



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

SENIOR CERTIFICATE EXAMINATIONS/ NATIONAL SENIOR CERTIFICATE EXAMINATIONS

TOURISM

MAY/JUNE 2025

MARKING GUIDELINES

MARKS: 200

These marking guidelines consist of 13 pages.

INFORMATION FOR MARKERS

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

SECTION A: SHORT QUESTIONS**QUESTION 1**

1.1	1.1.1	B✓/adventure	MTP	
	1.1.2	D✓/malaria.	MTP	
	1.1.3	B✓/visa	MTP	
	1.1.4	C✓/forward by one hour in summer.	MTP	
	1.1.5	B✓/13:00	MTP	
	1.1.6	C✓/fluctuation.	FX	
	1.1.7	A✓/fewer inbound tourists from USA.	FX	
	1.1.8	B✓/Cuckoo clock	TA	
	1.1.9	B✓/Vredefort Dome	CH	
	1.1.10	C✓/Ayers Rock	TA	
	1.1.11	B✓/Robben Island	CH	
	1.1.12	C✓/The Niagara Falls.	TA	
	1.1.13	B✓/UNWTO	TA	
	1.1.14	D✓/Sydney Opera House	TA	
	1.1.15	A✓/sustainable	SR	
	1.1.16	D✓/professional image	TS	
	1.1.17	C✓/Comrades	DRI	
	1.1.18	B✓/unforeseen occurrence.	DRI	
	1.1.19	C✓/length of stay	DRI	
	1.1.20	C✓/feedback card.	CC	
			(20 x 1)	(20)
1.2	1.2.1	EFT✓	DRI	
	1.2.2	preloaded foreign currency debit ✓	DRI	
	1.2.3	credit card ✓	DRI	
	1.2.4	cash ✓	DRI	
	1.2.5	SWIFT ✓	DRI	(5)
1.3	1.3.1	voluntourists ✓	SR	
	1.3.2	FTT ✓	SR	
	1.3.3	cycle ✓	SR	
	1.3.4	rainwater ✓	SR	
	1.3.5	Coal ✓	SR	(5)
1.4	1.4.1	D✓/London	M	
	1.4.2	E✓/Berlin	M	
	1.4.3	B✓/Cape Town & Johannesburg • F/Cape Town	M	
	1.4.4	A✓/Durban	M	
	1.4.5	F✓/Cape Town	M	(5)
1.5	1.5.1	Four ✓	TA	(1)
	1.5.2	Leaning Tower of Pisa✓ and Venice✓	TA	(2)
	1.5.3	Statue of Christ the Redeemer✓	TA	(1)
	1.5.4	The Great Pyramids of Giza ✓ or The Sphinx	TA	(1)

TOTAL SECTION A: 40

SECTION B: MAPWORK AND TOUR PLANNING; FOREIGN EXCHANGE**QUESTION 2**

2.1	Day	Itinerary	MTP
	3	Visit the Skytree and the aquarium ✓ • Visit the aquarium • Visit the Skytree • Visit the tallest building	
	4	Hike / climb Mount Fuji ✓ • Experience the Shibuya crossing	
	5	Visit Tokyo Disneyland ✓	
	6	Eat Sushi ✓ • Eat Japanese food	(4)

2.2	Johannesburg +2	Tokyo +9	MTP
	Time difference	= 7 hours ✓	
	Departure time from Johannesburg	= 16:00	
	Local time in Tokyo	= 16:00 (+✓) 7 hours = 23:00 ✓ (6 May 2025)	
	Flying time	= 19 hours	
	Arrival time in Tokyo	= 23:00 (+✓) 19 hours	
		= 18:00 ✓ 7 May 2025 ✓	(6)
	OR		
	18:00 ✓✓✓✓✓ 7 May 2025 ✓		

2.3	They did not leave their luggage unattended. ✓✓ • Did not allow strangers to look after the luggage. • Made use of registered airport porter services to assist them with their luggage. • Can use a lock-up facility	MTP (2)
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2.4	2.4.1 Valid passport ✓✓	MTP (2)
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NOTE: answer must include the word *valid*

2.4.2	Department of Home Affairs ✓✓ • Home Affairs	MTP (2)
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2.5	2.5.1 Jet lag ✓✓	MTP (2)
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2.5.2	The couple crossed many time zones (seven time zones) during their flight. ✓✓	MTP (2)
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- 2.5.3 Headaches ✓✓ MTP
Disturbed sleeping patterns ✓✓ (4)
- Diarrhea
 - Swollen legs and feet
 - Vomiting
 - Lack of appetite
 - Dizziness
 - Dehydration
- 2.6 Do not ask strangers for direction or assistance. ✓✓ MTP
Do not display expensive items such as cellphones, video cameras or jewellery. ✓✓ (4)
- Leave original travel documents in a safe place.
 - Do not carry large amounts of cash.
 - Adhere to road signs.
 - Do not wander off into deserted/isolated areas.
 - Take legally permitted self-defense gadgets when walking in the streets.
 - Stay alert.
- 2.7 2.7.1 **Before the activity** MTP
Do research on Tokyo Disneyland. ✓✓ (2)
- Book entry tickets in advance to avoid queues.
 - Consider weather conditions beforehand in order to dress appropriately.
 - Ensure that electronic devices are charged.
 - Organise transport to and from Tokyo Disneyland.
- 2.7.2 **Actual activity** MTP
Have digital entry tickets readily available. ✓✓
Ensure communication amongst the group. ✓✓ (4)
- Maximize the time spent at Tokyo Disneyland.
 - Dress comfortably.
 - Take preventative measures against adverse weather conditions.
- 2.8 No MTP
- David does not have the required permit or authorisation to bring plants into South Africa. ✓✓ (2)
- Custom regulations stipulate that no plants or plant products may be brought into South Africa without an import permit from the National Plant Protection Organisation of South Africa (NPPOZA).

NOTE: Do not award marks for YES/NO

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QUESTION 3

- 3.1 3.1.1 Yen ✓✓ FX (2)
 • Japanese Yen

NOTE: Do not accept the symbol (¥) or currency code JPY.

- 3.1.2 R68 000 (÷✓) 0.14✓ = ¥485 714,29 ✓ FX (3)

OR

¥485 714,29 ✓✓✓

- 3.1.3 ¥10 820 (x✓) 0.12 ✓ = R1 298,40 per person ✓ FX
 R1 298,40 x 2 people ✓ = R2 596,80 ✓ (5)

OR

R2 596,80 ✓✓✓✓✓

- 3.2 The money spent by the tourists is used to pay the salaries of the staff FX
 working at the mountain. ✓✓
 The staff will spend the money in their communities thus ensuring a
 better standard of living ✓✓ (4)
 • Visitors will buy souvenirs made by the local people – money flows
 back into the local community.
 • Entrepreneurial opportunities are created for the supply of local
 products and services.
 • Creation of job opportunities/skills development for the local
 community.
 • The money generated by tourism can be used towards conservation
 efforts to protect the mountain for future generations.
 • Improved infrastructure
 • Development of new infrastructure.
 • Local economic growth

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TOTAL SECTION B: 50

SECTION C: TOURISM ATTRACTIONS, CULTURE AND HERITAGE**QUESTION 4**

- | | | | | |
|-----|-------|--|----|-----|
| 4.1 | 4.1.1 | (a) Italy ✓ | TA | (1) |
| | | (b) Europe ✓ | TA | (1) |
| | 4.1.2 | The Pope ✓✓
<ul style="list-style-type: none"> • Pope Francis/Pope Leo XIV • The Pope of the Catholic Church • The leader of the Catholic Church | TA | (2) |
| | 4.1.3 | St. Peter's Basilica ✓✓
Saint Peters Square ✓✓
The Vatican Museums ✓✓
<ul style="list-style-type: none"> • Chapels e.g. the Sistine Chapel • Catholic Cathedrals • Catholic Church • Vatican library and museum | TA | (6) |
| | 4.1.4 | The ceiling of the Sistine Chapel is one of the most famous artworks in the world, painted by Michelangelo. ✓✓
It took Michelangelo approximately four years to paint the ceiling of the Sistine Chapel. ✓✓
<ul style="list-style-type: none"> • The painted ceiling of The Sistine Chapel is considered as one of the most celebrated masterpieces in the history of art. • Chapel where the election of a new pontiff/pope takes place | TA | (4) |
| | 4.1.5 | The Vatican City attracts tourists from around the world contributing to the city's economy through tourism related activities. ✓✓
Religious tourists belonging to this faith will see the visit as a pilgrimage with the hope of seeing the Pope. ✓✓ | TA | (4) |
| 4.2 | 4.2.1 | A - Great Wall of China ✓
B - Berlin Wall ✓ | TA | (2) |
| | 4.2.2 | Asia ✓
Europe ✓ | TA | (2) |

NOTE: Accept any order.

4.2.3 **A: The Great Wall of China** was constructed to protect China from invasions by other tribes. ✓✓ TA

B: The Berlin Wall was constructed to separate East and West Berlin during the Cold War era. ✓✓

- The Berlin wall was constructed to separate communism and democracy/capitalism.
- Both walls were built to separate territories and people.

NOTE: The responses must include information on both walls. (4)

4.3 **Universal access:** TA
Making sure everyone can use a service or facility, regardless of their physical abilities, age or background. ✓✓ (2)

- To ensure inclusivity and equal opportunities for all.

Examples

Provide accessible facilities. ✓✓

Having ramps and lifts for people in wheelchairs. ✓✓ (4)

- Offering audio guides or braille information for visitors who are visually impaired.
- Providing accessible bathrooms and seating areas for people with mobility issues.
- Designing pathways and trails with smooth surfaces and gentle slopes for people using walkers or canes.
- Offering sign language interpretation for individuals who have a hearing impairment.
- Providing tactile experiences or virtual tours for visitors with sensory impairments.
- Guide dogs
- Bathrooms with baby nappy-changing facilities
- Trained staff to assist tourists with special needs.

NOTE: Accept examples relevant to universal access.

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QUESTION 5

A: Fossil Hominid Sites of South Africa ✓✓ CH (2)

B: Richtersveld Cultural and Botanical Landscape ✓✓ CH (2)

C: iSimangaliso Wetland Park ✓✓ CH (2)

D: Robben Island ✓✓ CH (2)

E: Maloti-Drakensberg Park ✓✓ CH (2)

[10]

QUESTION 6

- 6.1 Tourism Business Council of South Africa ✓✓ **M** (2)
- 6.2 He is a South African with a huge following in both his home country, the USA and in other countries. ✓✓ **M** (2)
- Due to his popularity and fame the video will reach a wide audience.
 - People will enjoy his humour in the video and will share the video worldwide.
- 6.3 Maintaining and enhancing the standard of facilities and services for tourists. ✓✓ **M**
- Coordinating the marketing activities of role players in the industry. ✓✓ (4)
- Creating opportunities for marketing SA internationally: ITB (Berlin), World Travel Market (London)
- [8]**

TOTAL SECTION C: 50

SECTION D: TOURISM SECTORS; SUSTAINABLE AND RESPONSIBLE TOURISM**QUESTION 7**

- 7.1 7.1.1 Dressing neatly and maintaining good grooming and personal hygiene show professionalism and respect for customers, colleagues and the business. ✓✓ TS (2)
- 7.1.2 Poor communication can lead to misunderstanding and potential conflicts. ✓✓ TS (2)
- Messages may be misinterpreted and can lead to confusion.
 - Poor communication can negatively impact on the performance of an employee.
 - Can negatively impact the business
- 7.1.3 Teamwork is vital in tourism, as many professionals work together to serve customers or handle tasks. ✓✓ TS (4)
- It improves efficiency and ensures a smooth and enjoyable experience for the customers. ✓✓
- It ensures better coordination in delivering a seamless service/experience.
- 7.2 7.2.1 Ensure visitor safety ✓✓ TS (2)
- Do park patrols
 - Report incidents or safety hazards to supervisors
- 7.2.2 It informs employees about what behaviour and performance is expected. ✓✓ TS (4)
- It encourages ethical and responsible actions. ✓✓
- It treats all employees fairly and equally.
 - It fosters honesty and integrity between customers and colleagues.
 - It helps prevent misconduct and legal issues.
 - It creates a positive and respectful workplace.
 - It helps employees make the right choices in tough situations.
 - It ensures the park follows laws and regulations to ensure the safety of visitors to the park.
- 7.2.3 45 hours per week ✓✓ TS (2)
- 9 hours per day

- 7.3 7.3.1 fringe ✓ TS (1)
- 7.3.2 The period of time an employee must give the employer before leaving a job. ✓✓ (2)
- 7.3.3 Uniforms make park rangers easily identifiable to visitors. ✓✓ TS (2)
- Uniforms ensure visitors know who to approach for assistance.
 - Complete uniforms often include gear that ensures the ranger's safety while performing their duties.
 - It helps maintain a neat and professional look, which is important for public interactions.
 - The style and colour of a park ranger's uniform are appropriate for the type of work they perform daily.
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QUESTION 8

- 8.1 Economic ✓ SR
- Profit
- Social ✓
- People
- Environmental ✓ (3)
- Planet
- 8.2 It helps protect nature and supports the survival of endangered species. ✓✓ SR (2)
- Preserves biodiversity and protects ecosystems.
 - It can help support conservation efforts thereby promoting sustainability.
- 8.3 It shows respect for local customs and cultural norms. ✓✓ SR (4)
- It ensures that personal boundaries are respected. ✓✓
- It ensures that locals grant permission before their photos are taken.
 - It could have legal implications if photos are taken without permission.
- [9]**

TOTAL SECTION D: 30

SECTION E: DOMESTIC, REGIONAL AND INTERNATIONAL TOURISM; COMMUNICATION AND CUSTOMER CARE**QUESTION 9**

- 9.1 9.1.1 Speed up the use of renewable energy. ✓✓ DRI (2)
- Reduce the reliance on fossil fuels
 - Increase the use of renewable energy like wind and solar power.
 - Explore new energy technologies and better ways to store energy.
 - Reduce plastic waste by 2040.
- 9.1.2 They can collaborate on global issues. ✓✓ DRI (4)
Provide common solutions to world problems. ✓✓
- They can agree on common goals to cut emissions and change to clean energy.
 - Share knowledge and technology to adopt climate-friendly practices globally.
- NOTE:** Accept examples from the extract to reduce climate change.
- 9.2 9.2.1 War ✓✓ DRI (2)
- Political conflict
 - Invasion
- 9.2.2 People are suffering from wartime traumas. ✓✓ DRI (4)
People are being displaced. ✓✓
- Limited or no access to essential services.
 - They have experienced destruction of their homes.
 - They are victims of violence.
 - Families have been separated from each other.
- 9.2.3 Destruction of infrastructure ✓✓ DRI
- War destroys roads, buildings, and other important infrastructure which makes it hard for businesses and people to work. This will affect how much money the country makes.
- Increased government spending and debt ✓✓ (4)
- Wars costs a lot of money for weapons, humanitarian aid and rebuilding destroyed infrastructure afterward.
 - The country borrows more and tax people more to pay for this. It makes it harder for the government to spend money on sectors like education and health.

9.3	9.3.1	The countries from where visitors are received. ✓✓ • The countries from which tourists originate.	DRI	(2)
	9.3.2	5 085 ✓✓	DRI	(2)
	9.3.3	Italy ✓✓	DRI	(2)
				[22]

QUESTION 10

10.1	Electronic ✓✓✓ <ul style="list-style-type: none">• Web based/online• Internet• Cell phone	cc	(2)
10.2	They will strive to continue the great service. ✓✓ <ul style="list-style-type: none">• Positive feedback will build the confidence of the staff in maintaining/improving the service.• Staff will be motivated to excel at providing an improved service.	cc	(2)
10.3	Customers will not return. ✓✓ Negative word of mouth is spread. ✓✓ <ul style="list-style-type: none">• The establishment will have a decline in reservations.• The establishment will not be as profitable as it should as it will experience a decrease in profit.• Reducing the working hours of staff.• Staff may lose their jobs/retrenchments.• The business may close down.• The marketing strategy of the business will have to be reviewed.	cc	(4)
[8]			

TOTAL SECTION E: 30
GRAND TOTAL: 200