This memorandum consists of 14 pages.
SECTION A: SHORT QUESTIONS

QUESTION 1

1.1 1.1.1  C ✓
1.1.2  D ✓
1.1.3  C ✓
1.1.4  B ✓
1.1.5  D ✓
1.1.6  D ✓
1.1.7  A ✓
1.1.8  D ✓
1.1.9  D ✓
1.1.10 A ✓
1.1.11 B ✓
1.1.12 C ✓
1.1.13 B ✓
1.1.14 A ✓
1.1.15 D ✓
1.1.16 B ✓
1.1.17 D ✓
1.1.18 B ✓
1.1.19 A ✓
1.1.20 C ✓  

(20 x 1)  (20)

1.2 1.2.1  B ✓
1.2.2  D ✓
1.2.3  E ✓
1.2.4  A ✓
1.2.5  C ✓  

(5 x 1)  (5)

1.3 1.3.1  Passport ✓
1.3.2  Interests ✓
1.3.3  DST ✓
1.3.4  Strong ✓
1.3.5  Bank selling rate ✓  

(5 x 1)  (5)

1.4 1.4.1  Wailing Wall ✓
1.4.2  Opera House ✓
1.4.3  Chichen Itza ✓
1.4.4  Taj Mahal ✓
1.4.5  Red Square ✓  

(5 x 1)  (5)

1.5 1.5.1  C ✓
1.5.2  A ✓
1.5.3  E ✓
1.5.4  D ✓
1.5.5  B ✓  

(5 x 1)  (5)

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

QUESTION 2

2.1 2.1.1 • Reduction of energy consumption ✓
      • Increased productivity due to increased hours of daylight ✓
      • Increase in leisure hours
      • Tourism industry will benefit due to increased hours of daylight
      • Economy will benefit due to longer shopping hours

(Any 2) (2)

2.1.2 (a) Buenos Aires -3
      Johannesburg +2
      Time difference: 5 hours ✓
      Time in South Africa 16:00 – ✓ 5 hours = 11:00 ✓ on
      Tuesday, 17 June ✓

OR

11:00 ✓ ✓ ✓ on Tuesday, 17 June ✓ (4)

(b) Dallas -6 (+1 hour DST) ✓ = -5
      South Africa +2
      Time difference: 7 hours ✓
      Time in South Africa 16:00 – ✓ 7 hours = 09:00 ✓ on
      Tuesday, 17 June ✓

OR

09:00 ✓ ✓ ✓ on Tuesday, 17 June ✓ (5)

2.2 2.2.1 Dallas -6 (+1 due to DST) = -5
      South Africa +2
      Time difference: 7 hours
      Time in Dallas 12:00 + ✓ 7 hours = 19:00 ✓ on Wednesday
      2 July ✓

OR

19:00 ✓ ✓ on Wednesday, 2 July ✓ (3)

2.2.2 No, it will not be a suitable time ✓ as Ms Naidoo will not be at
      work. ✓ (2)
2.2.3 Dallas -6 (+ 1 hour DST) = -5
Johannesburg +2
Time difference: 7 hours
20:00 (Dallas) +7 hours = 27:00 (24:00 + 3 hours) = 03:00
in Johannesburg when the flight leaves Dallas
03:00 + 18 hours 45 min = 21:45 on the following day/Monday,
7 July

OR

21:45 on the following day/Monday 7 July (5)

2.3 2.3.1 • Insomnia
• Fatigue
• Irritability
• Interrupted sleep
• Discomfort in legs and feet
• Struggle to concentrate
• Constipation or diarrhoea
• Confusion and disorientation
• Dehydration
• Headaches
• Nausea
• Loss of appetite
• Dizziness (Any 3) (3)

2.3.2 • Sufficient rest.
• Avoid alcohol/caffeine before and during the flight.
• Drink plenty of water.
• Blindfolds, ear plugs and neck rests during the flight.
• Exercise by walking up and down the aisle.
• Arm, leg and feet stretches.
• Do not eat too much during the flight. (Any 3) (3)

2.4 2.4.1 A visa is a travel document that gives travellers permission to enter,
transit or remain in a foreign country for a specific period of time. (2)

2.4.2 Business visa (1)

2.5 2.5.1 Passport (1)

2.5.2 Department of Home Affairs in South Africa (1)
2.6 2.6.1 He should go through the red channel. ✓

2.6.2 He is only allowed 50 ml of perfume and 2 l of wine. ✓ ✓
- He is over the duty-free limit.
- He has to declare the products that he has brought into the country.

(Any 1)  (2)

2.7 • Ensure that your luggage has tags with your contact details. ✓
- Lock all luggage. ✓
- If possible, have the luggage wrapped.
- Do not leave luggage unattended.
- Only use registered types of transport e.g. metered taxis.
- Do not put valuables in checked-in luggage.
- Follow the information boards when needing directions, do not ask strangers for directions.

(Any 2)  (2)

2.8 2.8.1 He will need to be vaccinated against yellow fever ✓ and take preventative medication for malaria. ✓

(2)

2.8.2 • Travel clinics ✓
- Doctor

(Any 1)  (1)

QUESTION 3

3.1 3.1.1 BSR (Bank Selling Rate) ✓

3.1.2 R10 000 ÷ ✓ 1,72 = ARS$ ✓ 5 813,95 ✓

(3)

3.2 3.2.1 R15 000 ÷ ✓ 10,05 = USD$ ✓ 1 492,53 ✓

(3)

3.2.2 USD$ 100 x ✓ $ 9,73 = R ✓ 973,00 ✓

(3)

[10]

TOTAL SECTION B: 50
SECTION C: TOURISM ATTRACTIONS – CULTURAL AND HERITAGE TOURISM; MARKETING

QUESTION 4

4.1 4.1.1 • A tourist attraction that is world famous. ✓ ✓
• An attraction that is known and easily recognised globally.
• An attraction that has symbolic value.
• An attraction that represents the country or city in which it is located.
• An attraction that is closely associated with a particular destination (place, city or country).
• A ‘must see’ tourist attraction. (Any 1 x 2) (2)

4.1.2 (a) A – Big Ben ✓
B – Eiffel Tower ✓
D – Petra ✓ (3)

(b) A – London ✓
B – Paris ✓
D – Petra ✓/Wadi Musa (3)

4.1.3 (a) • The Vatican City or Holy See is the world’s smallest independent city state. ✓
• It is the headquarters of the Roman Catholic Church. ✓
• The Vatican City is a World Heritage Site. ✓
• It is one of the most sacred places in Christianity.
• St Peter’s Basilica in the Vatican City is the largest church in the world.
• The Vatican City’s St Peter’s Square is where the Pope delivers his Easter message every Easter Sunday.
• The Vatican Museums is the world’s largest museum.
• The Vatican Museums and St Peter’s Basilica contain famous artworks e.g. Pieta.
• The Sistine Chapel is famous for Michelangelo’s wall and ceiling frescoes.
• The Vatican City is completely surrounded by the city of Rome. (Any 3) (3)

(b) • The Pyramids of Giza were built 4 500 years ago. ✓
• Pyramids were massive tombs for the Egyptian pharaohs. ✓
• The Pyramids of Giza are a symbol of Egypt’s history and culture. ✓
• Pyramids were built to protect the mummified bodies of the pharaohs and their belongings.
• The Pyramids of Giza is the only wonder of the ancient world that still exists.
• The Pyramids are part of the World Heritage Site of the Pyramid fields of Giza and Dashur. (Any 3) (3)
4.1.4 (a) 47.2% ✓

(b) • France will earn valuable foreign exchange from the visitors. ✓
• There will be an increase in profits for accommodation establishments, restaurants, transport providers and retail traders. ✓
• Increased job creation and employment opportunities. ✓
• Establishment of new businesses.
• Upgrading or development of infrastructure.
• It will set the multiplier effect in motion.
• It will contribute to GDP growth. (Any 3) (3)

4.2 • Efficiency of staff and management. ✓✓
• Ethical behaviour of staff and management ✓✓
• General appearance and upkeep of the attraction ✓✓
• Positive experience of visitors
• Safety and crime prevention
• Service delivery (Any 3 x 2) (6)

QUESTION 5

5.1 United Nations Educational, Scientific and Cultural Organisation ✓✓ (2)

5.2 5.2.1 protects ✓

5.2.2 preserves ✓ (2)

5.3 • Cradle of Humankind ✓
• The Fossil Hominid Sites of Sterkfontein, Swartkrans, Kromdraai and Environs Cultural Site
• Sterkfontein Caves (Any 1) (1)

5.4 Mrs Ples ✓
• Taung Skull
• Little Foot (Any 1) (1)

5.5 • Cape Floral Kingdom/Cape Floral Protected Areas ✓
• iSimangaliso Wetland Park ✓
• Vredefort Dome (Any 2) (2)

5.6 (b) ✓✓
• To bear a unique or at least exceptional testimony to a cultural tradition or to a civilisation, which is living or which has disappeared. (Any 1) (2)
5.7 • The site receives national and international recognition which will result in an increase in visitor numbers. ✓✓
• An increase in tourist numbers will lead to the creation of job opportunities for local residents in tourism establishments. ✓✓
• Tourism will stimulate the investment in infrastructure, e.g. roads.
• Tourism will lead to economic growth for both the area and its people
• The influx of tourists will increase the awareness of the site and promote conservation of the world heritage site.
• Tourism will provide alternative income opportunities for people living in and around the protected area e.g. sale of locally-made goods
• Tourism will generate income due to a demand for products and services e.g. accommodation, transport, entry fees, food, drink, etc.
• The increase in tourism revenue may reduce poverty by stimulating business development and job creation as well as enhancing local services.

(Any 2 x 2) (4)

QUESTION 6

6.1 • Indaba ✓
• Tourism Indaba (Any 1) (1)

6.2 • The show is organised by the publishers of the Getaway magazine ✓
• The trade show is open to the general public and members of the travel industry. ✓
• It focuses on outdoor and adventure activities and destinations
• It takes place annually in both the Western Cape and Gauteng. (Any 2) (2)

6.3 • To increase the annual volume of foreign arrivals in South Africa ✓
• To increase the international awareness of South Africa as a tourist destination.
• Increase in tourists’ leads to an increase in foreign currency being spent in South Africa. (Any 1) (1)

6.4 • Television ✓
• Cellphones ✓ OR Smartphones
• Internet OR websites OR online
• Social media (Any 2) (2)

6.5 Tactical ✓ (1)
6.6  
- Job opportunities are created. ✓
- More money flowing into the economy.
- Increase in foreign exchange.
- Generation of profits.
- Unemployment is reduced.
- More money will be spent.
- Sets the multiplier effect into motion (social upliftment, economic upliftment (GDP) and infrastructural development).
- Standards of living will be improved through money directly or indirectly earned by tourism.
- An increase in the number of tourists will lead to an increase in spending on tourism products and services.  

(Any 1)  (1)

6.7  6.7.1  
- The Eteya Awards encourage emerging tourism entrepreneurs to provide outstanding levels of customer service and product offerings that meet and exceed expectations for local and international visitors. ✓✓
- The Eteya Awards encourages emerging tourism entrepreneurs to strive for excellence in order to become more globally competitive.  

(Any 1)  (2)

6.7.2  
- The TGCSA is responsible for assessing and maintaining the standard of accommodation facilities in South Africa to ensure high standards of quality for local and international visitors. ✓✓
- The Tourism Grading Council of South Africa (TGCSA) ensures that its members deliver outstanding quality services to local and international visitors.  

(Any 1)  (2)

[12]

TOTAL SECTION C: 50
SECTION D: TOURISM SECTORS – SUSTAINABLE AND RESPONSIBLE TOURISM

QUESTION 7

7.1 Basic Conditions of Employment Act (No. 75 of 1997) ✓ (1)

7.2
- A contract protects the employer and the employee. ✓
- A contract defines the conditions under which the employee is employed.
- A contract explains the core duties of the employee together with the working hours, uniform allowances, benefits, remuneration, leave benefits, etc.
- A contract ensures that there is no misunderstanding between the employee and employer regarding employment issues. (Any 1) (1)

7.3

7.3.1
- A code of conduct guides the conduct of staff in a business. ✓✓
  - It guides staff on ethical matters in the workplace.
  - It assists in creating a co-operative atmosphere in the workplace.
  - It promotes integrity in the workplace.
  - It protects businesses from lawsuits.
  - It acknowledges different cultural practices.
  - Prescribes how staff should behave while at work.
  - Encourages employees to act responsibly. (Any 1) (2)

7.3.2
- The behaviour of employees when at work ✓
  - Confidentiality
  - Use of company assets
  - Obeying of laws and regulations
  - Honesty
  - Substance abuse
  - Appropriate dress
  - Integrity of staff (Any 1) (1)

[5]
QUESTION 8

8.1  8.1.1 Economic (Profit) ✓ – Job creation for the local community ✓
     Social (People) ✓ – Community upliftment ✓
     Environmental (Planet) ✓ – The hotel would be powered by four wind turbines and solar panels and would re-use grey water and have an eco-friendly sewerage system ✓ (6)

8.1.2 (a) • Ellaine Gogo and the members of the local community ✓

     OR

• National Empowerment Fund (NEF) and the Industrial Development Corporation (IDC) (1)

(b) • Initiated the project ✓

     OR

• Provision of funding (1)

8.1.3 (a) • Use water and energy sparingly. ✓
     • Recycle, reduce and re-use. ✓
     • Leave only footprints.
     • Avoid any form of pollution.
     • Do not vandalise. (Any 2) (2)

8.1.4 • The hotel has an eco-friendly approach to tourism. ✓ ✓
     • The pillars of sustainable tourism are upheld.
     • The tourists and the hotel practice responsible behaviour. (Any 1) (2)

8.2  8.2.1 The support (contribution) that businesses give to the communities in which they operate. ✓ ✓ (2)

8.2.2 • Provision of space required by the administration of the school to perform their duties. ✓ ✓
     • It will assist the school in performing administrative duties for the learners. (Any 1) (2)

8.2.3 • The community will be more positively disposed towards SANParks and is more likely to support projects launched by SANParks. ✓
     • A donation of this type will improve the public image of SANParks. ✓ (2)
8.3  8.3.1  (a) Transparency: Businesses should be accountable to the community and all business dealings should be open to scrutiny by all stakeholders. ✓✓

(b) Respect: The business and visitors should show respect towards the environment and local cultures. ✓✓

8.3.2  Fair share ✓

8.3.3  • Positive image of the FTTSA company ✓✓
• The business will attract environmentally conscious tourists
• Opportunities to interact with other FTTSA companies and stakeholders
• Exposure in international media
• Inclusion in FTTSA directory (Any 1) [25]

TOTAL SECTION D:  30
SECTION E: DOMESTIC, REGIONAL AND INTERNATIONAL TOURISM – COMMUNICATION AND CUSTOMER CARE

QUESTION 9

9.1 9.1.1 Terrorism ✓

9.1.2 • Events linked to the political circumstances within a country. ✓ ✓
• Situations that occur as a result of problems with a country’s government.
• Situations that are linked to the government of a country. (Any 1) (2)

9.1.3 “just the premiere of Act 1” ✓ ✓

9.1.4 • Tourists might feel that Kenya is not a safe tourist destination. ✓ ✓
• Tourists who planned to visit Kenya might cancel their trips. ✓ ✓
• Tourists might postpone their trips. ✓ ✓
• Tourists might choose another destination.
• Airlines could suspend their flights to the country making travel to Kenya impossible.
• The tourists own governments might advise them not to travel to Kenya. (Any 3 x 2) (6)

9.2 9.2.1 African land markets ✓

9.2.2 • The Americas ✓
• Europe (Any 1) (1)

9.2.3 849 014 ✓ ✓

9.2.4 The portion of the inbound tourism market that a specific country controls. ✓ ✓

9.2.5 • The depreciation of the rand against the US dollar, Euro and pound had a positive impact on average spend per tourist. ✓ ✓
• The South African Rand depreciated against all major currencies in 2012.
• The ZAR weakened against these countries’ currencies.
• The currencies’ of the Americas, Asia and Australasia as well as Europe strengthened against the ZAR. (Any 1) (2)

[19]
QUESTION 10

10.1 Smartphones ✓ (1)

10.2 • Surveys ✓
• Questionnaires ✓
• Feedback cards
• Follow-up calls
• SMS messages on cellphones
• Web-based responses (Any 2) (2)

10.3 Customers could win a dinner for two people if they submit a comment. ✓ (1)

10.4 • Study and capture the feedback data to determine the extent of the customer satisfaction. ✓
• Identify the most common complaints. ✓
• Decide on an action plan. ✓
• Start the intervention process. ✓ (4)

10.5 • Customer loyalty and repeat business ✓
• Fewer customer complaints ✓
• Reduced marketing budget ✓
• Increased sales
• Improved public image
• Edge over the competition
• More effective employees
• Motivated staff members (Any 3) (3)

TOTAL SECTION E: 30
GRAND TOTAL: 200
### Vraag 10

<table>
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<th>Oppas</th>
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<td>Opnames</td>
<td>• Verhoope verhooop</td>
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<td>10.3</td>
<td>Vraelyste</td>
<td>• Verminderde demarkingsklaaglied</td>
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<tr>
<td>10.4</td>
<td>Terugvoerkaarte</td>
<td>• Minder klaaglied van kliente</td>
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<tr>
<td>10.5</td>
<td>Opvolg-oproepe</td>
<td>• Kliente-stoel dit en herbehoek</td>
<td></td>
</tr>
</tbody>
</table>

**GROOTOTTAAL:** 200

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**KRIMPEGrysheets:**

1. Meer effektiewe werkers na publieke verder een werkgroep verhoop
2. Verminderde demarkingsklaaglied van kliente
3. Verminderde demarkingsklaaglied en herbehoek
4. Vraelyste
5. Terugvoerkaarte
6. Opvolg-oproepe
7. Slimfone
8. Verhoope verhooop
9. Verminderde demarkingsklaaglied van kliente
10. Kliente-stoel dit en herbehoek

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**Vraag 10**

1. Kliente kan 'n gratis aandete vir twee persone wen, indien hulle kommentaar instuur.
2. Begin met ingrypingprosesse.
3. Beesluit op in plan van aanespère.
4. Identifiseer die mees algemene klaaglied. Verhoop van klaaglied van kliente eers as teenoor bewaar word.
5. Besluit op een van die vastgestelde van die soortgelyke klagerie.

---

**Kommentaar Insinuut:**

1.1 Kliente kan in grtels-anasende vyf twe veer persone won, indien hulle
Afbeelding: Plaaslike-, streek- en internasionale toerisme

9.1 Terroisme

9.1.1 Terroisme

9.1.2 Gebure wat met die polisieke toestand van die land verband hou.

9.1.3 „net die premiere van Tonless 1“
8.3.1 Deursigheid: Besigheid moet verantwoordiging deon aan

8.3.2 Die omgewing en die plaaslike kultuur Ikon. (b) Respek: Die besigheid en besoekers moet respek teenoor

8.3.3. Besigheid as FTTSA-besigheid.

8.3.4 Die besigheid sal omgewingsbewuste toeriste lok.

8.3.5 Die besigheid sal omgewingsbewustse toeriste Iok.

8.3.6 Besigheid as FTTSA-besigheid met respek teenoor

8.3.7 Besigheid as FTTSA-besigheid met respek teenoor

8.3.8 Besigheid as FTTSA-besigheid met respek teenoor
Kopieregi voorbehou

Blaai om asseblief

VRAAG

8

8.1

8.1.1

Ekonomie (Wins)



– Werkskepping vir die plaaslike gemeenskap

Sosiaal/Maatskaplik (Mense)



– Opheffing van gemeenskap

Omgewing (Planeet)



– Die hotel se krag sal deur vier windturbines en sonpanele opgewek word en gebruikte water sal hergebruik word en daar sal ook 'n eko-vriendelike rioolstelsel wees.

8.1.2

(a)

Ellaine Gogo en lede van die plaaslike gemeenskap

OF

(b)

Nasionale Bemagtigingsfonds (NEF) en die Industriële ontwikkelingskorporasie (IDC)

8.1.3

(a)

Moeite vanandelisies onlustig nie.

Veers-agter van besoedeling.

Laat met jou voorschote agter.

Vermin, verminder en hergebruik.

Gebruik water en enersgees sparsoen.

8.1.4

(b)

Gebruik water en energie spaarsamig.

Herwin, verminder en hergebruik.

Laat net jou voetspore agter.

Vermy enige vorm van besoedeling.

Moenie vandalisties optree nie.

OF

8.2

8.2.1

Die ondersteuning (skenkings) van plaaslike besighede aan die gemeenskap gee.

8.2.2

Die toeriste en hotel personeel word ondersteun.

8.2.3

Van die school om die toeriste in die omgewing van hul leerders se

8.2.4

Die hotel handhaaf 'n eko-vriendelike bestuursstelsel. Die pilare van volhoubare toerisme word ondersteun.

Die toeriste en hotel tree verantwoordelik op.

OF

8.3

8.3.1

Noodoplossel wees.

Sosiaal/Wesmanlike (Mense) – Oppering van geeneenskap

Economic (Wins) – Werksekkhouding vir die plaaslike

8.1.1

8.1.2

8.1.3

8.1.4

8.2.1

8.2.2

8.2.3

8.2.4

8.3.1

8.3.2
Vraag 7

7.1 Wet op Basiese Dienstvoorwaardes (NR. 75 Van 1997)

VRAAG 7

VERANTWORENDE TOERISME

AFDELING D: TOERISME SEKTORE – VOLHOUBARE EN VERANTWOORDELIKE TOERISME

(SEPTEMBER 2014)
6.6

- Work opportunities are created.
- More money for the economy.
- More foreign currency.
- Overall benefits improve.
- Unemployment decreases.
- More money is spent.
- Multiplying effect comes into play (social upliftment, economic growth (GDP) and infrastructure development).

6.7

- Life standards improve through money that is directly or indirectly earned through tourism.
- A rise in tourist numbers will lead to more money spent on tourism products and services.

6.7.2

- The TGSSA is responsible for assessing and enforcing standards at accommodation facilities in Southern Africa so that high standards for local and international visitors can be assured.
- The Tourism Grading System of Southern Africa (TGSSA/TGCSA) ensures that tourism and hospitality in Southern Africa be

TOTAL AFDeling C: 50
5.7 • Nasionale en internasionale erkenning van die terrein, sal die besoekersgetalle laat styg.

 • Die groei in besoekersgetalle sal werksgeleenthede vir die plaaslike inwoners van die toerisme-gemeenskap skep.

• Toerisme sal beleggings in infrastruktuur stimuleer/aanmoedig, bv. paaie

• Toerisme sal lei tot ekonomiese groei in beide die area en vir sy gemeenskap.

• Die instroming van toeriste sal 'n bewusmaking van die terrein aanwakker asook die bewaring daarvan as Wêrelderfenisterrein

• Toerisme sal alternatiewe inkomste geleenthede vir die gemeenskap wat in en om die beskermde area won, skep (entrepreneurskap), bv. verkoop van plaaslik vervaardigde produkte.

6.4 • Toerisme sal inkomste genereer deur dat daar 'n aanvraag sal wees vir produkte en dienslewering, bv. akkomodasie, vervoer, toegangsfooi, spyseniering (kos en drank), ens.

• Groter toeriste-ininkomste kan armoede verlig deur die aanmoediging van besigheidsontwikkeling, werkskepping en die verbetering van plaaslike dienste.

6.2 • Sodat die jaarlikse getal van buitelandse aankomste in Suid-Afrika kan groei.

6.3 • Sodat die internasionale bewuswording van Suid-Afrika as 'n toeristebestemming kan groei.

VRAAG 6

6.1 • Toerisme-Indaba

6.4 • Televisie

6.2 • Die skou word deur die uitgewers van die Getaway tydskrif gereël.

6.5 • Sociale media

5.7.1 • Televisie

5.7.2 • Selfone

5.7.3 • OF

5.7.4 • Slimfone

6.1 • Indaba

5.7.6 • Internet OF webwerwe OF aanlyn-dienste (online)

6.5 • Taktiese
1. Frankryk se ekonomie sal baat deur waardevolle buitenlandse valuta wat deur besoekers gebring word.

2. Die wins van akkommodasie-instellings, restaurante, vervoerdienste en die kleinhandelbedryf sal styg.


4. Oprig van nuwe besighede.

5. Opgradering/verbetering en ontwikkeling van infrastruktuur.

6. Dit sal die vermenigvuldigingseffek in werking stel.

7. Sal bydra tot groei van die BBP.

5.2.2 Sal bydra tot groei van die BBP.

5.2.1 Sal bydra tot groei van die BBP.

5.1 Verenigde Nasies se Onderwys, Wetenskaplike, Wetenskaplike en Kulturele Organisasie (United Nations Educational, Scientific and Cultural Organisation)

5.2 (b) Unieke of tenminste buitengewone getuigenis van 'n kulturele tradisie of 'n samelewing wat tans bestaan of verdwyn het.

5.5 (b) Unieke of tenminste buitengewone getuigenis van 'n kulturele tradisie of 'n samelewing wat tans bestaan of verdwyn het.

Vraag 5

4.1.4 (a) 47.2%
4.1.1.4

VRAAG 4

ERFENISBERAMING: BEMARKING

APPELING minions: TOERISME ATTRACTIONS - KULTUR-EN-VRYGELOpende

(ENIGE 1 X 2)
Kopiereg voorbehou Blaai om asseblief

2.6

2.6.1

Hy behoort die rooi uitgang te volg.

2.6.2

Hy word toegelaat om slegs 50 mℓ parfum en 2 ℓ wyn saam te bring.

2.7

Maak seker dat alle bagasie-etikette kontaknieite op het.

2.8

2.8.1

Hy moet inenting teen geelkoors kry en medikasie drink vir voorkoming van malaria.

2.8.2

Reisklinikele dokter

vraag 3

3.1

3.1.1

BVK (bankverkoopkoers)

3.1.2

R10 000 ÷ 1,72 = ARS$

5 813,95

3.2

3.2.1

USD$ 100 ÷ $ 9,73 = R 973,00

3.2.2

R15 000 ÷ 10,05 = USD$ 1 492,53

3.1.2

R10 000 ÷ 1,72 = ARS$

5 813,95

3.1.1

BVK (bankverkoopkoers)

VRAAG 3

TOTAL AFDELING B: 50
2.2.3

Dallas - 6 (+ 1 DBT) = -5

Johannesburg +

Tydsverskil: 7 ure

20:00 (Dallas) + 7 ure = 27:00 (24:00 + 3 ure) = 03:00

in Johannesburg met vertrek van vlug uit Dallas

03:00 +

18 ure 45 min = 21:45

die volgende dag/ Maandag 7 Julie

2.3.2

Voldoende rus.

•

Vermy alkoholiese en kafeïendrankies voor en gedurende die vlug.

•

Drink baie water.

Vlug:

•

Vrymaak oë van spesifieke letse, oorpluisies en nekkussing gedurende die vlug.

Veilig alcoholeuse- en kafeïendrankies voor en gedurende die vlug.

2.3.1

Liggaamlike

Vertel aan medisch

Nasleep

Hoedryn

Dehidrasie

Geval van diosofylase en geneesmiddelprobleem (denumekan)

Handsug op drieeie (onbespierde maag)

Gemak na kontusie

Geassembleerde been op voete

Onveiligheid stakeaparatuur

Gemaklike/plekkbediening

Moegheid/sounder energie

Stresploedskoffer

2.4.1

Visum is 'n reisdokument wat aan reisigers toestemming gee om 'n ander land te betree of te wag vir aansluiting na land van bestemming. Hierdie verblywing is slegs vir 'n spesifieke tydperk.

2.4.2

Bestemming.

Blaai om asseblief

Blaai om asseblief

Blaai om asseblief
AFDELING B: KARTWERK EN TOERBEPLANNING – BUITELANDSE VALUTAVERHANDELING

VRAAG 2

2.1.1

- Energiebesparing
- Produktiwiteit verhoog omrede meer ure as dagligtyd
- Meer ontspanningstyd tuis
- Toerismebedryf baat daarby a.g.v. meer daglig ure
- Dra by tot ekonomiese groei omrede daar meer inkopietyd is

(Verrig 2)

VRAAG 2

VALUTAVERHANDELING

AFDELING B: KARTWERK EN TOERBEPLANNING – BUITELANDSE
**TOTAL AFDELING A:**

(5)  (5 x 1)

1.5.5 A
1.5.4 D
1.5.3 E
1.5.2 A
1.5.1 C

1.4.5 B
1.4.4 Klaarvul
1.4.3 Operant
1.4.2 Taj Mahal
1.4.1 Chichen Iza

1.3.5 B
1.3.4 S
1.3.3 DBT
1.3.2 Belangstellings
1.3.1 Paspoort

1.2.5 C
1.2.4 A
1.2.3 E
1.2.2 D
1.2.1 B

1.1.20 C
1.1.19 A
1.1.18 B
1.1.17 D
1.1.16 B
1.1.15 A
1.1.14 B
1.1.13 C
1.1.12 B
1.1.11 A
1.1.10 A
1.1.9 D
1.1.8 D
1.1.7 A
1.1.6 D
1.1.5 D
1.1.4 B
1.1.3 C
1.1.2 D
1.1.1 C

**VRAGT 1**

**AFDELING A: KOR TV RAAN**
MEMORANDUM
TOERISME

SEPTEMBER 2014

GRAD 12

SENIOR SERTIFIKAT
NASIONALE

PROVINCE OF THE EASTERN CAPE

EDUCATION