



education

Department of
Education
FREE STATE PROVINCE

PREPARATORY EXAMINATION

GRADE 12

TOURISM

SEPTEMBER 2025

MARKS: 200

MARKING GUIDELINE

These marking guidelines consist of 15 pages.

TOPICS IN THE TOURISM CAPS		ABBREVIATIONS
TOPIC 1	Tourism sectors	TS
TOPIC 2	Map work and tour planning	MTP
TOPIC 3	Tourism attractions	TA
TOPIC 4	Sustainable and responsible tourism	SR
TOPIC 5	Domestic, regional and international tourism	DRI
TOPIC 6	Culture and Heritage Tourism	CH
TOPIC 7	Foreign exchange	FX
TOPIC 8	Communication and customer care	CC
TOPIC 9	Marketing	M

SECTION A: SHORT QUESTIONS

QUESTION 1

1.1

- | | | | |
|--------|--|-----|-----|
| 1.1.1 | C✓/Is small and specialised | (1) | M |
| 1.1.2 | B✓/GDP | (1) | FX |
| 1.1.3 | C✓/Switzerland | (1) | FX |
| 1.1.4 | B✓/Travelling clinic | (1) | MTP |
| 1.1.5 | C✓/Diplomatic passport | (1) | MTP |
| 1.1.6 | A✓/TOMSA | (1) | M |
| 1.1.7 | D✓/Windmills | (1) | TA |
| 1.1.8 | D✓/Bilharzia | (1) | MTP |
| 1.1.9 | A✓/Set the watch back 1 hour | (1) | MTP |
| 1.1.10 | C✓/Buy goods and services from the local community | (1) | SR |
| 1.1.11 | B✓/Uniform allowance | (1) | TS |
| 1.1.12 | C✓/Department of Home Affairs | (1) | MTP |
| 1.1.13 | A✓/Pay hospitalisation and related medical costs in the country to be visited | (1) | MTP |
| 1.1.14 | B✓/It is the only place where the Nama live and practice their traditional nomadic lifestyle | (1) | CH |
| 1.1.15 | B✓/Mecca | (1) | TS |
| 1.1.16 | D✓/Immigration, baggage claim area, customs | (1) | MTP |
| 1.1.17 | D✓/17 hours | (1) | MTP |
| 1.1.18 | A✓/SWIFT | (1) | CC |
| 1.1.19 | B✓/Limpopo | (1) | CH |
| 1.1.20 | A✓/Continuous reinvention of the product by offering new services and diverse activities | (1) | CC |

(20)

1.2

- | | | | |
|-------|--------------------|-----|-----|
| 1.2.1 | Rio Carnaval ✓ | (1) | DRI |
| 1.2.2 | Unforeseen event ✓ | (1) | DRI |
| 1.2.3 | Linear ✓ | (1) | MTP |
| 1.2.4 | Lilizela ✓ | (1) | M |
| 1.2.5 | Labour ✓ | (1) | TS |

(5)

1.3

- | | | | |
|-------|-----------------------------------|-----|-----|
| 1.3.1 | AA ✓ | (1) | MTP |
| 1.3.2 | Yellow Fever ✓ | (1) | MTP |
| 1.3.3 | SAHRA ✓ | (1) | CH |
| 1.3.4 | SATourism ✓ | (1) | M |
| 1.3.5 | Preloaded foreign currency card ✓ | (1) | TS |

(5)

1.4

1.4.1	Europe ✓	(1)	TA
1.4.2	Paris ✓	(1)	TA
1.4.3	Japan ✓	(1)	TA
1.4.4	Jerusalem ✓	(1)	TA
1.4.5	Swiss Alps/Jungfrau-Aletsch ✓	(1)	TA
		(5)	

1.5

1.5.1	D ✓	(1)	DRI
1.5.2	B ✓	(1)	DRI
1.5.3	C ✓	(1)	DRI
1.5.4	F ✓	(1)	DRI
1.5.5	E ✓	(1)	DRI
		(5)	

TOTAL SECTION A: 40

SECTION B: MAP WORK AND TOUR PLANNING; FOREIGN EXCHANGE

QUESTION 2

2.1 2.1.1 Window seat ✓ (1) MTP

2.1.2 **Jet lag:** (2 x 2) (4) MTP
When crossing more than 3 time zones, ✓✓ from west to east or east to west.

Jet fatigue:
When less than 3 time zones are crossed, ✓✓ from north to south or south to north.

(NOTE: The travel-related condition and the definition must match, and the travel-related condition must be mentioned)

2.1.3 A country's ... (2 x 2) (4) MTP

tourism businesses will benefit as people now **increase their leisure activities on weekdays**, whereas, previously, they were limited to weekends or holidays. ✓✓

local tourism and day tourism and day tourists will be more, setting the **multiplier effect** into effect. ✓✓

- increase employment opportunities, **as longer business hours** will lead to greater demand and **more employment opportunities**.
- productivity increases due to work performed during cooler hours.

2.1.4 Delhi 07:15 +5.5 5 July 2025 (7) MTP
Paris +1

Time difference: (+5.5) - (+1) = 4 hours 30 min ✓

Time in Paris: 07:15 - ✓ 4 hours 30 min = 02:45 ✓

Arrival time: 02:45 + ✓ 9 hours 40 min = 12:25 ✓

DST: 12:25 + 1 hour = 13:25 ✓ 5 July 2025 ✓

OR

13:25 ✓✓✓✓✓✓ 5 July 2025 ✓

2.2

DESCRIPTION	CALCULATION	AMOUNT
The Oyster Box (accommodation)	R7 600 x 6✓	R45 600✓
Return Airline ticket	R1 910 x 2✓	R3 820✓
Transport	R750 x 7✓	R5 250✓
Pocket money	R1 500 x 7	R10 500✓
Souvenirs	R2 500	R2 500✓
Tips	R300	R300✓
TOTAL		R67 970✓

(10) MTP

2.3 **IN THE CAR:**

(6) MTP

Know where you are going before departure – reliable map/GPS.✓

Use a roadworthy vehicle – always ensure enough fuel.✓

- Lock the doors and keep the windows closed.
- Lock valuable items in the boot.
- Pay attention to your surroundings – especially at a traffic light.
- Stay in well-marked & well-lit streets.
- Don't give strangers a ride.

IN PUBLIC AREAS:

Respect the cultural protocol of the area. ✓

Be aware of your surroundings & familiarise yourself with the local police service. ✓

- Stay in busy places such as centres. If you visit quieter places, use a guide.
- Use registered and qualified guides.
- Do not wear visible jewellery, cameras or handbags over your shoulders; be careful of pickpockets.
- Never accept help from strangers to help with ATM transactions.
- Avoid carrying large amounts of money; if necessary, divide amounts into smaller amounts & keep them in different places.
- Report stolen credit/debit cards immediately.

AFTER SUNSET:

Avoid isolated places at night. ✓

Always travel in groups. ✓

- Use known public transport.
- Make sure your mobile phone is charged.
- Travel with little luggage.
- Plan your route prior.
- Stay as close as possible to well-lit areas.

2.4 2.4.1 **CUSTOMS:** (2) MTP
It is an agency or authority in a country responsible for collecting taxes and controlling goods entering and exiting the country. ✓✓

2.4.2 Green Channel: (4) MTP
When a tourist does not exceed duty-free limits or when your travel allowance is within the allowed amount. ✓✓

- When a tourist has nothing to declare.

Red Channel:
When the tourist has any goods to declare, and it exceeds the travel allowance, they will use the red channel. ✓✓

2.5 hunting rifle; ✓ (2) MTP
500 g biltong; ✓

- 100 g marijuana

[40]

QUESTION 3

3.1

3.1.1 R15 000/✓ 19,75✓ = €✓759,49✓

(4) FX

OR

€✓759,49✓✓✓

3.2 Political instability ✓

(2) FX

Natural disasters ✓

- Unforeseen events

(Accept examples)

3.3 Domestic tourism:

(2 x 2) (4) FX

Domestic tourism will show an increase because it is not affordable for South Africans to travel. ✓✓

Inbound International travel will show an increase as international tourists view South Africa as a value-for-money destination. ✓✓

[10]

TOTAL SECTION B: 50

SECTION C: TOURISM ATTRACTIONS; CULTURE AND HERITAGE TOURISM; MARKETING

QUESTION 4

4.1

4.1.1 A – Petra ✓ (3) TA
B – Parthenon ✓
C – Chichen Itza ✓

4.1.2 D – Turkey ✓ (3) TA
E – Israel ✓
F – India ✓

4.1.3 Unique building site ✓✓ (2) TA

4.1.4 Acropolis ✓ (1) TA

4.1.5 Petra ✓ (2) TA
Chichen Itza ✓

4.1.6 Christians ✓ (2) TA
Moslems ✓

4.1.7 Ancient city carved out of rock ✓✓ (2) TA
• Transit route for traders
• One of the New Seven Wonders of the World.
• World Heritage Site.

4.2 4.2.1 **ICON:** (4) TA
An icon in the tourism context is an attraction or feature that is world-famous, has symbolic value and is particularly associated with a particular destination. ✓✓

ATTRACTION:

A tourist attraction is a place, an area, a building or an event of interest that tourists visit for its historical importance, cultural value, natural or man-made beauty or entertainment opportunities. ✓✓

4.2.2 Adventure tourist ✓ (1) TA
• Extreme tourist
• Special interest tourists (SBT)

- 4.2.3 Loss of income ✓✓ (4) TA
Loss of work (short term) ✓✓
• Loss of entrepreneurial opportunities
• Multiplier effect does not take effect
• Increase in crime due to job losses

- 4.2.4 Excellent marketing internationally and/or locally. ✓✓ (3 x 2) (6) TA
Effective and ethical conduct of staff and management. ✓✓
Positive experiences of visitors.
• Safety and crime prevention
• General appearance and maintenance

[30]

QUESTION 5

5.1

- 5.1.1 iSimangaliso Wetland Park ✓ KZN ✓ (2) CH

- 5.1.2 Cape Flower Region protected area ✓ Western Cape ✓ (2) CH

5.2

- 5.2.1 UNESCO ✓ (1) CH

- 5.2.2 Natural terrain ✓ (1) CH

- 5.2.3 The standard of living improved ✓✓ as there were more opportunities to make money, with more visitors. (2) CH

[8]

QUESTION 6

- 6.1 WTM ✓ (2) M
• World Travel Market
ITA Berlin ✓
- 6.2 Increase in the annual volume of foreign arrivals to South Africa. ✓✓ (4) M
Increase in international awareness of South Africa as a tourist destination. ✓✓
- 6.3 Marketing South Africa internationally as a preferred tourism destination. ✓✓ (3 x 2) (6) M
Maintain and improve the standard of facilities and services for tourists. ✓✓
Coordinate the marketing activities of role players in the industry. ✓✓

[12]

TOTAL SECTION C: 50

SECTION D: TOURISM SECTORS; SUSTAINABLE AND RESPONSIBLE TOURISM

QUESTION 7

- 7.1 Basic Conditions of Employment (Act 75 of 1997). ✓ (1) TS
- 7.2 Businesses may also have to introduce shift work due to the longer working hours, as by law, we are only allowed to work eight hours a day; otherwise, they have to pay overtime to workers who work longer. ✓ (1) TS
- 7.3 Communication skill ✓ (2) TS
Computer skills ✓
• Writing skills
• Mathematical skill
- 7.4 Waiters must make a good impression. ✓✓ (2) TS
• Waiters must be appropriately and neatly dressed; it contributes to the business's professional image. ✓✓
- 7.5 Guide all staff on acceptable behaviour in the workplace. ✓✓ (4) TS
Guide the staff's relationship with their colleagues and clients. ✓✓
• Help outline the expected behaviour of staff in performing their duties.
• Encourage a dignified and respectful attitude in the workplace.
• Ensure that different cultural and religious practices are recognised in the workplace.
• Help guide staff faced with ethical challenges in the workplace.
• Help build pride in the workplace while providing a common goal.
• Encourage collaboration and give employees and management a clear sense of what is good for the company.

[10]

QUESTION 8

8.1

8.1.1 **People (Social):**✓

(3 x 2) (6) SR

The community working on the farms ✓

- Training is provided

Environment (Planet):✓

All tea bags have been replaced with a Bioweb, a plastic-free, compostable material and our pyramid tea bags are made from PLA-compostable material. ✓

- Our packaging material is recyclable and FSC-certified.
- Printing inks also comply with environmental conservation requirements and are renewable materials.

Economy (Profit):✓

The community working on the farms ✓

- All farms with shares

8.1.2 Carmien Tea uses renewable materials and biodegradable materials in their products and packaging. ✓✓

(2) SR

8.2 8.2.1 The support that businesses give to communities where they do business. ✓✓

(2) SR

8.2.2 The local schools, through donations, facility renovations. ✓

(2) SR

Transport of school children is provided. ✓

- A full-time nurse and mobile clinic are also available.

8.3 8.3.1 Fair share ✓✓

(2 x 2) (4) SR

Democracy ✓✓

- Transparency
- Respect

8.3.2 Management can encourage guests to limit water and energy consumption at the destination. ✓✓

(2 x 2) (4) SR

Reduce, reuse and recycle practices courageously. ✓✓

- To protect nature, e.g. to plant trees.
- Reduce the use of natural resources.

[20]

TOTAL SECTION D: 30

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

QUESTION 9

9.1

9.1.1 Unforeseen ✓✓ (2) DRI

9.1.2 Travelling plans will be cancelled. ✓✓ (4) DRI
Destinies and attractions are not accessible ✓✓
• Tourists will lose money due to cancellations.

(Accept examples of how the unforeseen event affects
inbound international tourists.)

9.1.3 A loss of foreign income ✓✓ (4) DRI
Jobs may decrease/job losses ✓✓
• Infrastructure will have to be rebuilt/clean-up work
will have to take place, which will have an economic
impact.
• Multiplier effect does not occur.

9.2

9.2.1 Land market: Countries that can be reached without (2) DRI
using air transport. ✓

Air market: Countries that can only be reached by
air. ✓

9.2.2 UK ✓✓ (2) DRI

9.2.3 Mozambique ✓✓ (2)

9.2.4 Trend: Increase in tourist numbers ✓✓
Reason: Market recovers after COVID ✓✓ (4)

[20]

QUESTION 10

10.1

10.1.1 Poor service.✓ (2) MTP

Motivation: She is eating ✓

- Busy on her computer and not paying attention to the customer.

10.1.2 Unhappy client ✓ (2) MTP

Disloyal/less clients ✓

- Weak/negative WOM
- Smaller profit

10.2

10.2.1 Feedback cards ✓ (2) MTP

Complaint books ✓

- Complaints directly to management
- Surveys
- Telephone complaints

10.2.2 Written warning to the employee. ✓✓ (4) MTP

Retraining ✓✓

- Conversations with the management where the problem is solved.
- Work with a senior member of staff

(Accept examples of fixing poor customer service.)

[10]

TOTAL SECTION E: 30

GRAND TOTAL: 200