



**education**  
**MPUMALANGA PROVINCE**  
**REPUBLIC OF SOUTH AFRICA**

**NATIONAL SENIOR CERTIFICATE**

**GRADE 10**

**TOURISM**

**NOVEMBER 2019**

**MARKS: 200**

**TIME: 3 hours**

**This question paper consists of 18 pages**

**INSTRUCTIONS AND INFORMATION**

Read the instructions carefully before answering the questions.

1. This question paper consists of Five sections.
2. Answer ALL questions.
3. Start EACH question on a NEW page.
4. Number the questions according to the numbering system used in this question paper.
5. Use the mark allocation of each question as a guide to the length of your answer.
6. Write neatly and legibly.
7. The table below is a guide to help you to allocate your time according to each section

| SECTION | TOPIC                                                                             | MARKS      | TIME<br>(minutes) |
|---------|-----------------------------------------------------------------------------------|------------|-------------------|
| A       | Short Questions                                                                   | 40         | 20                |
| B       | Map work and Tour Planning                                                        | 30         | 30                |
| C       | Tourism Attractions; Culture and Heritage and Marketing                           | 50         | 50                |
| D       | Tourism Sectors, Responsible and Sustainable Tourism                              | 50         | 50                |
|         | Domestic, Regional and International Tourism, Communication and Customer service. | 30         | 30                |
|         | <b>TOTAL</b>                                                                      | <b>200</b> | <b>180</b>        |

**SECTION A: SHORT QUESTIONS****QUESTION 1**

1.1. Various options are provided as possible answers to the following questions. 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.

- 1.1.1 An advantage for a tourist that has stayed at a grade accommodation:
- A Can make use of the feedback system to compliment or criticize the establishment.
  - B Pay less because they are members of the organization.
  - C Does not know what to expect from the establishment.
  - D Can tell everyone to also stay at this establishment.
- 1.1.2 This province is the gateway to the rest of the African continent, because it shares a border with Mozambique, Zimbabwe
- A Lipompo
  - B North West
  - C KwZulu Natal
  - D Mpumalanga
- 1.1.3 Identify the country that is bordered by BOTH South-Africa and Mozambique.
- A Zimbabwe
  - B Lesotho
  - C Swaziland
  - D Botswana
- 1.1.4 This line of latitude divides the earth into a northern and southern hemisphere.
- A Equator
  - B Line of Capricorn
  - C Greenwich Meridian
  - D International Date line
- 1.1.5 This type of map indicates borders and capital cities in South-Africa.
- A Physical map
  - B Specialist map
  - C Road map
  - D Political map
- 1.1.6 Olivier makes use of electronic maps to reach his destination. Identify which one of the following IS NOT an electronic map.
- A Google earth
  - B Global Positioning System
  - C Specialist map
  - D Google street view
- 1.1.7 An example of a man-made attraction is:
- A Drakensberg Mountains
  - B Kirstenbosch National Botanical Gardens
  - C Limpopo River
  - D Knysna Forest

1.1.8 Which statement is true when a tourist profile is compiled:

- A Need the tourist's age
- B Need the tourist's interests
- C Need the tourist's preferences
- D All of the above

1.1.9 An electronic door lock that can only be opened with an electronic key card or a personal code can be described as:

- A Technology for work
- B Technology for safety
- C Technology for entertainment
- D Technology for information

1.1.1 Robben Island is a World Heritage Site in this province

0

- A Northern Cape
- B Western Cape
- C Southern Cape
- D Eastern Cape

1.1.1 Identify the cultural element that is depicted in the following photo:

1



- A Arts and crafts
- B Architecture
- C Music
- D Dance

1.1.1 Identify the national bird of South Africa:

2

- A Ostrich
- B Vulture
- C Eagle
- D Blue Crane

1.1.1 The Augrabies National Park is situated in this province.

3

- A Limpopo
- B Mpumalanga
- C Northern Cape
- D Eastern Cape

1.1.1 Tourists can reduce their carbon footprint by applying these practical steps:

4

- A Walk or cycle to nearby attractions and leave the lights of your room on the whole time
- B A. Drive with your own transport to attractions and switch off the lights in your room when you are not using them
- C Walk or cycle to nearby attractions and switch off the lights in your room

when you are not using them

- D Drive with your own transport and leave the lights of your room on the whole time

1.1.1 The reaction received on a message is called ...

5

- A Response  
B Messenger  
C Receiver  
D Sender

1.1.1 The platinum province of South-Africa is:

6

- A Gauteng  
B Mpumalanga  
C Free State  
D Northwest Province

1.1.1 A computerized message that was sent via the internet from the sender to the receiver.

7

- A Fax  
B Cellphone call  
C Email  
D Website

1.1.1 A room in a hotel with two single beds or two double beds

8

- A Loft  
B Twin room  
C Single room  
D Suite

1.1.1 Tourism symbols is a non-verbal way to give information to tourists. Study the following symbols and identify the one that indicate that there is accommodation available.

9

A



B



C



D



1.1.2 Identify the type of transport that is NOT an extraordinary mode of transport.

0

- A Cable car  
B Camel ride  
C Air-balloon ride  
D Hotel transfer

(20 x 1) (20)

- 2 Match the FUNCTION/DESCRIPTION in Column B to the correct ITEM in Column A. Write only the correct letter next to the corresponding number on your answer sheet. E.g. 1.2.11 Z

## 1.2.1

|        | COLUMN A                   |   | COLUMN B                                                                                          |
|--------|----------------------------|---|---------------------------------------------------------------------------------------------------|
| 1.2.1  | WWF                        | A | South-Africa's only speed train                                                                   |
| 1.2.2  | SAHRA                      | B | The organization responsible for the protection of natural and cultural heritage in South-Africa. |
| 1.2.3  | Metrorail                  | C | Usually located in a natural environment and sometimes include game drives.                       |
| 1.2.4  | Buffet                     | D | One of the largest nature organizations in the world                                              |
| 1.2.5  | Department of Home Affairs | E | A commuting service in the CBD of South-African cities.                                           |
| 1.2.6  | Rovos Rail                 | F | A meal at a restaurant where clients can help themselves.                                         |
| 1.2.7  | Single Supplement          | G | Issues passports to South-African citizens.                                                       |
| 1.2.8  | Guesthouses                | H | Private dwellings adapted to accommodate guests. The owner usually lives on the premises.         |
| 1.2.9  | Gautrain                   | I | Private luxury train service in South-Africa.                                                     |
| 1.2.10 | Lodge                      | J | Regulates the business of Travel Agents in South-Africa.                                          |
|        |                            | K | Current Minister is Tokozile Xasa                                                                 |
|        |                            | L | The agency that is responsible for training and development.                                      |
|        |                            | M | The additional cost for someone staying alone in a double room.                                   |

(10x1) **(10)**

- 1.3 Give one word/term for each of the following descriptions (1.3.1 – 1.3.5) by choosing a word/term from the list below. Write only the word/term next to the corresponding number on your answer sheet for e.g. 1.3.6 SAT

Fauna; culling; flora; species; red data list; recycling; carbon footprint; market research; target market; poaching; mass tourism

- 1.3.1 A group of consumers with similar characteristics.
- 1.3.2 A good environmental practice.
- 1.3.3 A species whose numbers are declining.
- 1.3.4 The plants that occur in an area.
- 1.3.5 Reducing of the numbers of a specific species where there are too many of them. (5x1) (5)
- 1.4 Choose the correct word(s) between the brackets.  
Write only the correct answer next to the corresponding number on your answer sheet for e.g. 1.3.6 Visa
- 1.4.1 The (N1/N3) links Johannesburg to Durban.
- 1.4.2 The largest dam in South-Africa is the (Gariep Dam/Vaal Dam).
- 1.4.3 The (Golden Gate National Park/Karoo National Park) is the only Nation Park in the Free State.
- 1.4.4 The Ai Ai Richtersveld Transfrontier Park is shared between South Africa and (Botswana/Namibia).
- 1.4.5 (Durban/Port Elizabeth) is the largest harbour in South-Africa. (5 x 1) (5)

**TOTAL SECTION A:40 40**

**SECTION B: MAP WORK AND TOUR PLANNING:****QUESTION 2**

2 Read the following travel plan and answer the questions that follow.

David and Mia, a married couple that loves nature, are planning a 5-day holiday in the Kruger National Park. They start their travel with their own car in the south of the park at the Crocodile Bridge and then they travel to Berg-en-Dal. From Bergen-Dal they travel to Skukuza. From there they travel to Satara-camp, and lastly to Shingwedsi. Their travel ends at the Phalaborwa-Gate.

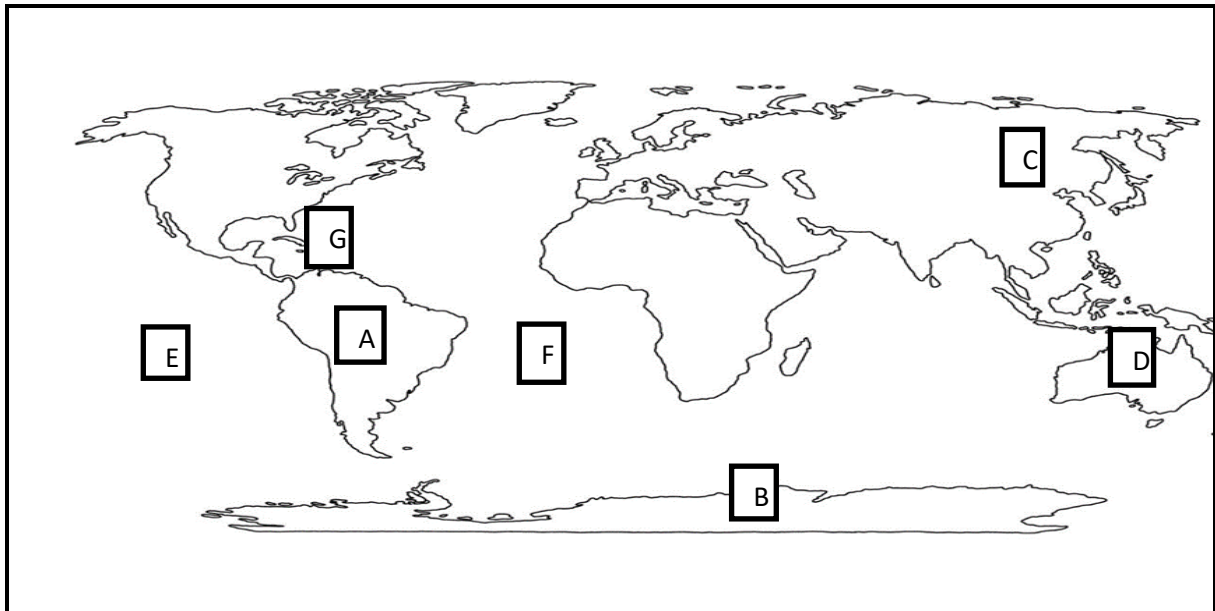
- 2.1.1 Name TWO types of maps that David can use during their holiday. (2)
- 2.1.2 Name TWO advantages of the couple using their own car to travel. (2)
- 2.1.3 State the name of the organization that manages the Kruger National Park and all the other National Parks in South-Africa (1)
- 2.1.4 What type of tourists are David and Maria? (1)
- 2.1.5 Use the distance table below and calculate the total distance they travelled during their holiday in the National Park. (6)

| <b>Gates and Camps Distances</b> | Berg-en-dal | Crocodile Bridge | Letaba | Lower Sabi | Malelane | Mopani | Numbi Gate | N'wanetsi | Olifants | Orpen | Pafuri Gate | Paul Kruger Gate | Phalaborwa Gate | Pretoriuskop | Punda Maria | Satara | Shingwedsi | Skukuza |
|----------------------------------|-------------|------------------|--------|------------|----------|--------|------------|-----------|----------|-------|-------------|------------------|-----------------|--------------|-------------|--------|------------|---------|
| Berg-en-dal                      | -           | 149              | 234    | 113        | 12       | 281    | 97         | 180       | 219      | 213   | 453         | 83               | 285             | 92           | 415         | 165    | 344        | 172     |
| Crocodile Bridge                 | 149         | -                | 196    | 34         | 141      | 243    | 130        | 142       | 181      | 175   | 415         | 88               | 246             | 125          | 377         | 127    | 306        | 77      |
| Letaba                           | 234         | 196              | -      | 162        | 226      | 47     | 216        | 94        | 32       | 117   | 218         | 173              | 51              | 211          | 176         | 69     | 109        | 162     |
| Lower Sabi                       | 113         | 34               | 162    | -          | 105      | 209    | 95         | 108       | 147      | 141   | 380         | 53               | 213             | 90           | 342         | 93     | 271        | 43      |
| Malelane                         | 12          | 141              | 226    | 105        | -        | 272    | 94         | 170       | 210      | 204   | 444         | 74               | 277             | 85           | 408         | 156    | 333        | 64      |
| Mopani                           | 281         | 234              | 47     | 209        | 272      | -      | 263        | 141       | 86       | 164   | 172         | 220              | 74              | 258          | 130         | 116    | 63         | 209     |
| Numbi Gate                       | 97          | 130              | 216    | 95         | 94       | 263    | -          | 162       | 201      | 195   | 434         | 65               | 267             | 9            | 396         | 147    | 325        | 54      |
| N'wanetsi                        | 180         | 142              | 94     | 108        | 170      | 141    | 162        | -         | 79       | 63    | 312         | 119              | 145             | 156          | 274         | 25     | 203        | 108     |
| Olifants                         | 219         | 181              | 32     | 147        | 210      | 86     | 201        | 79        | -        | 102   | 250         | 158              | 83              | 195          | 212         | 54     | 141        | 147     |
| Orpen                            | 213         | 175              | 117    | 141        | 204      | 164    | 195        | 63        | 102      | -     | 335         | 152              | 167             | 184          | 297         | 48     | 226        | 137     |
| Pafuri Gate                      | 453         | 415              | 218    | 380        | 444      | 172    | 434        | 312       | 250      | 335   | -           | 392              | 246             | 438          | 76          | 287    | 109        | 380     |
| Paul Kruger Gate                 | 83          | 88               | 173    | 53         | 74       | 220    | 65         | 119       | 158      | 152   | 392         | -                | 224             | 60           | 354         | 104    | 283        | 12      |
| Phalaborwa Gate                  | 285         | 246              | 51     | 213        | 277      | 74     | 267        | 145       | 83       | 167   | 246         | 224              | -               | 261          | 201         | 119    | 137        | 213     |
| Pretoriuskop                     | 92          | 125              | 21     | 90         | 85       | 258    | 9          | 156       | 195      | 184   | 438         | 60               | 261             | -            | 389         | 140    | 318        | 49      |
| Punda Maria                      | 415         | 377              | 176    | 342        | 408      | 130    | 396        | 274       | 212      | 297   | 76          | 354              | 201             | 389          | -           | 254    | 71         | 342     |
| Satara                           | 165         | 127              | 69     | 93         | 156      | 116    | 147        | 25        | 54       | 48    | 287         | 104              | 119             | 140          | 245         | -      | 178        | 93      |
| Shingwedsi                       | 344         | 306              | 109    | 27         | 333      | 63     | 325        | 203       | 141      | 226   | 109         | 283              | 137             | 318          | 71          | 178    | -          | 271     |
| Skukuza                          | 72          | 77               | 162    | 43         | 64       | 209    | 54         | 108       | 147      | 137   | 380         | 12               | 213             | 49           | 342         | 93     | 271        | -       |

- 2.1.6 In which TWO provinces of South-Africa is the Kruger National Park located? (4)  
Also indicate the capital cities of BOTH these provinces. Write the province and capital city next to each other.
- 2.1.7 Name ONE neighbouring country that borders the Kruger National Park.
- 2.1.8 David and Mia lives in the Free State. Name the capital city of Free State. (1)
- 2.1.9 Name ONE neighbouring country that is completely enclosed by South Africa. (1)
- 2.1.10 Name the ocean that borders KZN. (1)

**[20]**

- 2.2 Study the world map below and the answer the questions that follow.



- 2.2.1 Identify the continents A-D. Write only the name of the continent next to the corresponding letter on your answer sheet. (4)
- 2.2.2 Identify the oceans E and F. Write only the name of the ocean next to the corresponding letter on your answer sheet. (2)
- 2.2.3 Identify the island group G. Write only the name of the island group next to the corresponding letter on your answer sheet. (1)
- 2.2.4 Name any TWO countries in North America. (2)
- 2.2.5 Name any ONE country located in the Far East. (1)

**(10)**

**SECTION C: TOURISM ATTRACTIONS, CULTURAL AND HERITAGE TOURISM AND MARKETING****QUESTION 3**

3.1 Read the following extract and then answer the questions that follow.

'Natural' South Africa's best!!

The Eastern Cape lies in the south eastern part of South Africa, bordered by the Indian Ocean. It is bordered in the north by the Free State, Lesotho and Kwazulu-Natal and in the west by the Western Cape and Northern Cape. There are big differences in the landscape, ranging from magnificent beaches in the south and east to grasslands in the eastern interior and part of the barren Great Karoo in the north-west. There are extensive forests in the south. A series of mountain ranges run through the middle of the Eastern Cape, and the Witteberg and Drakensberg Mountains lie on the north eastern border of the province. The coastline from the Great Kei River in the south to Port Edward in the north is known as the Wild Coast.  
<https://af.wikipedia.org/wiki/Oos-Kaap>

- 3.1.1 The Eastern Cape is well known for its beautiful coastline and beaches. Name TWO major coastal towns in the Eastern Cape. (2)
- 3.1.2 What is the name of the highest bungee jump bridge in the world that is located in this province? (1)
- 3.1.3 The Eastern Cape is bordered by KwaZulu-Natal in the north. Name the TWO World Heritage Sites that are located in KwaZulu-Natal. (2)
- 3.1.4 The Northern Cape is also a neighbouring of the Eastern Cape and is also the biggest province in South-Africa. Name ONE attraction that is well known in this province. (1)
- 3.1.5 The logo below is that of a well known National Arts Festival. Name the town in the Eastern Cape where this festival takes place annually. (1)



- 3.1.6 The Addo Elephant National Park is the most well-known park in the Eastern Cape. The park is also known as a marine reserve. Explain what a marine reserve is. (2)

- 3.2.1 Study the logo of the Transfrontier Park below. Identify the countries that form part of this partnership. (2)



- 3.2.2 Name any other TWO Transfrontier Parks in South-Africa. (2)

- 3.3 Luxury private game reserves are regularly visited by international tourists. Name a luxury game reserve in each of the following provinces:

3.3.1 North West (1)

3.3.2 KwaZulu-Natal (1)

3.3.3 Mpumalanga (1)

- 3.4.1 Study the logo below. Explain this organization's main goal.



- 3.4.2 Name any other THREE places in South-Africa that are managed and controlled by the institution named in question 3.4.1. (3)

- 3.5 Rhinos are a threatened species in South Africa

- 3.5.1 Explain in your words what the difference is between threatened species and species that are extinct. (2)

- 3.5.2 Explain the difference between legal hunting and poaching (2)

[25]

**QUESTION 4**

4.1

South-Africa is known as the rainbow nation. Culture and heritage form the foundation of our country's identity.

4.1.1 Explain why South-Africa is referred to as the rainbow nation. (2)

4.1.2 Name any FOUR elements of culture. (4)

4.2 Read the extract below and the answer the questions that follow.

**PILGRIM'S REST**

Pilgrim's Rest was born in 1873 when a man named Alec Wheelbarrow Patterson discovered gold in a stream. Wheelbarrow Alec pushed around all his earthly possessions in a wheelbarrow! A gold rush started with diggers from all over the world, such as Australia and California. The town was declared a provincial



4.2.1 Identify whether Pilgrim's Rest is a cultural or natural heritage site. (1)

4.2.2 Travel Agents often make use of Pilgrim's Rest in compiling tour packages. What is the name of the organization that most of the Travel Agents belong to? (1)

4.2.3 Explain what a provincial heritage site means. (2)

4.2.4 Besides Pilgrim's Rest. Name any TWO other provincial heritage sites in South Africa. (2)

4.2.5 In which province is Pilgrim's Rest located? (1)

4.2.6 Heritage sites get a plaque. Explain the purpose of this plaque. (2)

4.3 You are appointed as the Marketing Manager for Pilgrim's Rest. Give advice to business owners by explaining what the following terms entail AND provide an example **that will be appropriate for Pilgrim's Rest.**

4.3.1 Target market (2)

4.3.2 Competitor (2)

4.3.3 Market research (2)

4.3.4 Niche market (2)

4.4 Describe the importance of good marketing for a town like Pilgrim's Rest. (2)

**TOTAL SECTION C: 50 [25]**

**SECTION D: TOURISM SECTORS, SUSTAINABLE AND RESPONSIBLE TOURISM****QUESTION 5**

5.1 Study the following extract and then answer the questions that follow.



Shakaland, 160km north of Durban is a vibrant monument to Zulu culture. Tourists come from all over the world to this fantastic place to experience the Zulu culture. Shakaland offers traditional accommodation with African décor, wood finishing, grass roofs and a warm atmosphere. The ShisaNyama restaurant is a la carte and serves traditional Zulu dishes that are tastefully prepared as well as an English breakfast included in the price. Laundry services, swimming pool, shuttle services and an African bar are just a few of the luxury additions. All rooms are en-suite with Wi-Fi and DSTV channels that will further enhance your stay.

Adapted from *www.aha.co.za/shakaland*

- 5.1.1 In which province is Shakaland located? (1)
- 5.1.2 Identify what type of accommodation Shakaland is. (1)
- 5.1.3 Name TWO service and TWO facilities that are offered by Shakaland. Tabulate your answer. (2x 2) (4)
- 5.1.4 Shakaland want to apply to be graded, which organization should be contacted? (Write out the full name) (2)
- 5.1.5 Explain what 'en-suite' means. (2)
- 5.1.6 ShisaNyama restaurant is á la carte. Explain what that means. (2)
- 5.1.7 Provide Shakaland with TWO examples of **technology** that would make them more environmentally friendly. Name *and* describe each example. (4)
- 5.1.8 Identify the type of tourist that would enjoy visiting Shakaland? (1)
- 5.1.9 At which airport near Durban would the tourists land to visit (2)
- 5.1.10 Explain the purpose of a shuttle services for tourists. (1)

## 5.2

The public and private sectors are major role players that contribute through cooperation to the development of tourism in South Africa.

Briefly explain how each of the institutions below can contribute to the tourism industry.

- 5.2.1 Department of Sport and Recreation (1)
- 2.2.2 Department of Transport (1)
- 5.2.3 Local communities (1)
- 5.2.4 Department of International Relations and Cooperation (DIRC) (1)
- .2.5 Airports Company South-African (ACSA) (1)

**QUESTION 6**

Read the extract below and then answer the questions that follow.

**Hotel Verde – “Greenest” hotel on the planet**

Cape Town boasts the world's greenest hotel. The award-winning Hotel Verde became the first on planet Earth to receive a double-platinum certificate from the United States Institute for Environmentally Friendly Practices.

It was built with environmentally friendly material, and opened in 2013. The 145room hotel has 3 wind turbines that generate power. Much care has been taken to select the materials and paint for the hotel. Even the restaurant serves only organic food.

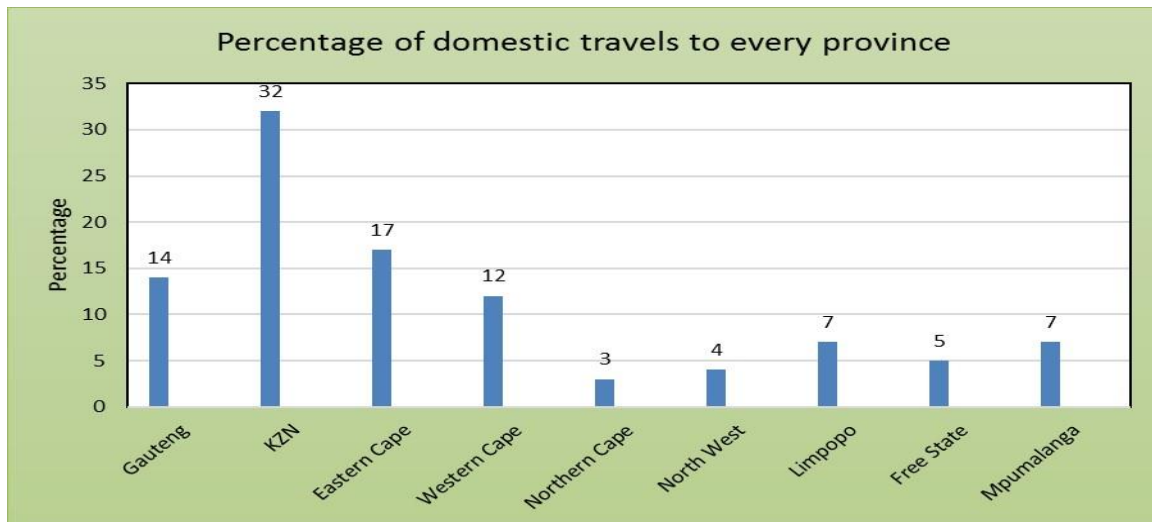
- 6.1 Explain in your own words what is meant by “green” hotel. (2)

- 6.2 The world is already trying to live 'green'. One of the reasons is global warming.  
Discuss in paragraph format what global warming entails. Use the following points: (3)
- Causes (3)
  - Consequences (2)
  - Carbon footprint
- 6.3 Describe TWO advantages for an institution that applies good environmental practices. 2 x 2 (4)
- 6.4 Tourism can have a very negative impact on the environment. Discuss TWO possible disadvantages tourism can have on the environment. ( 2x2) (4)
- 6.5 A tourist visits Hotel Verde would have to stick to the rules of tourist behaviour. Name TWO good environmental practices responsible Tourist must adhere to at this hotel.
- 6.6 Name the THREE pillars of sustainable tourism. (3)
- 6.7 Explain in your own words the meaning of sustainable tourism. (2)
- TOTAL SECTION: D 50 (25)**

## SEACTION E: DOMESTIC, REGIONAL AND INTERNATIONAL TOURISM

### QUESTION 7

7.1 Study the graph and then answer the questions that follow.



- 7.1.1 What is the name of the institution responsible for compiling statistics in South Africa? (1)
- 7.1.2 Identify the most popular province for domestic travellers. Give one reason why you think this province is the most popular. (2)
- 7.1.3 Identify the least popular province for domestic travellers. (1)
- 7.1.4 Suggest on how tourism in the province in question 7.1.3 can be improved. (2)
- 7.2 Explain the difference between inter-provincial travel and Intra-provincial travel. (2)
- 7.3 Briefly explain the purpose of the Sho't Left campaign. (2)
- (10)**

### QUESTION 8

- 8.1 Suggest the best method of payment for each of the scenarios below:
- 8.1.1 Mike and his wife book a fully inclusive package to Mauritius. They have to make the full payment to the travel agent. (1)
- 8.1.2 Dave travels oversea and want to pay the porter a small fee. (1)
- 8.1.3 Janet and her friends meet each other at a coffee shop. She offers to pay the whole account. (1)
- 8.1.4 Themba travels overseas and wants to travel with his money in the most convenient and safest (1)

8.2 Identify the communication technology in each picture, AND indicate the usage of each.

8.2.1



8.2.2



8.3 Explain the difference between verbal and non-verbal communication, make use of examples to help explain the difference.

(4)

8.4 Read the following comment about the Bosvelder Restaurant and then answer the questions that follow.

(2)

*Excellent service! Aldo, you are a top-notch manager. And then our waiter, I keep on forgetting his name... think it was Kurt?*

*Thank you for the good service. Thank you!*

*Our waiter was very friendly and the food was delicious. We will always eat at the Bosvelder again.*

*We have been dining at the Bosvelder for years now and has never been disappointed ... lovely atmosphere and the food is always excellent.*

*[www.facebook.com/DieBosvelder](http://www.facebook.com/DieBosvelder)*

8.4.1 Does the Bosvelder offer good or bad service? Give ONE reason.

(2)

8.4.2 Name TWO advantages of good service for the business.

(2)

8.4.3 Explain the impact of good service on the economy.

(2)

8.4.4 Should the Bosvelder deliver poor service, it would be disadvantageous to their growth and development. Make TWO suggestions on how to improve poor service.

(2)

8.4.5 Do you think the tourism industry in South Africa delivers good or poor service? Motivate your answer.

(2)

[20]

**TOTAL SECTION E: 30**

**GRAND TOTAL: 200**