



education
MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA

**NATIONAL
SENIOR CERTIFICATE**

GRADE 10

**TOURISM
NOV/DEC
MARKING GUIDELINE**

MARKS: 200

This marking guideline consist of 11 pages

SECTION A: SHORT QUESTIONS

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QUESTION 1

1.1	1.1.1	A ✓		
	1.1.2	D ✓		
	1.1.3	A/C ✓		
	1.1.4	A ✓		
	1.1.5	D ✓		

	1.1.6	C ✓		
	1.1.7	B ✓		
	1.1.8	D ✓		
	1.1.9	B ✓		
	1.1.10	B ✓		

	1.1.11	A ✓		
	1.1.12	D ✓		
	1.1.13	C ✓		
	1.1.14	C ✓		
	1.1.15	A ✓		

	1.1.16	D ✓		
	1.1.17	C ✓		
	1.1.18	B ✓		
	1.1.19	D ✓		
	1.1.20	D ✓		(20 x 1)

1.2	1.2.1	D ✓		
	1.2.2	B ✓		
	1.2.3	E ✓		
	1.2.4	F ✓		
	1.2.5	G ✓		
	1.2.6	I ✓		
	1.2.7	M ✓		
	1.2.8	H ✓		
	1.2.9	A ✓		
	1.2.10	C ✓		(10x1)

1.3	1.3.1	Target market ✓		
	1.3.2	Recycling ✓		
	1.3.3	Red data list ✓		
	1.3.4	Flora ✓		
	1.3.5	Culling ✓		(5 x 1)

1.4	1.4.1	N3 ✓		
	1.4.2	Griep Dam ✓		
	1.4.3	Golden Gate National Park ✓		(5 x 1)
	1.4.4	Namibia ✓		
	1.4.5	Durban ✓		

TOTAL SECTION A: 40**SECTION B: MAP WORK AND TOUR PLANNING; FOREIGN EXCHANGE**

Tourism

QUESTION 2

2.1

- 2.1.1
- Roadmap ✓
 - Map with tourist information ✓
- Map with attractions (2)

- 2.1.2
- Can carry a large amount of luggage ✓
 - Travel on your own time / not bound by a schedule ✓
- (any logical advantage) (2)

2.1.3 SANparks ✓

2.1.4 Eco-tourists (1)

2.1.5

Crocodile bridge to Berg en dal 149 v
 Berg en dal to Skukuza 172 v
 Skukuza na Satara 93 v
 Satara to Shingwedsi 178 v
 Shingwedsi to Palaborwa 137 v
TOTAL 729KM ✓

(6)

2.1.6

Mpumalanga ✓ Nelspruit /
 Mbombela ✓
 Limpopo ✓ Polokwane ✓

(4)

2.1.7

Bloemfontein ✓

(1)

2.1.8

Lesotho ✓

(1)

2.1.9

Indian ocean ✓

(1)

2.2.1

A.South America ✓
 B.Antarctica ✓
 C.Asia ✓
 D.Australia ✓

(4)

2.2.2

E. Pacific Ocean ✓
 F.Atlantic Ocean ✓

(2)

		4 NSC	MPU/Nov 2019
Tourism			
2.2.3	G. Caribbean Islands ✓		(1)
2.2.4	United States of America USA ✓ Mexico ✓ Canada Alaska		
	Any two		(2)
2.2.5	Japan ✓ North/South-Korea Taiwan Singapore China Hong Kong Mongolia		
	(Any 1)		(1)
			(30)

QUESTION 3

3.1	3.1.1	East-London ✓ Port-Elizabeth ✓	(2)
	3.1.2	Bloukransbridge ✓	
	3.1.3	uKahlamba Drakensberg Park ✓ iSiMangaliso Wetlands Park ✓	(2)
	3.1.4	Big hole at Kimberly ✓ Roaring sands of Witsand ✓ Namakwaland flowers ✓ South-African Large Telescope at Sutherland (SALT) ✓ (any other ONE attraction in Northern Cape)	(2)
	3.1.5	Grahamstown ✓	(1)
	3.1.6	Marine Reserve: and area that has sea life like fish, penguins etc. And protects dolphins and coral etc ✓✓	(2)
	3.2.1	South Africa ✓ Botswana ✓	(2)
	3.2.2	Ai-Ais-Richtersveld Transfrontier Park / Groot Limpopo Transfrontier Park Groter Mapungubwe Transfrontier Park / Lubombo-Transfrontier Park / Maluti-Drakensberg Transfrontier Park v/v (Any 2)	(2)
	3.31	Madikwe ✓	
	3.32	Phinda ✓	

- 3.3.3 Sabi-Sabi ✓ (1)
- 3.4.1 SANBI: manages botanical gardens in South-Africa
Collects plants and protect them. Put plants on display
to the public ✓✓ (2)
- 3.4.2 Kirstenbosch Botanical Garden
Walter Sisulu Botanical Garden
Free State Botanical Garden
Pretoria Botanical Garden ✓✓✓
(any other THREE Botanical Garden in SA) (3)
- 3.5.1 Threatened species: species at risk of dying out
Extinct : species completely died out, does not exist
anymore ✓✓ (2)
- 3.5.2 Legal hunting : a permit was issued to hunters (2)
Poaching : Illegal hunting of animals or taking of plants ✓✓✓ (2)
- (25)**

QUESTION 4

- 4.1 4.1.1 Rainbow nation because of all the different cultures and language in
SA ✓✓ (2)
- 4.1.2 Architecture ✓
Arts and Crafts ✓
Cuisine / food ✓
Music ✓
Dance ✓
Language (any 4) (4)
- 4.2.1 Cultural heritage Site ✓ (1)
- 4.2.2 ASATA (1)
- 4.2.3 Heritage that is important to the people of that province and has
been declared as a heritage site by SAHRA ✓✓ (2)
- 4.2.4 Hole in the Wall
Modjadji cycad forest
Voortrekkermonument

	Table Mountain Pilanesberg Anglo Boer war sites in KZN ✓✓ (Any other prov. Heritage site) (two)	(2)
4.2.5	Mpumalanga ✓	(1)
4.2.6	A Plaque made from metal, wood or stone that has been fixed with a message or memory of what happened there and when this place has been declared a heritage site ✓ ✓	(2)
4.3.1	Target market: customers that you want to reach through marketing for e.g. cultural tourist. ✓✓ Competitor: a company in the same industry with a similar product (e.g. Dullstroom) ✓✓ Market research: collecting of information about the target market so That the right decisions can be made (e.g. questionnaires/phone calls) ✓✓ Niche market: consists of special interest groups (e.g. tourists that want to find gold in Pilgrim's Rest) (example must be applicable to Pilgrim's Rest) 1 mark for definition and 1 mark for example) ✓✓	(8)
4.4	Good marketing attracts more tourists and increase income of locals (or Any logical explanation) ✓✓	(2)
		[25]

TOTAL SECTION B: 30

SECTION C: TOURIST ATTRACATION; TOURISM SECTOR

QUESTION 5

5.1	5.1.1	Kwazulu-Natal ✓	(1)
	5.1.2	Lodge ✓	(1)

5.1.3	Services	Facilities	
	Laundry	Restaurant	
	Shuttle service	Swimming pool	
	Bar ✓✓ (Any 2)	Wi fi & DSTV ✓✓ (Any 2)	
			(4)
5.1.4	Tourism Grading Council of South Africa ✓✓		(2)
5.1.5	A room with a private bathroom attached ✓✓		(2)
5.1.6	Items can be ordered individually from a menu. Prices are given per item. Waiters serve this food ✓✓		(2)
5.1.7	Digitally controled shower: keep specific constant temperature Low-flow showerhead: reduce waterflow / mix air with water Light – sensors: switch lights off when there is no movement Energy saving nightlight: low lighting e.g. in bathroom ✓✓✓✓ (any two)		(4)
5.1.8	Cultural tourist ✓		(1)
5.1.9	King Shaka International airport ✓		(2)
5.1.10	Shuttle service that transports tourists where they want to go at no extra cost ✓		(1)
5.2.1	Sport and Recreation: Organize local and international sporting Events, attract tourists. ✓		(1)
5.2.2	Transport: responsible for all transport systems in SA ✓		(1)
5.2.3	Local communities: Welcome tourists and showcase a good image ✓		(1)
5.2.4	DIRC: issues visas to tourists that want to visit SA ✓		(1)
5.2.5	ACSA: controls and manages all airports in SA ✓		(1)

QUESTION 6

- 6.1 6.1.1 Hotel that is environmentally friendly, it promotes sustainable and responsible tourism ✓ ✓ (own words) (2)
- 6.1.2 Paragraph format:
Causes: greenhouse gasses that are trapped and keeping heat inside the atmosphere
Especially exhaust fumes from motors, airplanes, factories
Deforestation ✓ ✓ ✓ (3)
- Effects: climate change
Extreme drought or storms; heat waves
Melting of the polar caps
Destruction of habitat of species
Rise in sea levels – floods ✓ ✓ ✓ (3)
- Carbon footprint: the manner in which we express the amount of CO2 our everyday lives contributes to greenhouse gasses ✓ ✓ (2)

Tourism

- 6.1.3 Advantages:
 - attract more tourists, leads to bigger income ✓ ✓
 - build good reputation – good/positive image ✓ ✓
 - create more job opportunities
 (Any 2 or similar answer) (4)
- 6.1.4 Disadvantages to environment:
 - mass-tourism destroys natural environment ✓
 - air / noise / visual pollution ✓
 - increase in waste ✓ (4)
 - loss of natural habitat ✓
 - increased traffic – traffic jams
 - vandalism (Any 4)
- 6.1.5
 waste management ✓ (2)
 Energy saving ✓
 Water saving
 Do not remove plants
 Don't feed the animals (Any 2 – or similar)
- 6.1.6
 Economy / profit ✓ (3)
 Social / people ✓
 Environment / planet ✓
- 6.1.7 Make use of resources in such a way that future generations
 can also make used of them. ✓ (2)

SECTION D: DOMESTIC, REGIONAL AND INTERNATIONAL TOURISM**QUESTION 7**

- 7.1 7.1.1
 Statistics South-Africa (Stats SA) ✓ (1)
- 7.1.2 Kwazulu-Natal ✓ (2)
 Good location
 Attractions like the Drakensberg Mountains and the beautiful
 coastline Gauteng's closest seaside ✓
- 7.1.3 Northern Cape ✓ (1)
- 7.1.4 Better marketing ✓ ✓
 New attractions
 Festivals or events (2)
 Better access (Any 1 or similar)

- 7.2 Inter-provincial: travel between different provinces ✓
 Intra-provincial: travel only in your own province ✓
 (If the student described this with an example – it's also correct) (2)
-
- 7.3 Marketing that aims to improve domestic tourism in SA it offers cheaper travel packages and target youth tourists, It promote all the different activities and attractions in SA. ✓✓ (2)

QUESTION 8

8.1.1	Electronic fund transfer (EFT) ✓ Credit Card Internet transfer	(1)
8.1.2	Cash ✓	(1)
8.1.3	Speed point machine ✓ Debit / credit card	(1)
8.1.4	Speed point machine ✓ Debit / credit card	(1)
8.2.1	Computer: use it for research, bookings, email etc.	(2)
8.2.2	Cell phone: make and receive calls, research email etc.	(2)
8.3	Verbal communication: make use of words/ face-to-face or indirect Non-verbal: body language; sms; websites; social network; pictures	(1) (1)
8.4.1	Good service: Positive comments; excellent food / everybody are happy/satisfied in commentary	(2)
8.4.2	Advantages: Satisfied customers ✓✓ Increased profits Lower marketing costs ✓✓ Competitive advantage Satisfied employees (any 2)	(2) (2)
8.4.3	Excellent service delivery attracts more tourists leads to positive growth in the GDP and the economy growth. ✓✓ Creates job and the economy growth/employment opportunities Creates entrepreneurship opportunities	(2)
8.4.4	Employ people who like working with people. ✓✓ Offer regular customer service training Let employees make difficult decisions themselves without the help of owner/manager Allow customers to give back Catch customer off guard with thank u notes or unexpected gifts	(2)

Grand total:200