 3.2.5. Explain the meaning of the word "Botshabelo". (2)
- 3.2.6 Indicate how the Ndebele culture has been modernised? (2)

(15)

QUESTION 4

- 4.1 Give the five steps or processes of market research. (5)
- 4.2 Define the following terms
- (a) Marketing (2)
 - (b) Market share (2)
 - (c) Competitive edge. (2)
 - (d) Niche market (2)

(e) Market research. (2)

4.3 List the five p's of the marketing mix. (5)

TOTAL SECTION C: (20)
[50]

SECTION D: TOURISM SECTORS; SUSTAINABLE AND RESPONSIBLE TOURISM

QUESTION 5

5.1 Study the following Pictures and answer the questions that follow:



5.1.1 Name and describe the type of accommodation identified above (3)

5.1.2 Provide one service and one facility that a tourist would expect to find at the above mentioned establishment (4)

5.1.3 Explain the following tourism jargon:

(a) En-suite (2)

(b) Buffet (2)

(c) Double room (2)

5.1.4 Identify TWO technology for safety that the accommodation could have. (2)
(15)

5.2 Read the passage below and answer the questions that follow:

The Muambo family of four from Mozambique planned a holiday to South Africa. They visited their local travel agent who finalised all their travel arrangements quickly and efficiently.

The day finally arrived and the Muambo family were on their way to South Africa. Upon arrival at OR Tambo International Airport, they had their passports stamped by the staff at passport control and proceeded to collect their luggage. They then continued to the domestic terminal for their connecting flight to Durban.

When they arrived at the King Shaka International Airport a porter assisted with the carrying of their bags. They were then transferred to their 3star hotel on the Durban Golden Mile by a local taxi operator.

The next morning a tourist guide took them to see some of Durban's many tourist attractions.

The Muambo family required certain services and products when travelling to and within South Africa.

- 5.2.1 From the passage above identify THREE examples of services. (3)
- 5.2.2 Name the sectors of the tourism industry that will supply each service (3)
- 5.2.3 Identify TWO modes of transport used by the Muambo family. (2)
- 5.2.4 Suggest an alternative mode of transport that the Muambo family could have used to get to their destination in Durban. (2)
- 5.2.5 If you were their travel agent would you have advised them to use this mode of transport? Give a reason for your answer. (3)
- 5.2.6 Name the organisation responsible for grading the hotels in South Africa. (2)
- (15)**

QUESTION 6

6.1 Explain briefly the following terms:

- (a) Carbon footprint. (2)
- (b) Greenhouse gasses. (2)
- (c) Deforestation. (2)

- 6.2 Distinguish between climate change and global warming. (4)
- 6.3 Identify TWO causes contributing to global warming. (2)
- 6.4 Name TWO consequences of climate change on the tourism industry. (2)
- 6.5 Suggest TWO ways on which accommodation establishments can minimize their carbon footprints. (2)
- 6.6 Give FOUR ways on how tourists can become “greener”. (4)

**TOTAL SECTION D: (20)
[50]**

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

QUESTION 7

- 7.1 Draw the internationally recognized symbol to represent the following:
- 7.1.1 Ladies toilet (1)
- 7.1.2 No parking here (1)
- 7.1.3 No entry (1)
- 7.1.4 Hospital (1)
- 7.1.5 Disabled parking (1)
- 7.1.6 No smoking (1)
- 7.1.7 Food available (1)
- 7.2 Read the information below and answer the questions that follow: (7)

Janice is a chef from Australia who is visiting South Africa to teach a cooking class. She e-mailed a hotel in Johannesburg to make a booking. After 4 days she received no response, so she phoned the hotel. After being on hold for 12 minutes, a receptionist answered, “yes” Janice said that she had sent an email and the receptionist responded that she didn’t have time to read e-mails. The receptionist then told Janice to hold again and she started talking to a friend in the office. Jane decided to hang up and try a different hotel.

- 7.2.1 Explain what “non-verbal” communication is, using an example. (2)
- 7.2.2 Identify examples of poor customer service from the case study. (4)

7.2.3	What was the consequence of poor customer service in the story?	(1)
7.2.4	Discuss THREE rules a business can apply to improve poor service delivery.	(6)
7.2.5	Discuss THREE advantages of good customer service for a business.	(6)
7.2.6	Discuss TWO advantages of good customer service for customers.	(4)
		(23)
	TOTAL SECTION E:	[30]
	GRAND TOTAL:	200