



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

TOURISM

FEBRUARY/MARCH 2014

MARKS: 200

TIME: 3 hours

This question paper consists of 22 pages.



INSTRUCTIONS AND INFORMATION

Read the instructions carefully before answering the questions.

1. This question paper consists of FIVE sections: SECTIONS A, B, C, D and E.
2. Answer ALL the questions in the ANSWER BOOK.
3. Start EACH section on a NEW page.
4. In QUESTION 7.2, round off your calculations to TWO decimal places.
5. In SECTIONS B, C, D and E, write ALL the answers in complete sentences, where necessary.
6. You may use a non-programmable calculator.
7. Write with black or blue ink only.

The table below is a guide to help you manage your time according to each section.

SECTION A	Short Questions	40 marks	20 minutes
SECTION B	Tourism as an Interrelated System	40 marks	40 minutes
SECTION C	Sustainable and Responsible Tourism	40 marks	40 minutes
SECTION D	Tourism Geography, Attractions and Travel Trends	50 marks	50 minutes
SECTION E	Customer Care and Communication	30 marks	30 minutes

SECTION A: SHORT QUESTIONS**QUESTION 1**

1.1 Four options are given 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 Due to tourism's contribution to the South African economy, it is often referred to as the new ...

- A platinum.
- B silver.
- C gold.
- D diamond.

1.1.2 South Africa's Domestic Tourism Growth Strategy (DTGS) is aimed at people living in ...

- A all nine provinces in South Africa.
- B South Africa and the Indian Ocean islands.
- C the South African coastal provinces.
- D the Southern African Development Community.

1.1.3 Employees who have direct contact with guests in a hotel:

- A Finance personnel
- B Front-line personnel
- C Maintenance personnel
- D Human resources personnel

1.1.4 The purpose of a code of conduct for employees in a tourism business is to ...

- A set out the conditions of employment of employees.
- B regulate behaviour of employees while at work.
- C give employees access to sensitive information about the company.
- D give direction on procedures during emergency situations.

1.1.5 Soccer fans spent money on tickets, travelling, food, accommodation, memorabilia and entertainment during the African Cup of Nations (AFCON) in 2013.

This event therefore contributed to ... growth in South Africa.

- A RDP
- B GNP
- C GDP
- D VAT

- 1.1.6 The economic, social and environmental objectives of tourism can be found in this document:
- A National Tourism Service Excellence Initiative
 - B Domestic Tourism Growth Strategy
 - C White Paper on the Development and Promotion of Tourism in South Africa
 - D The National Department of Tourism Annual Report
- 1.1.7 The objective of this convention is to protect and conserve wetlands:
- A WWF
 - B Ramsar
 - C Kyoto Protocol
 - D COP17
- 1.1.8 The organisation concerned with the protection of the world's cultural and natural heritage and its work in the natural science:
- A UNESCO
 - B UNWTO
 - C WHO
 - D WESSA
- 1.1.9 A uniquely South African tourism product:
- A World Heritage Sites
 - B Backpacking
 - C Game lodges
 - D Gugulethu township tours
- 1.1.10 Rock paintings of the San people can be found at the ... World Heritage Site.
- A Vredefort Dome
 - B Ukhahlamba Drakensberg Park
 - C Mapungubwe Cultural Landscape
 - D Robben Island
- 1.1.11 The time zone of a country situated on the 60° east line of longitude is ...
- A +6.
 - B -6.
 - C -4.
 - D +4.



- 1.1.12 The official marketing organisation of South Africa:
- A NDT
 - B TOMSA
 - C RETOSA
 - D SAT
- 1.1.13 This event had a negative impact on the wine tourism industry in 2013:
- A Africa Cup of Nations
 - B Comrades Marathon
 - C Farm workers' strike
 - D Marikana protests
- 1.1.14 Sixty per cent (60%) of all arrivals to South Africa come from neighbouring countries for ...
- A a holiday.
 - B shopping.
 - C ecotourism.
 - D cultural experiences.
- 1.1.15 This trade show, which is the largest in Africa, brings together and showcases Southern African tourism products and services:
- A Getaway Show
 - B International Trade Show
 - C Indaba
 - D World Travel Market
- 1.1.16 Countries in the Northern Hemisphere, practising daylight saving time (DST) would usually begin the practice during the months of ...
- A September/October.
 - B October/November.
 - C June/July.
 - D April/May.
- 1.1.17 A symptom of jet lag:
- A Overweight
 - B Loss of appetite
 - C Overeating
 - D Sense of well-being



1.1.18 Germany, one of our biggest inbound markets, is regarded as a/an ... travel market.

- A emerging
- B tactical
- C existing
- D watch-list

1.1.19 The following values are required for effective participation in a team:

- A Respect; participation
- B Questioning; arrogance
- C Listening; dominance
- D Sharing ideas; selfishness

1.1.20 The type of technology that provides immediate verbal communication:

- A E-mail
- B Text message
- C Telephone
- D Voicemail

(20 x 1) (20)

1.2 Give ONE word/term for each of the following descriptions by choosing a word/term from the list below. Write only the word/term next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

cholera; performance management; mystery customer; survey; manager;
SWOT analysis; marketing mix; yellow fever

1.2.1 A business uses this person to evaluate the quality of service on its behalf

1.2.2 A monitoring system to establish the quality of work delivered by an employee

1.2.3 A form of customer feedback

1.2.4 The first step of a marketing plan

1.2.5 Tourists will need medication if they contract this water-borne disease

(5 x 1) (5)

1.3 Choose the correct word(s) from those given in brackets. Write only the word(s) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK, for example 1.3.6 passport.

1.3.1 A (concierge/connoisseur) looks after the needs of guests in a hotel.

1.3.2 Remuneration, working hours and leave of employees are dealt with in a company's (code of conduct/contact of employment).

1.3.3 The (ETEYA/Welcome) Awards are given to upcoming entrepreneurs in the tourism industry.

1.3.4 In teamwork the (initiator/gatekeeper) of a team offers new ideas and suggests solutions.

1.3.5 The (fax machine/computer) can be used to send hard copies of documents to customers in another city. (5 x 1)

(5)

1.4 The descriptions listed below occur at international airports. Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–I) next to the question number (1.4.1–1.4.5) in the ANSWER BOOK, for example 1.4.6 J.

COLUMN A		COLUMN B	
1.4.1	An example of a restricted item	A	bird flu
1.4.2	An example of a prohibited item	B	customs
1.4.3	Inbound tourists are warned about this disease when entering South Africa	C	wine
		D	weapon
1.4.4	No tax is charged on this item	E	malaria
1.4.5	A checkpoint for controlling restricted and prohibited items	F	immigration
		G	camera
		H	duty-free
		I	polio

(5 x 1)

(5)

1.5

South Africa is often called the Rainbow Nation due to the many diverse cultures we have.

Below is a photograph showing one of the many South African cultural groups.

Complete the paragraph below by filling in the missing words. Write only the word(s) next to the question number (1.5.1–1.5.5) in the ANSWER BOOK.



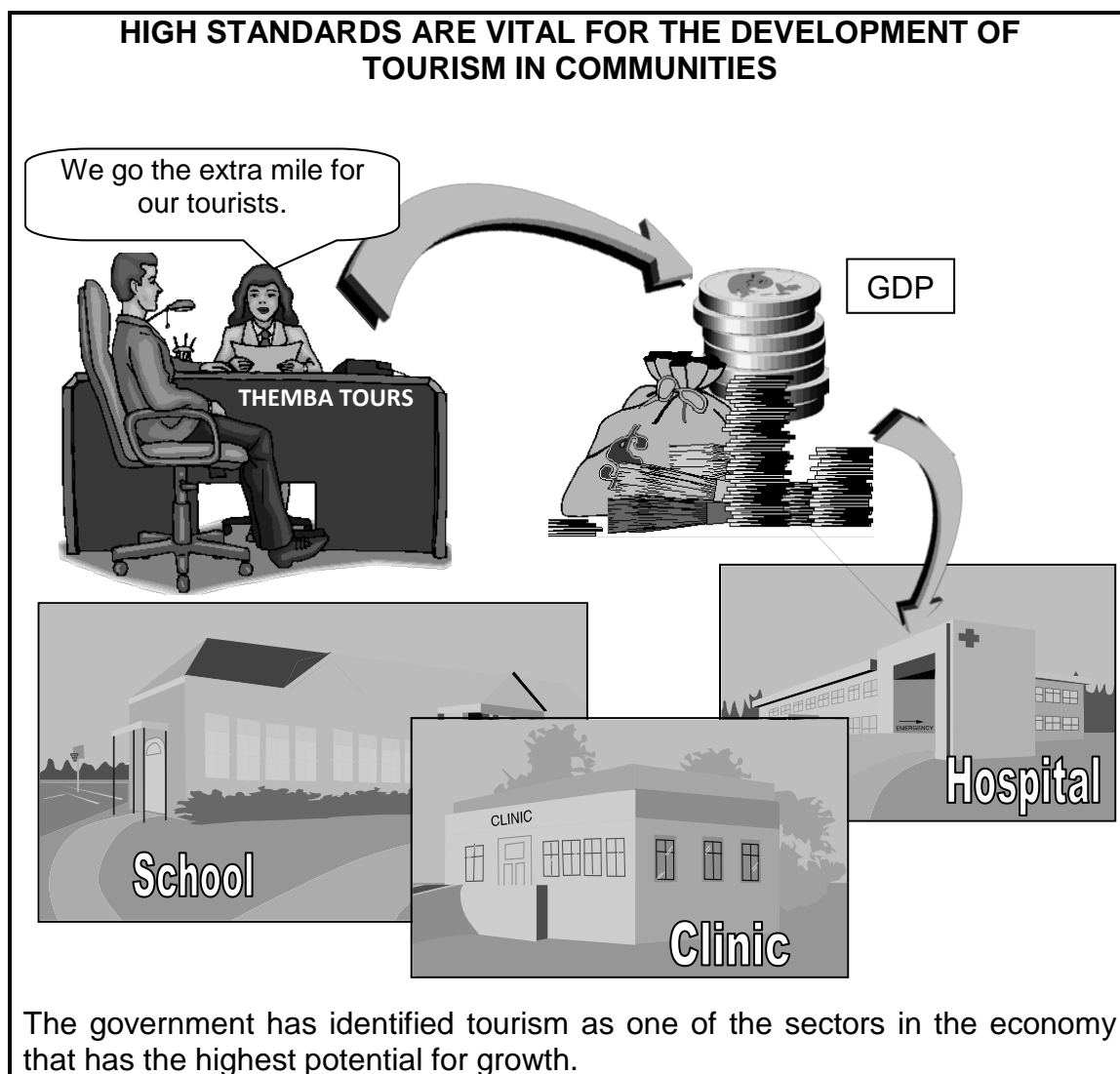
The photograph illustrates the (1.5.1) ... cultural group. This cultural group is found in (1.5.2) ... province and (1.5.3) ... province in South Africa.

Their homes are unique because of their (1.5.4) ... The colourful blankets and jewellery worn by the women indicate their (1.5.5) ... status. (5 x 1) (5)

TOTAL SECTION A: 40

SECTION B: TOURISM AS AN INTERRELATED SYSTEM**QUESTION 2**

2.1 Study the diagram below and answer the questions that follow.



2.1.1 What does the acronym *GDP* stand for? (2)

2.1.2 Choose the statement below that shows how high standards are vital for the development of tourism in communities. Write only the letter (A, B or C) next to the question number (2.1.2) in the ANSWER BOOK.

- A Tourism contributes to socio-economic development. It generates money, creates jobs, stimulates development and grows the economy for the benefit of all South Africans.
- B Tourism contributes to socio-economic development. Service excellence will ensure repeat visits, which in turn will generate more money and result in the development of infrastructure in communities for the benefit of all South Africans.

C Tourism contributes to socio-economic development. It generates money, therefore the NDT can develop infrastructure in communities for the benefit of all South Africans. (2)

2.1.3 Explain the phrase: *We go the extra mile for our tourists.* (2)

2.1.4 Give TWO suggestions how members of a community can contribute to increasing international repeat visits to their village. (4)

2.2 Study the extract below and answer the questions that follow.

	<p>MEET OUR CLIENTS</p> 
	<p>TESTIMONIALS</p> <p>Ledile Mashilwane, Larimore Guesthouse, Limpopo. We are 4-star graded, thanks to advice from the TEP. We appreciate all the training interventions that the TEP is offering because it adds value to our staff and services.</p>

2.2.1 Explain ONE reason why the government, with the help of the private sector, had to introduce partnerships and programs such as the TEP. (2)

2.2.2 List THREE aims of the TEP. (3)

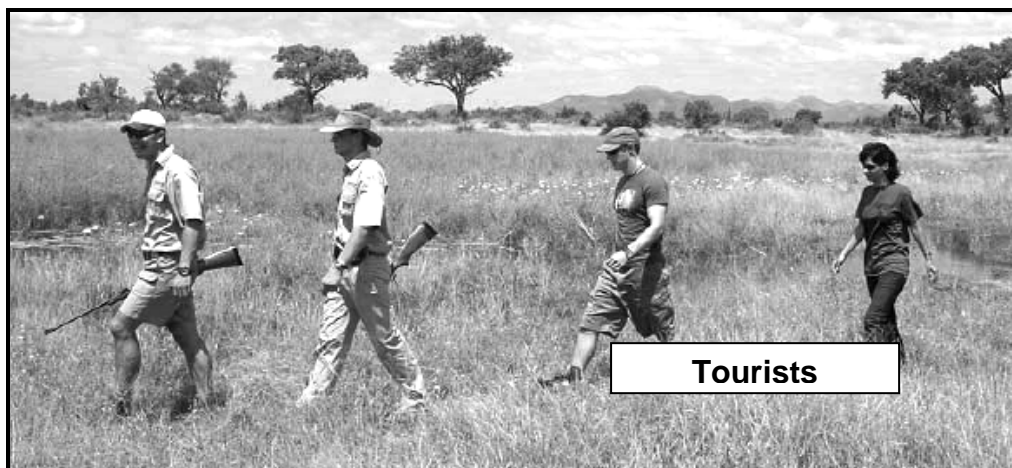
2.2.3 From the extract, identify TWO ways in which Larimore Guesthouse has benefitted from the services offered by the TEP. (2)

2.2.4 The TEP provided Larimore Guesthouse with assistance and access to in-depth research.

Give TWO suggestions how this helped the guesthouse to become successful. (4)
[21]

QUESTION 3

Study the photograph below and answer the questions that follow.



- 3.1 Name the tourism career shown in the photograph. (1)
- 3.2 List THREE tourism businesses that would employ the people in the photograph. (3)

The tourism industry needs skilled, dedicated and competent people in order to deliver the products and level of service required.

- 3.3 Name TWO skills the employees in the photograph must have to deliver quality service to tourists. (4)
- 3.4 Name the biggest risk associated with this job. (1)
- 3.5 Give TWO suggestions how the risks associated with this job can be minimised (reduced). (4)

The career in the photograph above requires employees to work irregular hours.

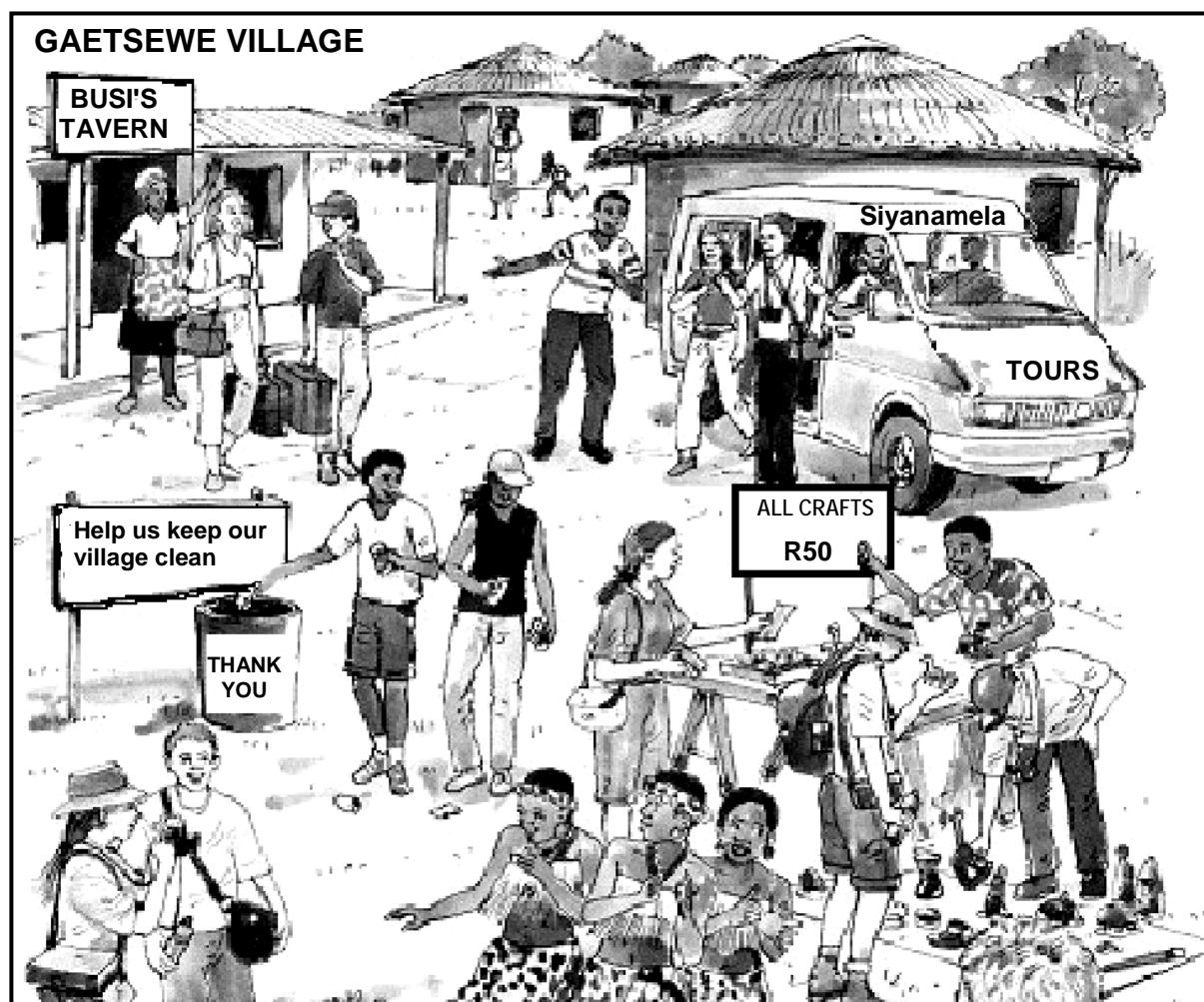
- 3.6 Explain, by giving ONE reason, why they have to work irregular hours. (2)
- 3.7 The people in the photograph are employed by you.
State TWO ways in which you can remunerate or compensate them (give back something) for working irregular hours. (4)

[19]

TOTAL SECTION B: 40

SECTION C: SUSTAINABLE AND RESPONSIBLE TOURISM**QUESTION 4**

Study the illustration below and answer the questions that follow.




- 4.1 Name the THREE pillars (triple bottom line) of sustainable tourism. (3)
- 4.2 Explain how the three pillars are applied at the Gaetsewe village. (6)
- 4.3 Name the award given to businesses that can show evidence of the triple bottom-line approach in their business practices. (2)
- 4.4 4.4.1 Identify a unique cultural experience offered by Siyanamela Tours. (2)
- 4.4.2 State ONE way in which tourists can be culturally sensitive to a particular culture. (2)
- 4.5 4.5.1 Identify TWO stakeholders in the illustration. (2)
- 4.5.2 Give ONE reason why a partnership is important between the stakeholders mentioned in QUESTION 4.5.1. (2)

- 4.6 4.6.1 Apart from the price, name TWO other elements of the marketing mix. (2)
- 4.6.2 Explain how EACH of the two elements mentioned in QUESTION 4.6.1 is demonstrated in the Gaetsewe village. (2)
- 4.7 Give ONE reason why it is important for Siyanamela Tours to ensure that they have an affordable pricing structure when developing a marketing strategy. (2)
- [25]**

QUESTION 5

- 5.1 Read the extract below and answer the questions that follow.



GREEN TRAVEL
TIPS FOR
ECO-FRIENDLY
TRAVEL

An eco-friendly travel survey conducted by TripAdvisor has found that the green travel trend is on the increase. 'Green initiatives are an increasing priority for hospitality businesses that are trying to reduce their carbon footprint.' The survey shows that TripAdvisor travellers are interested in eco-friendly practices.

[Source: TravelDailyNews.com]

- 5.1.1 Define *green travel*. (2)
- 5.1.2 Explain the concept of *measuring your carbon footprint*. (2)
- 5.1.3 Name the agreement that was signed by many countries to reduce their carbon footprint. (2)
- 5.1.4 List FOUR tips for eco-friendly transport. (4)

- 5.2 Read the extract below and answer the questions that follow.

TOWNSHIP FLAVOURS

SHISA NYAMA STYLE

HOW IT WORKS:

The best part about a shisa nyama is that it is informal and anything goes. Visitors pick their own meat, either from a menu or from an on-site butchery. They are able to relax, listen to music and have a drink while they wait for their meat to be braaied. The meal is then brought to the table, often accompanied by sides such as pap, salad and chakalaka.

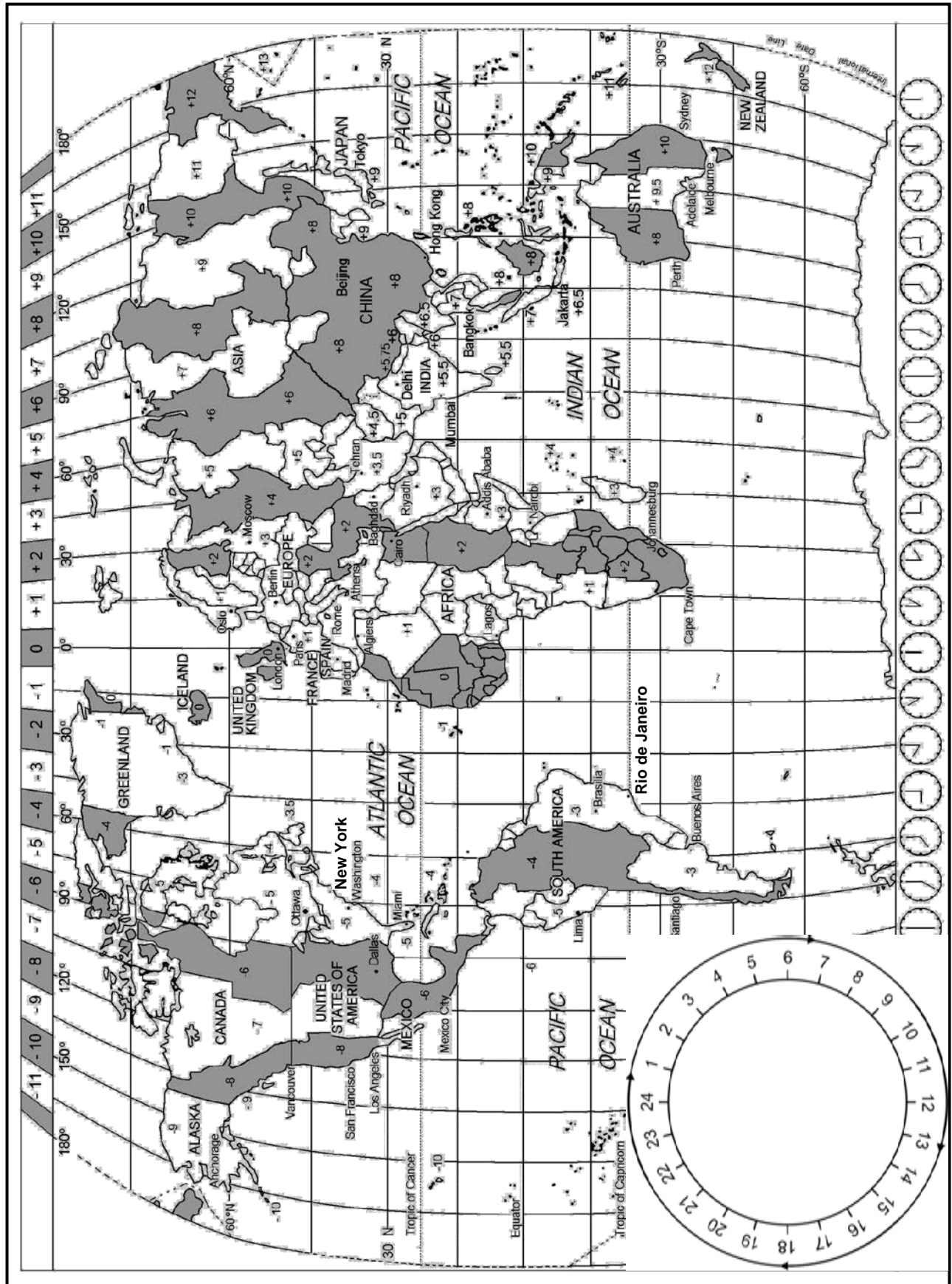
- 5.2.1 Name ONE traditional South African dish mentioned in the extract. (1)
- 5.2.2 Explain TWO ways in which the experience of eating food shisa nyama style can promote both international and domestic tourism. (4)
- [15]**

TOTAL SECTION C: 40



SECTION D: TOURISM GEOGRAPHY, ATTRACTIONS AND TRAVEL TRENDS**QUESTION 6**

Study the World Time Zone Map below and answer the questions that follow.



6.1 Identify the number of time zones used by Australia. (1)

6.2 A group of tennis players from South Africa will attend a tennis tournament in Paris and Tokyo. They will depart from OR Tambo Airport on 22 June. The flying time between South Africa and Paris is 10 hours. On 29 June they will depart from Paris for Tokyo.

6.2.1 Calculate the time in South Africa if the plane arrives in Paris at 16:30. Ignore DST. (3)

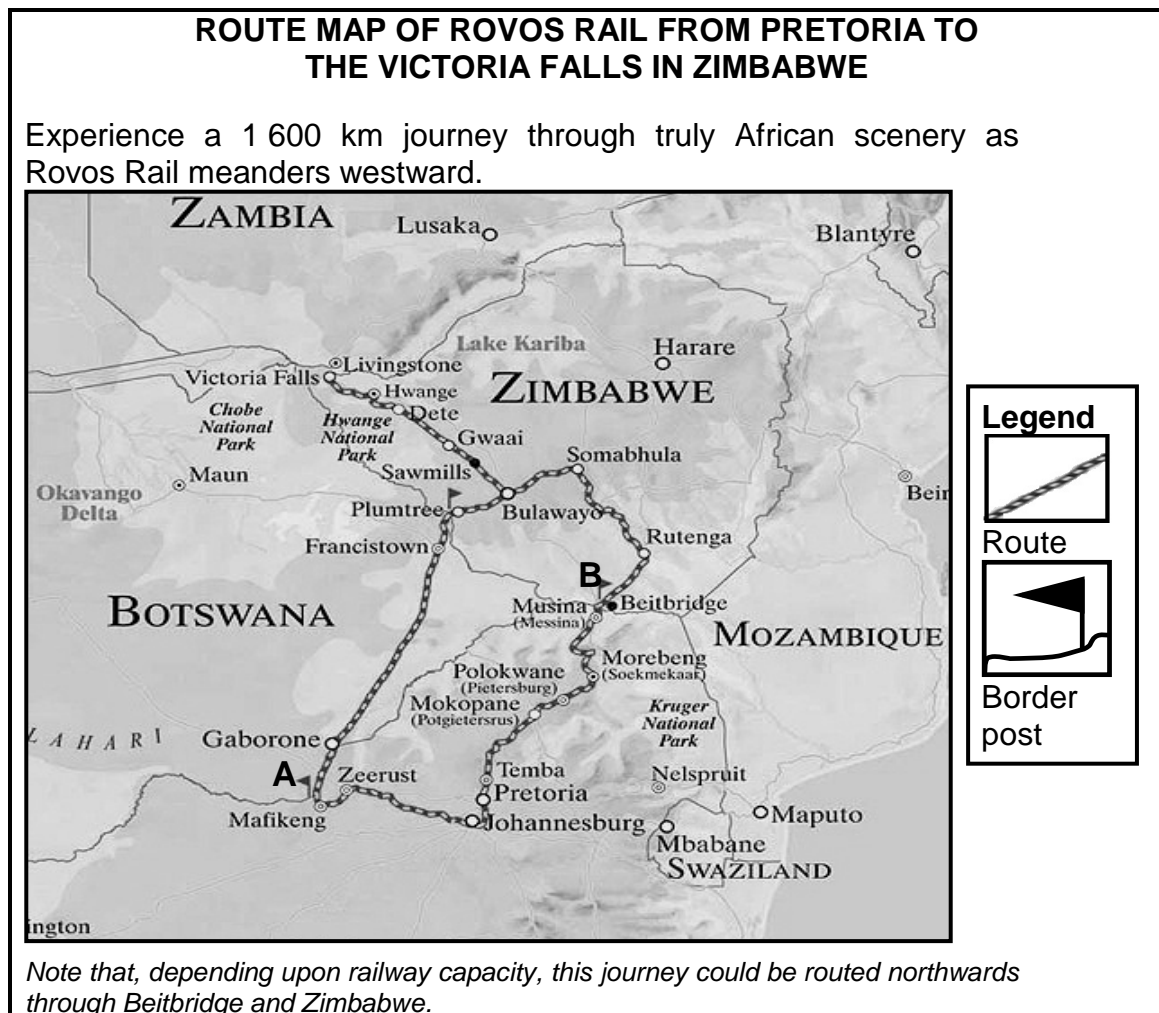
6.2.2 Calculate the departure time and date from South Africa for the flight arriving in Paris at 16:30. Ignore DST. (4)

6.2.3 The group departs from Paris at 08:00 for Tokyo. The flying time from Paris to Tokyo is 13 hours. They have a two-hour stopover (transit time) in Dubai.

Calculate the arrival time and date in Tokyo.

NOTE: Paris is practising DST. (8)

6.3 Study the route map and the itinerary of Rovos Rail from Pretoria to the Victoria Falls in Zimbabwe below and answer the questions that follow.

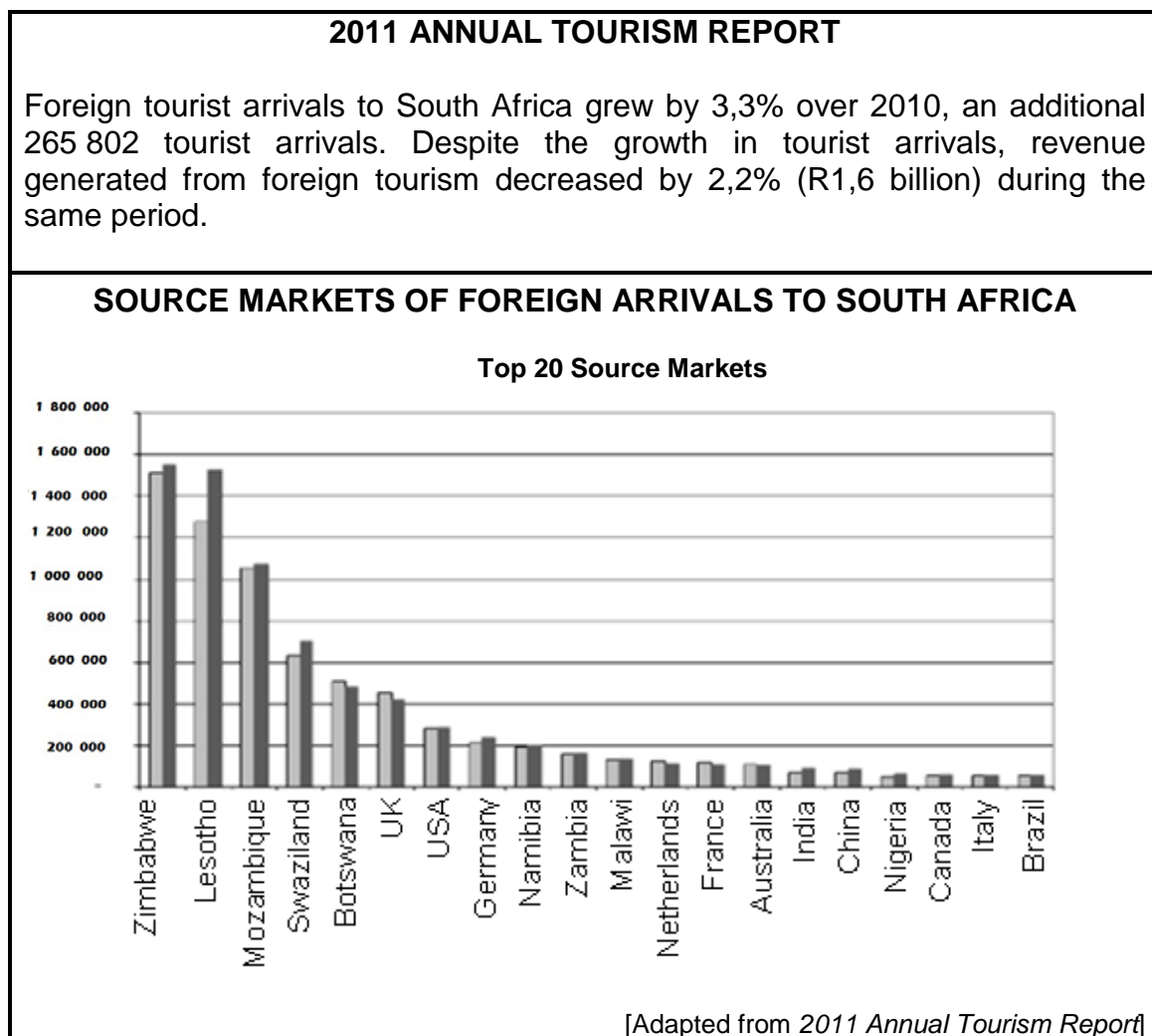


PRETORIA TO THE VICTORIA FALLS – ITINERARY	
Thursday	
09:30	The train departs from the Rovos Rail Station in Capital Park, Pretoria.
13:00	Lunch is served en route to Zeerust.
19:30	Dinner is served as the train heads towards the first border post at town A .
Friday	
07:00	Breakfast is served in the dining car.
13:00	Lunch is served in the dining car.
17:00	Crossing the border at town B .
19:30	Dinner is served in the dining car.
Saturday	
07:00	Breakfast is served in the dining car.
13:00	Lunch is served in the dining car.
18:00	Arrive at the Victoria Falls where the Rovos Rail journey ends.
19:00	Transferred by shuttle to the hotel.

- 6.3.1 Use the route map to identify border posts **A** and **B** indicated on the itinerary. (2)
- 6.3.2 Identify and list the THREE SADC countries that the train travels through during this tour. (3)
- 6.3.3 Name TWO travel documents that will be required by international inbound tourists at border posts **A** and **B**. (2)
- 6.3.4 Explain the difference between the two documents mentioned in QUESTION 6.3.3 in terms of its use to a tourist. (2)
- 6.3.5 Explain ONE reason why it is important to give an itinerary to each passenger on the Rovos Rail. (2)
- 6.3.6 Calculate the duration of the trip from Pretoria to the Victoria Falls. (2)
- [29]**

QUESTION 7

- 7.1 Read the extract below and study the graph before answering the questions that follow.



- 7.1.1 Explain the term *source market* as used in the tourism industry. (1)
- 7.1.2 Name South Africa's biggest source market for foreign arrivals. (1)
- 7.1.3 Give ONE reason why the country mentioned in QUESTION 7.1.2 is the biggest source market. (2)
- 7.1.4 Name the biggest source market outside Africa. (2)
- 7.1.5 Despite the growth in tourist arrivals, revenue (income) generated from foreign tourism decreased by 2,2% (R1,6 billion) during the same period.

- Give ONE reason for the trend mentioned in the statement above. (2)

- 7.2 Study the exchange rate table below and answer the questions that follow. Show all calculations.

COUNTRY	CURRENCY CODE	BBR	BSR
USA	USD	R8,70	R8,90
UK	GBP	R13,80	R14,00

BBR – The bank buying rate is used when banks buy foreign currency.

BSR – The bank selling rate is used when banks sell foreign currency.

A group of friends from the USA and the United Kingdom visit South Africa to attend an environmental conference. The cost of the conference, including meals and accommodation, is R17 800. The events company also offers a one-week all-inclusive tour at a cost of R15 400.

- 7.2.1 Calculate how much US dollars the Americans would need to pay for the conference. (4)
- 7.2.2 The British tourist would like to extend his stay for one week. He brought £1 200 with him for a tour after the conference.
- (a) Calculate how much he would receive in ZAR. (4)
- (b) State whether he will be able to afford the tour. (1)

- 7.3 Study the text and picture below and answer the questions that follow.

Successful global sporting events like the Soccer World Cup can be very beneficial (positive) for increased international tourism and to improve the economy of the host country.



Write a paragraph to explain TWO ways in which the contribution of tourism to the GDP can be improved by a successful global event.

(4)
[21]

TOTAL SECTION D: 50

SECTION E: CUSTOMER CARE AND COMMUNICATION**QUESTION 8**

- 8.1 State FOUR aspects that businesses should consider when addressing the cultural needs of inbound tourist markets. (4)
- 8.2 Study the page from a website below and answer the questions that follow.

The screenshot shows a web browser window with the address bar displaying 'hellopeter.com'. The page content includes a navigation bar with 'book peter | home' and a 'Login' button. The main heading is 'How hellopeter.com works'. Below this, there are two sections: 'As a customer ...' and 'As a Supplier/Company that Responds ...'. The 'As a customer ...' section describes the process of reporting service quality and the benefits of using the site. The 'As a Supplier/Company that Responds ...' section describes the opportunity to interact with customers and receive feedback. The source is cited as '[Source: Hellopeter.com]'.

File Edit View History Bookmarks Tools Help

hellopeter.com

book peter | home Login

Hello

How hellopeter.com works

As a customer ...

Report good and bad service from any supplier – anywhere.
Click on [Write a report](#) and [register](#).

When you report the service of a Company Who Responds, 54 hours after submitting your report, we will ask you to rate the supplier's response to you. You will also be asked if you would like to change your Complaint to a Compliment.

As a customer, you make this site work, so everything you do on the site is FREE. [Write reports](#), [browse](#) other people's reports and [search](#) for reports about a particular supplier or industry.

As a Supplier/Company that Responds ...

[Subscribing](#) gives you the opportunity to interact directly with your customers. We'll notify you by e-mail within 13 seconds of the report appearing on the site. You can also elect to be notified by SMS. You have the right to reply, both to the person reporting on your service, and on the site.

[Source: [Hellopeter.com](#)]

- 8.2.1 Give ONE reason why this website can be considered as more than just a form of customer feedback to companies. (2)
- 8.2.2 Give ONE reason why it will be beneficial for businesses to regularly read the information on this website. (2)
- 8.2.3 State ONE consequence for a company if they ignore customer complaints on this website. (2)

8.3 Study the information below and answer the questions that follow.

All people working in the tourism industry should understand their own contribution towards achieving service excellence.

'Treat other people like you would like to be treated.'



This is the motto by which Dina van Zyl, senior manager responsible for airlines at the Eastgate Airport near Hoedspruit in Limpopo, lives.

Her passion is to solve problems for people and to turn angry, upset customers into happy customers. She hardly ever loses her cool, which is something she believes makes her good at what she does.

[Adapted from *Tourism Update Magazine*]

- 8.3.1 Write down Dina van Zyl's motto with regards to delivering excellent service to customers. (1)
- 8.3.2 Explain TWO ways how this motto contributes to service excellence. (4)
- 8.3.3 State ONE way in which Dina can 'turn angry, upset customers into happy customers'. (2)
- [17]**

QUESTION 9

9.1 Read the extract below and answer the question that follows.

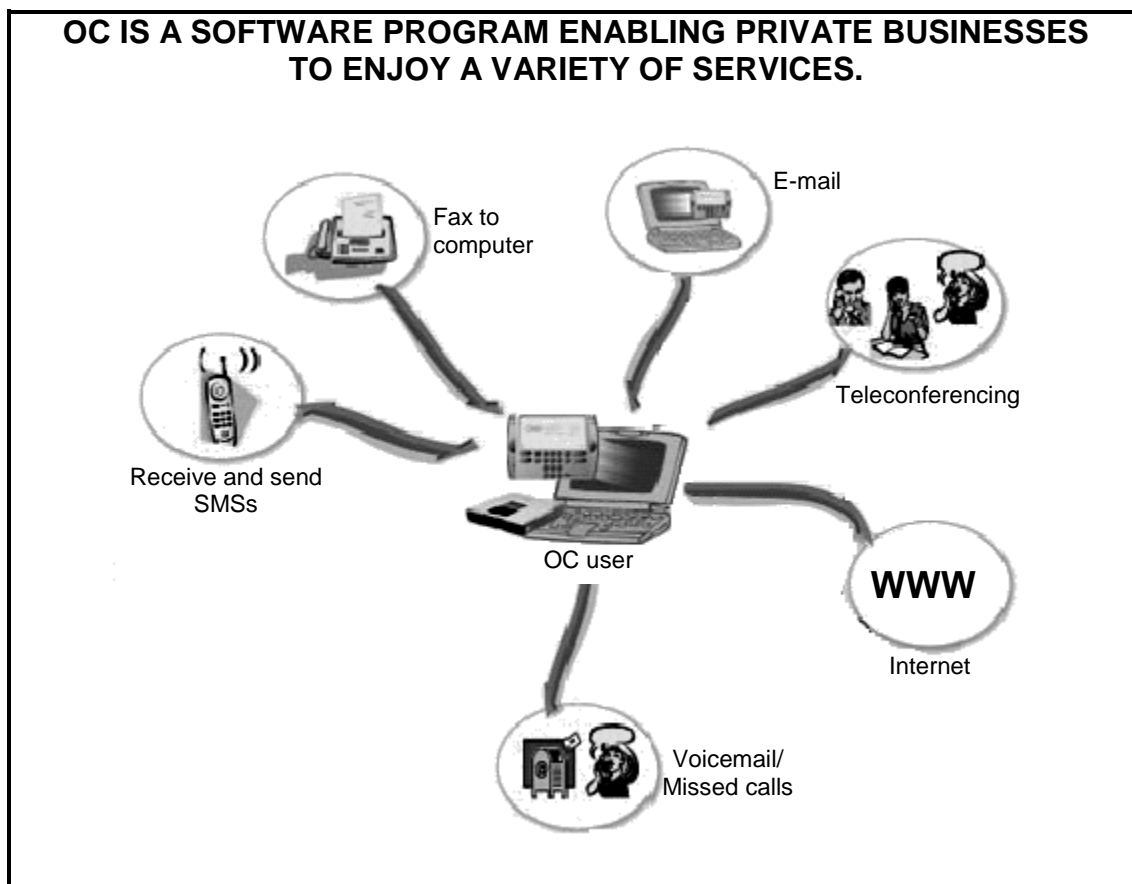


Knysna in the Western Cape is fast becoming one of the most popular destinations for business conferences and teambuilding in South Africa. The Lightleys Holiday Houseboats crew has put together a new teambuilding experience, based on the television programme, *The Amazing Race*, where teams and their leaders find clues along the Knysna lagoon to determine their direction.

Write a paragraph discussing THREE important reasons how participation in teambuilding activities organised by Lightleys Holiday Houseboats can benefit tourism businesses.

(6)

9.2 Examine the mind map below and answer the questions that follow.



9.2.1 From the mind map, identify TWO types of services that a tourism business, using the OC software programme, will have access to. (2)

9.2.2 Teleconferencing is a valuable type of technology in the business world.

Give ONE reason why this type of communication can have a negative impact on global tourism. (2)

9.2.3 The fax machine is fast becoming outdated.

(a) State whether you agree with this statement. (1)

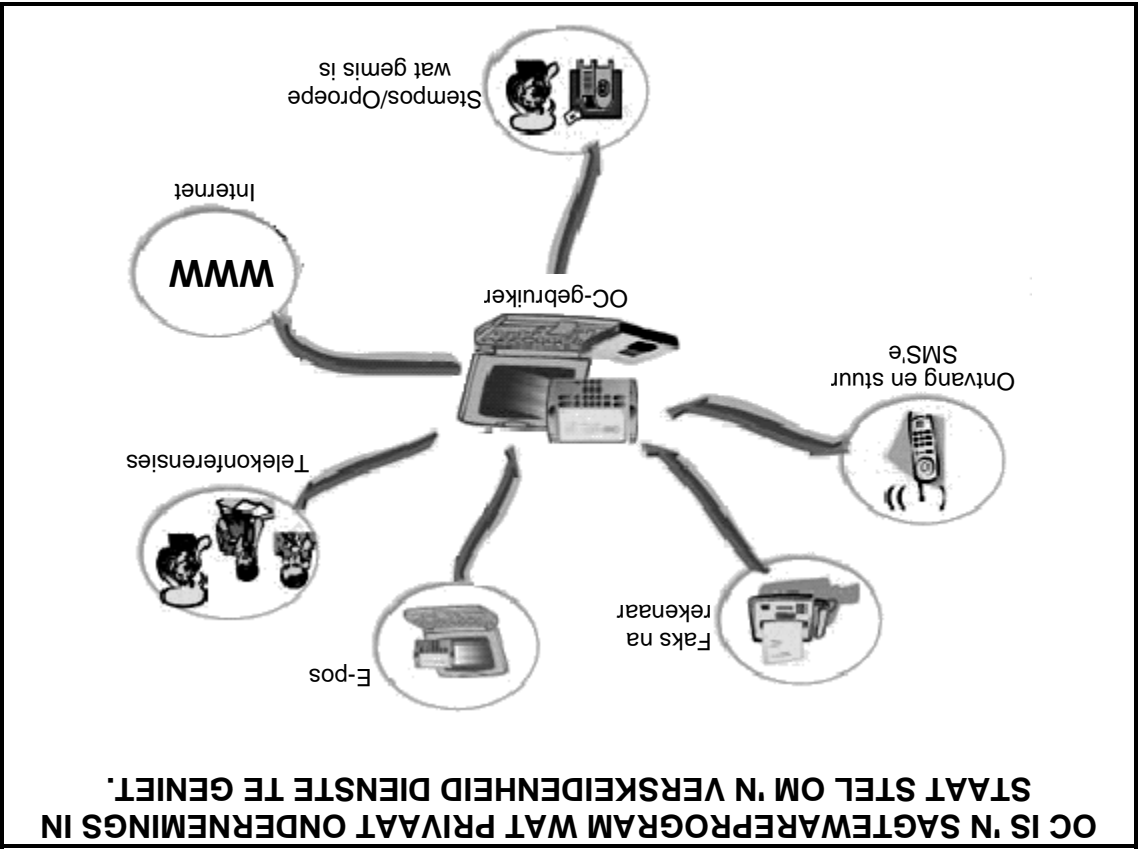
(b) Give ONE reason for your answer. (2)
[13]

TOTAL SECTION E: 30
GRAND TOTAL: 200



9.2

Bestudeer die breinkaart hieronder en beantwoord die vrae wat volg.



9.2.1

Identifiseer TWEE soorte dienste op die breinkaart waartoe 'n toerisme-onderneming wat die OC-sagtewarepprogram gebruik, toegang sal hê.

(2)

9.2.2

Telekonferensies is 'n waardevolle soort tegnologie in die sakewêreld.

(2)

Gee EEN rede waarom hierdie soort kommunikasie 'n negatiewe uitwerking op wêreldtoerisme kan hê.

9.2.3

Die faksmasjien is vinnig besig om verouerd te raak.

(1)

(a) Sê of jy met hierdie stelling saamstem.

(2)

(b) Gee EEN rede vir jou antwoord.

[13]

TOTAAL AFDELING E:

30

GROOTTOTAAL:

200



8.3 Bestudeer die inligting hieronder en beantwoord die vrae wat volg.


Alle mense wat in die toerismebedryf werk, behoort hul eie bydrae tot uitstekende dienslewering te verstaan.

'Behandel ander mense soos jy graag behandel wil word.'

Hierdie is die slagspreuk waarvolgens Dina van Zyl, senior bestuurder verantwoordelik vir lugdiens by die Eastgate Lughawe naby Hoedspruit in Limpopo, leef.

Haar passie is om probleme vir mense op te los en om kwaai, omgekrapte kliënte in gelukkige kliënte te verander. Sy verloor omtrent nooit haar humeur nie en sy glo dit is wat haar goed in haar werk maak.


[Aangepas uit *Tourism Update Tydskrif*]



[17]

VRAAG 9

9.1 Lees die volgende uittreksel hieronder en beantwoord die vraag wat volg.



Knysna in die Wes-Kaap is vinnig besig om een van die gewildste bestemmings vir besighheidskonferensies en spanbou in Suid-Afrika te word. Die Lightleys Holiday Houseboats-bemannings het 'n nuwe spanbouervaring saamgestel, wat gebaseer is op die televisieprogram, *The Amazing Race*, waar spanne en hul leiers leidrade al langs die Knysna-meer moet vind om hul rigting te bepaal.

(6) Skryf 'n paragraaf waarin jy DRIE belangrike redes bespreek hoe deelname aan spanbouaktiwiteit wat deur Lightleys Holiday Houseboats gereël word, vir toerisme-ondernemings voordelig kan wees.

AFDELING E: KLIENTEDIENS EN KOMMUNIKASIE

VRAAG 8

- 8.1
- Noem VIER aspekte wat ondernemings in gedagte moet hou wanneer daar gekyk word na kulturele behoeftes van inkomende toeristemarkte.
- (4)

- 8.2
- Bestudeer die bladsy van 'n webtuiste hieronder en beantwoord die vrae wat volg.

File Edit View History Bookmarks Tools Help

helloworld.com

book peter | home Login

Hallo

Hoe helloworld.com werk

As 'n klient ...

Rapporteer goeie en swak diens van enige verskaffer – enige plek.
Klik op [Skryf 'n verslag](#) en [registreer](#).
Wanneer jy verslag doen oor 'n Onderneming wat Reageer, sal ons 54 uur nadat jy jou verslag ingedien het, vra dat jy die verskaffer se terugvoer aan jou sal beoordeel. Jy sal ook gevra word of jy jou klagte na 'n kompliment wil verander.
As klient laat jy hierdie webtuiste werk: daarom is alles wat jy op hierdie tuiste doen, GRATIS. [Skryf verslae](#), [blaai rond](#) na ander mense se verslae en [soek](#) na verslae oor 'n spesifieke verskaffer of bedryf.

As 'n Verskaffer/Onderneming wat Reageer ...

Deur [in te teken](#) kry jy die geleentheid om direk met jou kliënte te skakel. Ons sal jou binne 13 sekondes deur middel van e-pos laat weet van die verslag op die webtuiste. Jy kan ook kies om per SMS in kennis gestel te word. Jy het die reg om te reageer, beide aan die persoon wat oor jou diens verslag doen en op die webtuiste.

[Bron: Helloworld.com]

- 8.2.1
- Gee EEN rede waarom hierdie webtuiste as meer as net 'n vorm van klienteterrugvoer vir ondernemings beskou kan word.
- (2)
- 8.2.2
- Gee EEN rede waarom dit vir ondernemings voordelig sal wees om gereeld die inligting op hierdie webtuiste te lees.
- (2)
- 8.2.3
- Noem EEN gevolg vir 'n onderneming as hulle kliënte se klagtes op hierdie webtuiste ignoreer.
- (2)



7.2

Bestudeer die wisselkoerstabel hieronder en beantwoord die vrae wat volg.
Toon alle bewerkings.

LAND	VALUTAKODE	BAK	BVK
VSA	USD	R8,70	R8,90
VK	GBP	R13,80	R14,00

BAK – Die bankaankoopkoers word gebruik wanneer banke buitelandse valuta aankoop.

BVK – Die bankverkoopkoers word gebruik wanneer banke buitelandse valuta verkoop.

'n Groep vriende uit die VSA en die Verenigde Koninkryk besoek Suid-Afrika om 'n omgewingskonferensie by te woon. Die koste van die konferensie, etes en akkommodasie ingesluit, beloop R17 800. Die onderneming wat die konferensie gereël het, bied ook 'n allesomvattende toer van een week teen R15 400 aan.

7.2.1

Bereken hoeveel VS-dollar die Amerikaners sal nodig hê om vir die konferensie te betaal.

7.2.2

Die Britse toeris wil sy verblyf met een week verleng. Hy het £1 200 saamgebring vir 'n toer na afloop van die konferensie.

- (a) Bereken hoeveel hy in ZAR sal ontvang.
- (b) Sê of hy die toer sal kan bekostig.

7.3

Bestudeer die teks en prent hieronder en beantwoord die vrae wat volg.

Suksesvolle wêreldsportgeleenthede soos die Sokker-wêreldbekertoernooi kan baie voordelig (positief) wees om internasionale toerisme te laat toeneem en om die ekonomie van die gashoerland te verbeter.



Skrif 'n paragraaf om TWEE maniere te verduidelik waarop toerisme se bydrae tot die BBP verbeter kan word deur 'n suksesvolle wêreldgebeurtenis.

[21]

TOTAAL AFDELING D: 50

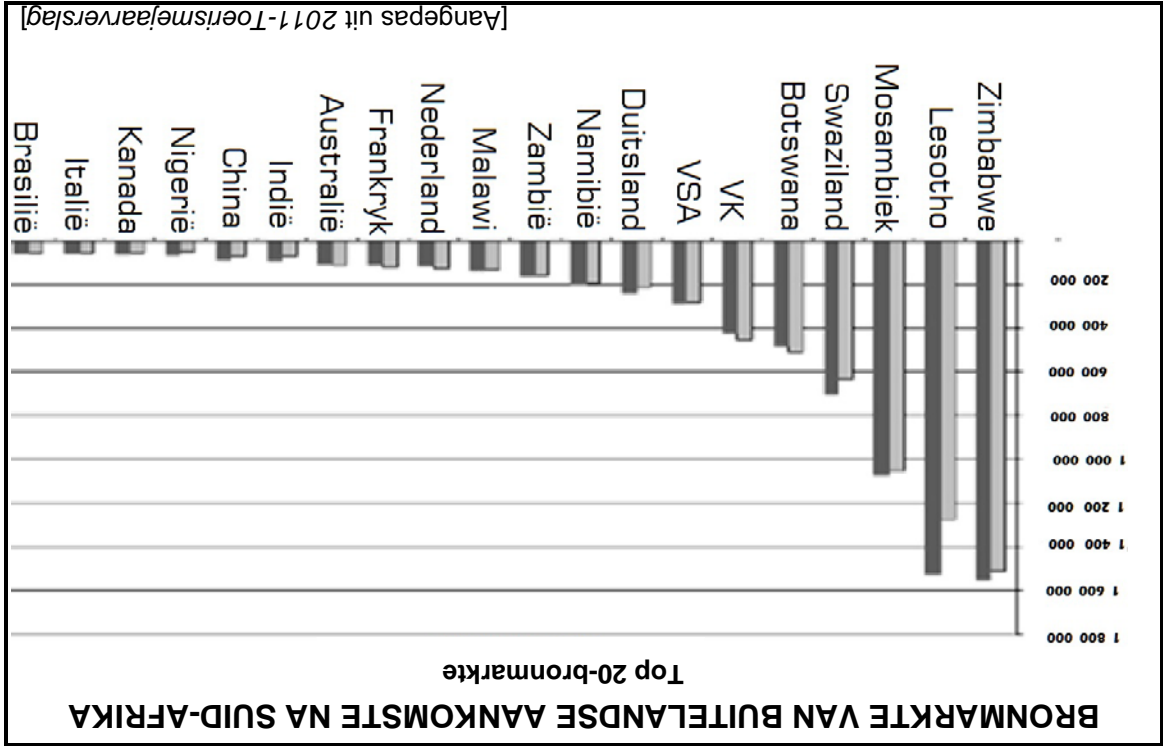


VRAAG 7

7.1 Lees die uittreksel hieronder en bestudeer die grafiek voordat jy die vrae wat volg, beantwoord.

2011-TOERISMEJAARVERSLAG

Aankomste van buitelandse toeriste in Suid-Afrika het in 2010 met 3,3% gegroei; 'n bykomende 265 802 toeriste-aankomste. Ten spyte van die groei in toeriste-aankomste het die inkomste uit buitelandse toerisme met 2,2% (R1,6 miljard) gedurende dieselfde tydperk afgeneem.



- 7.1.1 Verduidelik die term *bronmark* soos dit in die toeristebedryf gebruik word. (1)
- 7.1.2 Noem Suid-Afrika se grootste bronmark vir buitelandse aankomste. (1)
- 7.1.3 Gee EEN rede waarom die land wat in VRAAG 7.1.2 genoem word, die grootste bronmark is. (2)
- 7.1.4 Noem die grootste bronmark buite Afrika. (2)
- 7.1.5 Ten spyte van die groei in toeriste-aankomste het die inkomste uit buitelandse toerisme met 2,2% (R1,6 miljard) gedurende dieselfde tydperk afgeneem. (2)
- Gee EEN rede vir die neiging wat in die stelling hierbo genoem word. (2)



PRETORIA NA DIE VICTORIA-WATERVAL – REISPROGRAM	
Donderdag	
09:30	Die trein vertrek vanaf die Rovos Rail-stasie in Capital Park, Pretoria.
13:00	Middagete word onderweg na Zeerust bedien.
19:30	Aandete word bedien terwyl die trein op pad is na die eerste grenspos by dorp A .
Vrydag	
07:00	Ontbyt word in die eetwa bedien.
13:00	Middagete word in die eetwa bedien.
17:00	Kruis die grens by dorp B .
19:30	Aandete word in die eetwa bedien.
Saterdag	
07:00	Ontbyt word in die eetwa bedien.
13:00	Middagete word in die eetwa bedien.
18:00	Arriveer by die Victoria-waterval waar die Rovos Rail-reis eindig.
19:00	Vervoer met 'n pendelbusse na die hotel.

- 6.3.1 Gebruik die roetekkaart om grenspos **A** en **B** op die reisprogram te identifiseer. (2)
- 6.3.2 Identifiseer en noem die DRIE SAOG-lande waardeur die trein gedurende hierdie toer ry. (3)
- 6.3.3 Noem TWEE reisdokumente wat vereis word vir internasionale inkomende toeriste by grenspos **A** en **B**. (2)
- 6.3.4 Verduidelik die verskil tussen die twee dokumente wat in VRAAG 6.3.3 genoem word met betrekking tot die gebruik daarvan deur 'n toeris. (2)
- 6.3.5 Verduidelik EEN rede waarom dit belangrik is om aan elke passasier op die Rovos Rail 'n reisprogram te gee. (2)
- 6.3.6 Bereken die duur van die reis vanaf Pretoria na die Victoria-waterval. (2)

[29]



6.1 Identifiseer die getal tydsones wat deur Australië gebruik word. (1)

6.2 'n Groep tennisspelers van Suid-Afrika gaan aan 'n tennistoernooi in Parys en Tokio deelneem. Hulle gaan op 22 Junie vanaf OR Tambo Lughawe vertrek. Die vliegtyd tussen Suid-Afrika en Parys is 10 ure. Hulle gaan op 29 Junie vanaf Parys na Tokio vertrek.

6.2.1 Bereken die tyd in Suid-Afrika as die vliegtuig om 16:30 in Parys aankom. Ignoreer DBT. (3)

6.2.2 Bereken die vertrektyd en -datum vanaf Suid-Afrika vir die vlug wat om 16:30 in Parys aankom. Ignoreer DBT. (4)

6.2.3 Die groep vertrek om 08:00 vanaf Parys na Tokio. Die vliegtyd vanaf Parys na Tokio is 13 uur. Hulle het 'n twee-uur-oorsaantyd (transityd) in Dubai.

Bereken die aankomstyd en -datum in Tokio.

LET WEL: Parys gebruik DBT. (8)

6.3 Bestudeer die roetekaart en die reisprogram van Rovos Rail vanaf Pretoria na die Victoria-waterval in Zimbabwe hieronder en beantwoord die vrae wat volg.

ROETEKAART VAN ROVOS RAIL VANAF PRETORIA NA DIE VICTORIA-WATERVAL IN ZIMBABWE

Beleef 'n 1 600 km-reis deur ware Afrika-natuurskoon soos Rovos Rail weswaarts kronkel.

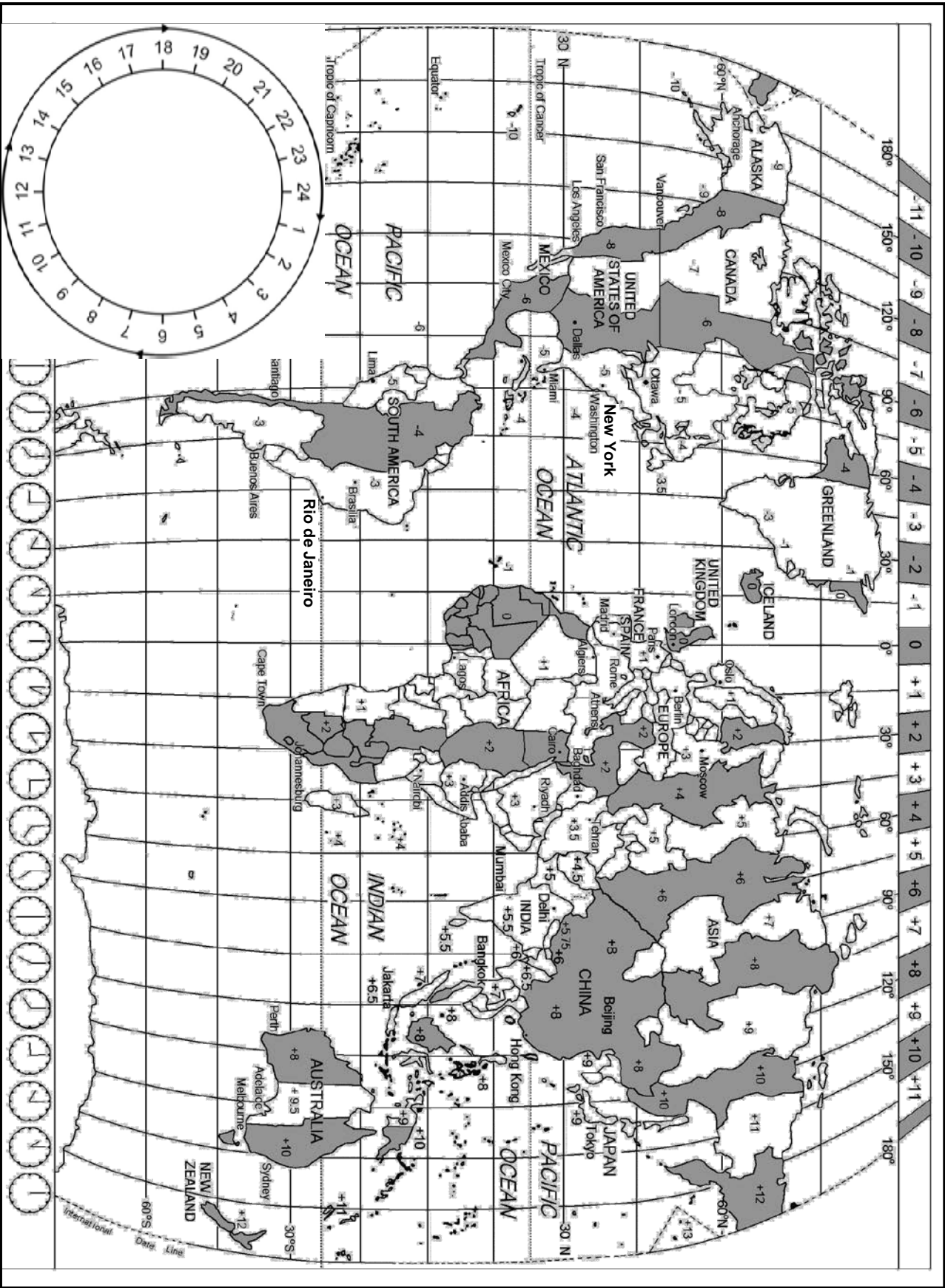
Let daarop dat spoor kapasiteit kan bepaal of hierdie reis noordwaarts deur Beitrug en Zimbabwe verander kan word.



AFDELING D: TOERISME-AARDRYKSKUNDE, BESIENSWAARDIGHEDE EN REISNEIGINGS

VRAAG 6

Bestudeer die Wêreldtydsonekaart hieronder en beantwoord die vrae wat volg.



5.2

Lees die uittreksel hieronder en beantwoord die vrae wat volg.

TOWNSHIP-GEURE

SHISA NYAMA-STYL

HOE DIT WERK:

Die beste van 'n shisa nyama is dat dit informeel is en dat enigiets toelaatbaar is. Besoekers kies hulle eie vleis, of vanaf 'n spyskaart of by 'n slaghuis op die perseel. Hulle kan ontspan, na musiek luister en 'n drankie geniet terwyl hulle wag dat hulle vleis gebraaï word. Die ete word dan na die tafel gebring, dikwels saam met bykosse soos pap, slaai en chakalaka.

5.2.1 Noem EEN tradisionele Suid-Afrikaanse gereg wat in die uittreksel genoem word. (1)

5.2.2 Verduidelik TWEE maniere waarop die ervaring om kos op die shisa nyama-styl te eet, beide internasionale en plaaslike toerisme kan bevorder. (4)

[15]

TOTAAL AFDELING C: 40

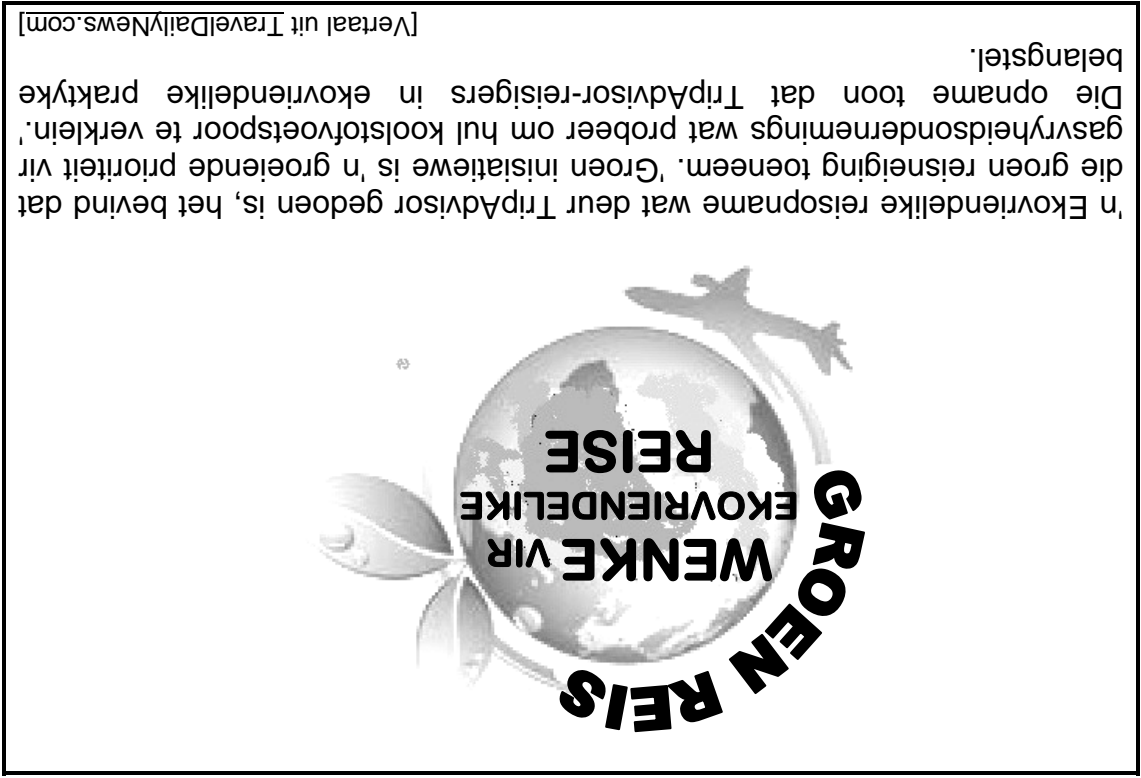


- 4.6 4.6.1 Behalwe vir die prys, noem TWEE ander elemente van die bemarkingsresep (-mengsel). (2)
- 4.6.2 Verduidelik hoe ELK van die twee elemente wat in VRAAG 4.6.1 genoem is, in die Gaetsewe-dorpie demonstreer word. (2)
- 4.7 Gee EEN rede waarom dit vir Siyanamela Toere belangrik is om te verseker dat hulle 'n bekostigbare prysstruktuur het wanneer hulle 'n bemarkingsstrategie ontwikkel. (2)

[25]

VRAAG 5

5.1 Lees die uittreksel hieronder en beantwoord die vrae wat volg.



'n Ekoriendelike reisopname wat deur TripAdvisor gedoen is, het bevind dat die groen reisneming toenem. 'Groen inisiatiewe is 'n groeiende prioriteit vir gasvryheidsondernemings wat probeer om hul koolstofvoetspoor te verklein.' Die opname toon dat TripAdvisor-reisigers in ekoriendelike praktyke belangstel.

[Vertaal uit TravelDailyNews.com]

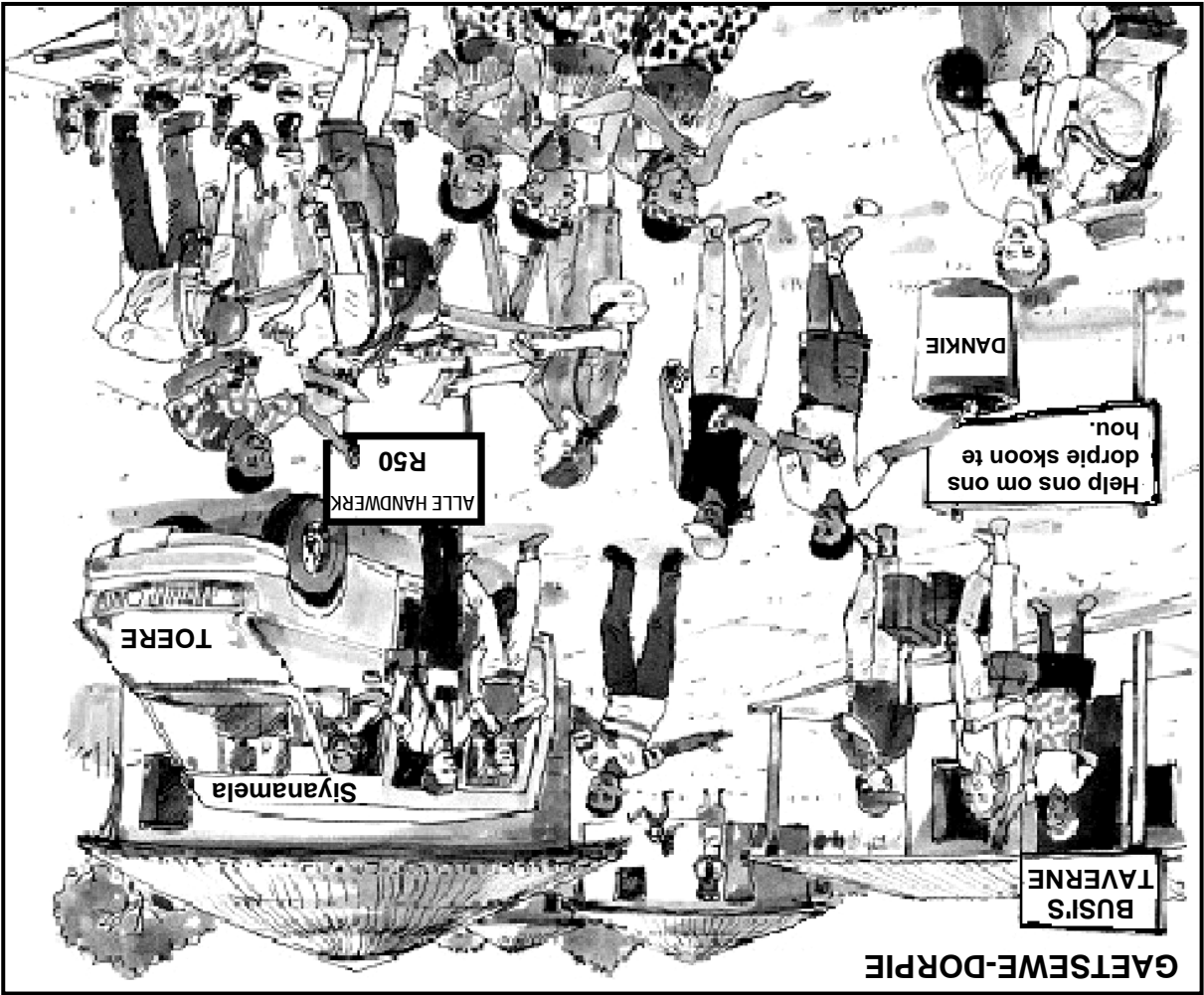
- 5.1.1 Definieer *groen reis*. (2)
- 5.1.2 Verduidelik die konsep *om jou koolstofvoetspoor te meet*. (2)
- 5.1.3 Noem die ooreenkoms wat deur baie lande onderteken is om hulle koolstofvoetspoor te verklein. (2)
- 5.1.4 Noem VIER wenke vir ekoriendelike vervoer. (4)



AFDELING C: VOLHOUBARE EN VERANTWOORDELIKE TOERISME

VRAAG 4

Bestudeer die illustrasie hieronder en beantwoord die vrae wat volg.



- 4.1 Noem die DRIE pilare (driedubbele slotreël) van volhoubare toerisme. (3)
- 4.2 Verduidelik hoe die drie pilare toegepas word in die Gaetsewe-dorpie. (6)
- 4.3 Noem die toekenning wat gegee word aan besighede wat bewys kan lewer van die driedubbele-slotreël-benadering in hul besighedspraktieke. (2)
- 4.4 Identifiseer 'n unieke kulturele ervaring wat deur Siyanamela Toere gebied word. (2)
- 4.4.2 Noem EEN manier waarop toeriste kultureelsensitief kan wees teenoor 'n spesifieke kultuur. (2)
- 4.5.1 Identifiseer TWEE belanghebbendes in die illustrasie. (2)
- 4.5.2 Gee EEN rede waarom 'n vennootskap tussen die belanghebbendes wat in VRAAG 4.5.1 genoem is, belangrik is. (2)



VRAAG 3

Bestudeer die foto hieronder en beantwoord die vrae wat volg.



- 3.1 Noem die toerismeloopbaan wat in die foto getoon word. (1)
- 3.2 Noem DRIE toersimbesighede wat die mense in die foto in diens sal neem. (3)

Die toeristebedryf het vaardige, toegewyde en bekwame mense nodig om die produkte en vlak van diens wat vereis word, te lewer.

- 3.3 Noem TWEE vaardighede wat die werknemers in die foto moet hê om gehaltdiens aan toeriste te lewer. (4)
- 3.4 Noem die grootste risiko wat hierdie werk inhou. (1)

- 3.5 Maak TWEE voorstelle hoe die risiko's wat hierdie werk inhou, verminder kan word. (4)

Die loopbaan in die foto hierbo vereis dat werknemers ongereelde ure werk.

- 3.6 Verduidelik, deur EEN rede te gee, waarom hulle ongereelde ure moet werk. (2)
- 3.7 Die mense in die foto is in jou diens. (4)

Noem TWEE maniere waarop jy hulle kan betaal of kompenseer (gee iets terug) omdat hulle ongereelde ure werk.

- (4)
- [19]
- TOTAAL AFDELING B: 40



- C Toerisme dra by tot maatskaplik-ekonomiese ontwikkeling. Dit bring geld in; daarom kan die NDT infrastruktuur in gemeenskappe ontwikkel tot voordeel van alle Suid-Afrikaners. (2)
- 2.1.3 Verduidelik die frase: *Ons loop ook die tweede myl saam met ons toeriste.* (2)
- 2.1.4 Maak TWEE voorstelle hoe Iede van 'n gemeenskap tot 'n toename in internasionale herhaalbesoeke na hulle dorpie kan bydra. (4)
- 2.2 Bestudeer die uittreksel hieronder en beantwoord die vrae wat volg.

ONTMOET ONS KLIENTE

GETUIGSKRIFTE

Ledile Mashilwane, Larimore Gastehuis, Limpopo.

Ons het 'n 4-ster-gradering te danke aan die TEP se raad. Ons waardeer al die opleiding-intervensies wat die TEP bied omdat dit waarde toevoeg tot ons personeel en dienste.

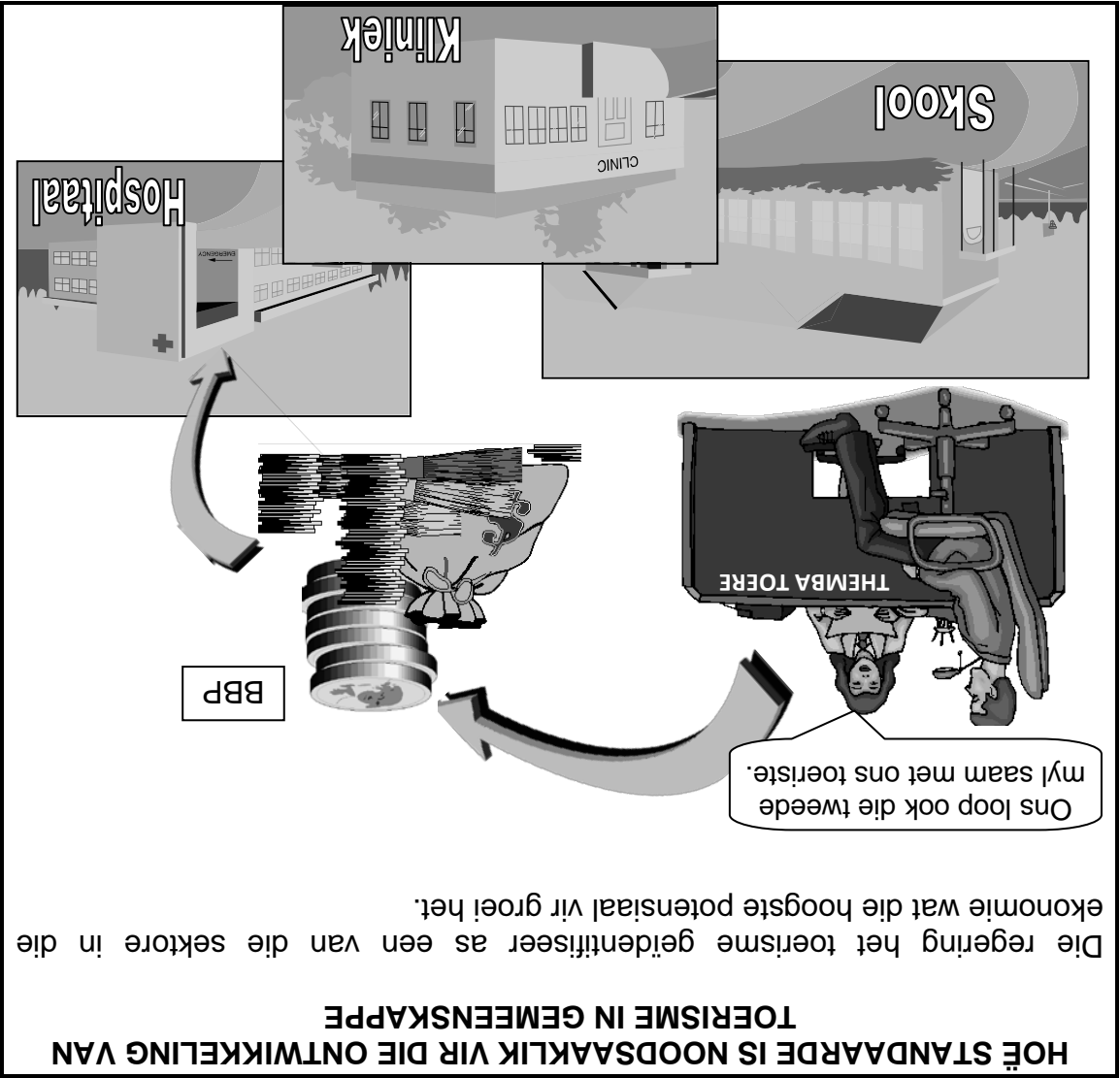
- 2.2.1 Verduidelik EEN rede waarom die regering, met behulp van die privaat sektor, vennootskappe en programme soos die TEP moes instel. (2)
- 2.2.2 Noem DRIE doelwitte van die TEP. (3)
- 2.2.3 Identifiseer TWEE maniere uit die uittreksel waarop Larimore Gastehuis voordeel getrek het uit die dienste wat deur die TEP aangebied word. (2)
- 2.2.4 Die TEP het hulp verleen aan Larimore Gastehuis en toegang tot omvattende navorsing gebied. (4)
- Maak TWEE voorstelle hoe dit die gastehuis gehelp het om suksesvol te word.



AFDELING B: TOERISME AS 'N INTERVERWANTE STELSEL

VRAAG 2

2.1 Bestudeer die diagram hieronder en beantwoord die vrae wat volg.



2.1.1

Waarvoor staan die afkorting *BBP*?

(2)

2.1.2

Kies die stelling hieronder wat die beste beskryf hoe hoë standaarde noodsaaklik is vir die ontwikkeling van toerisme in gemeenskappe. Skryf slegs die letter (A, B of C) langs die vraagnummer (2.1.2) in die ANTWOORDEBOEK neer.

A

Toerisme dra by tot maatskaplik-ekonomiese ontwikkeling. Dit bring geld in, skep werk, stimuleer ontwikkeling en het ekonomiese groei tot gevolg tot voordeel van alle Suid-Afrikaners.

B

Toerisme dra by tot maatskaplik-ekonomiese ontwikkeling. Uitstekende dienslewering sal herhaalbesoeke verseker, wat weer meer geld sal inbring en die ontwikkeling van infrastruktuur in gemeenskappe tot gevolg sal hê tot voordeel van alle Suid-Afrikaners.



1.5

Suid-Afrika word dikwels die Reënboggnasie genoem na aanleiding van ons vele uiteenlopende kulture.

Hieronder is 'n foto wat een van die vele Suid-Afrikaanse kulturele groepe toon.

Voltooi die paragraaf hieronder deur die ontbrekende woorde neer te skryf. Skryf slegs die woord(e) langs die vraagnommer (1.5.1–1.5.5) in die ANTWOORDEBOEK neer.



Die foto illustreer die (1.5.1) ... kulturele groep. Hierdie kulturele groep word in die (1.5.2) ...-provinsie en (1.5.3) ...-provinsie in Suid-Afrika aangetref. Hulle huise is uniek as gevolg van hulle (1.5.4) ... Die kleurvolle komberse en juweliersware wat deur die vrouens gedra word, dui op hulle (1.5.5) ...-status.

(5 x 1)

(5)

TOTAAL AFDELING A:

40



1.3

Kies die korrekte woord(e) uit dié wat tussen hakies gegêe word. Skryf slegs die woord(e) langs die vraagnummer (1.3.1–1.3.5) in die ANTWOORDEBOEK neer, byvoorbeeld 1.3.6 paspoort.

1.3.1 'n (Concierge/Connoisseur) sien om na die behoeftes van gaste in 'n hotel.

1.3.2 Werknemers se vergoeding, werkure en verlof word uiteengesit in die maatskappy se (gedragkode/dienskontrak).

1.3.3 Die (ETEA/Welcome)-toekennings word aan opkomende entrepreneurs in die toeristebedryf gegee.

1.3.4 In spanwerk bied die (inisiëerder/hekweg) van 'n span nuwe idees aan en maak voorstelle vir oplossings.

1.3.5 Die (faksmasjien/rekenaar) kan gebruik word om harde kopieë van dokumente na kliente in 'n ander stad te stuur.

1.4

Die beskrywings hieronder vind by internasionale lughawens plaas. Kies 'n term uit KOLOM B wat by 'n beskrywing in KOLOM A pas. Skryf slegs die letter (A–I) langs die vraagnummer (1.4.1–1.4.5) in die ANTWOORDEBOEK neer, byvoorbeeld 1.4.6 J.

KOLOM A		KOLOM B	
1.4.1	'n Voorbeeld van 'n beperkte item	A	voëlgriep
1.4.2	'n Voorbeeld van 'n verbode item	B	doeane
1.4.3	Inkomende toeriste word teen hierdie siekte gewaarsku wanneer hulle Suid-Afrika binnekom	D	wapen
1.4.4	Geen belasting word op hierdie item gehef nie	E	malaria
1.4.5	'n Beheerpunt vir die kontrolering van beperkte en verbode items	F	immigrasie
		G	kamera
		H	belastingvry
		I	polio

(5) (5 x 1)



- 1.1.18 Duitsland, een van ons grootste inkomende markte, word beskou as 'n ... reismerk.
- A opkomende
B taktiese
C bestaande
D dophoulysie- ('watch-list')
- 1.1.19 Die volgende waardes word vereis vir effektiewe deelname in 'n span:
- A Respek; deelname
B Bevraging; arrogansie
C Luister; dominasie
D Die deel van idees; selfsugtigheid
- 1.1.20 Die soort tegnologie wat regstreekse verbale kommunikasie verskat:
- A E-pos
B Tekstboodskap
C Telefoon
D Stempas
- (20) (20 x 1)
- 1.2 Gee EEN woord/term vir elk van die volgende beskrywings deur 'n woord/term uit die lys hieronder te kies. Skryf slegs die woord/term langs die vraagnummer (1.2.1–1.2.5) in die ANTWOORDEBOEK neer.
- cholera; prestasiebestuur; geheime kliënt; opname; bestuurder; SWOT-analise; bemarkingsresep (-mengsel); geelkoors
- 1.2.1 'n Besigheid gebruik hierdie persoon om die gehalte van dienslewering namens hom te evalueer
- 1.2.2 'n Monitoringstelsel om die gehalte van werk wat 'n werknemer lewer te bepaal
- 1.2.3 'n Vorm van klienteteterugvoer
- 1.2.4 Die eerste stap van 'n bemarkingsplan
- 1.2.5 Toeriste sal medikasie benodig as hulle hierdie water-oordraagbare siekte opdoen
- (5) (5 x 1)



- 1.1.12 Die amptelike bemarkingsorganisasie van Suid-Afrika:
- A NDT
 - B TOMSA
 - C RETOSA
 - D SAT
- 1.1.13 Hierdie gebeurtenis het 'n negatiewe uitwerking op die wyn-toerismebedryf in 2013 gehad:
- A Afrika-nasiebeker
 - B Comrades-marathon
 - C Staking van plaaswerkers
 - D Marikana-protes
- 1.1.14 Sestig persent (60%) van alle aankomste in Suid-Afrika kom van die buurlande vir ...
- A 'n vakansie.
 - B inkopies.
 - C ekotoerisme.
 - D kulturele ervarings.
- 1.1.15 Hierdie handelskou, wat die grootste in Afrika is, vertoon Suid-Afrikaanse toerisme produkte en -dienste en bring alles byeen:
- A Getaway-skou
 - B Internasionale Handelskou
 - C Indaba
 - D 'World Travel Market'
- 1.1.16 Lande in die Noordelike Halfrond wat dagligbesparingstyd (DBT) beoefen, sal gewoonlik die praktyk gedurende ... begin.
- A September/Okttober
 - B Oktober/November
 - C Junie/Julie
 - D April/Mei
- 1.1.17 'n Simptoom van vlugvoosheid:
- A Oorgewig
 - B Verlies van eetlus
 - C Ooreet
 - D Gevoel van tevredenheid



- 1.1.6 Die ekonomiese, maatskaplike en omgewingsdoelwitte van toerisme kan in hierdie dokument gevind word:
- A Nasionale Inisiatief vir Uitstekende Dienslewering in Toerisme
 - B Binnelandse Toerismegroei-strategie
 - C Witskrif oor die Ontwikkeling en Bevordering van Toerisme in Suid-Afrika
 - D Die Nasionale Departement van Toerisme se Jaarverslag
- 1.1.7 Die doelwit van hierdie konvensie is om vleiande te beskerm en te bewaar:
- A WWF
 - B Ramsar
 - C Kyoto Protokol
 - D COP17
- 1.1.8 Die organisasie wat gemoed is met die beskerming van die wêreld se kulturele en natuurlike erfenis en sy werksaamhede in die natuurwetenskap:
- A UNESCO
 - B UNWTO
 - C WGO
 - D WESSA
- 1.1.9 'n Uniek Suid-Afrikaanse toerismeproduk:
- A Wêrelderfenisterreine
 - B Rugsakstap ('Backpacking')
 - C Wild-lodges
 - D Gugulethu township-toere
- 1.1.10 Rotstekeninge van die San-mense kan by die ...
- A Vrededorfkoepel
 - B Ukhahlamba-Drakensberg Park
 - C Mapungubwe Kulturele Landskap
 - D Robbeneiland
- 1.1.11 Die tydsone van 'n land wat op die 60° oos-lengtelyn geleë is, is ...
- A +6.
 - B -6.
 - C -4.
 - D +4.



AFDELING A: KORTVRAE**VRAAG 1**

1.1

Vier opsies word as moontlike antwoorde vir die volgende vrae gegee. Kies die antwoord en skryf slegs die letter (A–D) langs die vraagnummer (1.1.1–1.1.20) in die ANTWOORDEBOEK neer.

1.1.1 As gevolg van toerisme se bydrae tot die Suid-Afrikaanse ekonomie word daar dikwels daarna verwys as die nuwe ...

- A platinum.
- B silwer.
- C goud.
- D diamant.

1.1.2 Suid-Afrika se Plaaslike Toerismegroei-strategie ('DTGS') is gerig op mense wat in ... woon.

- A al nege provinsies in Suid-Afrika
- B Suid-Afrika en die Indiese Oseaan-eilande
- C die Suid-Afrikaanse kusstreek
- D die Suid-Afrikaanse Ontwikkelingsgemeenskap

1.1.3 Werknemers wat direkte kontak met gaste in 'n hotel het:

- A Finansies-personeel
- B Voorstewerkslyn-personeel
- C Instandhoudingspersoneel
- D Menslikehulpbronnepersoneel

1.1.4 Die doel van 'n gedragkode vir werknemers in 'n toerisme-onderneming is om ...

- A die diensvoorwaardes van werknemers uit te spel.
- B gedrag van werknemers by die werk te reguleer.
- C aan werknemers toegang te gee tot sensitiwiteit inligting oor die besigheid.
- D leiding te gee oor prosedures gedurende noodgevallen.

1.1.5 Sokkergeesdriftiges het geld op kaartjies, reis, kos, akkommodasie, aandenkings en vermaak uitgegee gedurende die Afrika-nasiebeker (AFCON) in 2013.

Hierdie gebeurtenis het dus bygedra tot ...-groei in Suid-Afrika.

- A HOP
- B BNP
- C BBP
- D BTW



INSTRUKSIES EN INLIGTING

- Lees die instruksies aandagtig deur voordat jy die vrae beantwoord.
- 1. Hierdie vraestel bestaan uit VYF afdelings: AFDELING A, B, C, D en E.
 - 2. Beantwoord AL die vrae in die ANTWOORDEBOEK.
 - 3. Begin ELKE afdeling op 'n NUWE bladsy.
 - 4. Rond jou bewerkings in VRAAG 7.2 tot TWEE desimale plekke af.
 - 5. Skryf AL die antwoorde vir AFDELING B, C, D en E in volsinne, waar nodig.
 - 6. Jy mag 'n nieprogrammeerbare sakrekenaar gebruik.
 - 7. Skryf slegs met swart of blou ink.

Die tabel hieronder is 'n riglyn om jou te help om jou tyd volgens elke afdeling in te deel.

AFDELING A	Kortrae	40 punte	20 minute
AFDELING B	Toerisme as 'n Intervervante Stelsel	40 punte	40 minute
AFDELING C	Volhoubare en Verantwoordelike Toerisme	40 punte	40 minute
AFDELING D	Toerisme-aardrykskunde, Besienswaardighede en Reisneigings	50 punte	50 minute
AFDELING E	Kliëntediens en Kommunikasie	30 punte	30 minute





basic education
Department:
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REPUBLIC OF SOUTH AFRICA

**NASIONALE
SENIOR SERTIFIKAAT**

GRAAD 12

**TOERISME
FEBRUARIE/MART 2014**

PUNTE: 200

TYD: 3 uur

Hierdie vraestel bestaan uit 22 bladsye.



Blaai om asseblief

Kopiereg voorbehou