higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

SCIENCE OF TOURISM
NQF LEVEL 3

(11011043)

8 November 2022 (X-paper)
09:00–12:00

This question paper consists of 12 pages.

173Q1N2208

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TIME: 3 HOURS
MARKS: 200

INSTRUCTIONS AND INFORMATION

1. Answer all the questions.
2. Read all the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. Start each section on a new page.
5. Use only a blue or black pen.
6. Write neatly and legibly.

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QUESTION 1

1.1 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 The physical environment includes the financial resources of a country.

1.1.2 Inflation is affected by supply and goods.

1.1.3 A mountain is a natural attraction.

1.1.4 A business can ignore technological advances.

1.1.5 The symbol of a hospital is a cross within a circle.

1.1.6 The international symbol for an information centre is an i.

1.1.7 One should only indicate roads on a map.

1.1.8 Spectators who attend events are not interested in attractions.

1.1.9 Theft loss waiver insurance is taken out in case the vehicle is damaged in an accident.

1.1.10 In South Africa drivers keep on the left-hand side of the road and pass on the right.

(10 × 1) (10)

1.2 In which town/city and province do the following events take place? Write the town/city and the province name next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

1.2.1 Getaway Show

1.2.2 Hermanus Whale Festival

1.2.3 National Cheese Festival

1.2.4 Durban July

1.2.5 Rand Show

(5 × 2) (10)

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1.3 Identify the following events by using the description provided. Only write the question number (1.3.1–1.3.5) and the event in the ANSWER BOOK.

1.3.1 This festival takes place in Knysna during July and involves the eating of large quantities of sea creatures.

1.3.2 This event is held during May in Durban and focuses on the tourism industry.

1.3.3 This event is held at Sun City and a million dollars is the prize money.

1.3.4 This canoeing event takes place during January near Durban.

1.3.5 This art and music festival is held in an Eastern Cape town with Standard Bank as the main sponsor.

(5 × 2) (10)

1.4 1.4.1 (a) Name FOUR natural attractions in Mpumalanga. (4)

(b) Name FOUR attractions related to South Africa's political past. (4)

1.4.2 You are the manager of a large hotel. How does the Employment Equity Act affect you? (2)

[40]

QUESTION 2

2.1 Various options are given as possible answers to the following questions. Choose the correct answer and write only the letter (A–D) next to the question number (2.1.1–2.1.10) in the ANSWER BOOK.

2.1.1 Cell phones, computers and tracking devices form part of the … environment of a business.

A economic
B demographic
C security
D technological

2.1.2 The … environment includes legislation and regulations that prescribe how a business should operate.

A physical
B political
C technological
D social

2.1.3 Inflation, currency value and exchange rates form part of the … environment of a business.

A social
B political
C economic
D demographic

2.1.4 When sourcing information for self-employment, printed articles can …

A become outdated very fast.
B be very expensive.
C be difficult to get hold of.
D be very negative.

2.1.5 Which of the following documents will NOT be required for delegates who want to hire a car to attend a conference?

A Valid driver's licence
B Valid ID
C Proof of income
D Work-related identification

2.1.6 The Rand Show is a …

A Cultural event.
B Retail event.
C Sports event.
D Historical event.

2.1.7 Daily rate is the basic rate for a …

A 12-hour period
B 48-hour period
C 24-hour period
D 36-hour period

2.1.8 Halaal food is eaten by …

A Jewish people
B Muslim people
C Hindu people
D Rastafarians

2.1.9 A suite is a …

A twin-bedded room.
B large room including sleeping and lounge area.
C room adjacent to the pool area.
D living room connected to one or more bedrooms.

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2.1.10 A tour guide is a person …

A who owns a business that transports tourists.
B employed to show tourists around places of interests.
C engaged in selling and arranging trips for travellers.
D specialising in package holidays.

(10 × 1) (10)

2.2 It can be said that the physical environment represents both geographical features as well as the infrastructure of a country.

Differentiate between *geographical features* and *infrastructure* by giving THREE examples of each. (6)

2.3 Economic growth is good for tourism. Identify FOUR characteristics typical of a country which shows economic growth. (4)

2.4 Read the following scenarios and identify the environment of a tourism-related business that they form part of.

The types of environments that you can choose from are: technological, socio-political, economic or physical environment.

2.4.1 A veld fire in your area that has destroyed all the natural beauty.

2.4.2 The riots that are taking place because of the high petrol price.

2.4.3 Food prices that keep going up.

2.4.4 The effects of global warming.

2.4.5 Touchscreen information desks in towns where tourists can get information by themselves.

(5 × 1) (5)

2.5 There are several examples of events in the socio-political environment that can have an impact on tourism.

Name FIVE of these. (5)

2.6 Read the scenario below and answer the questions.



Technology creates lots of opportunities. One example is cameras at waterholes at game reserves. People can look at how the animals live in the wild from the comfort of their own home. The pictures and sound are sent to your home computer through the internet

[Source: *google photos*]

2.6.1 In table format, list THREE advantages and THREE disadvantages of the use of technology. (3 + 3) (6)

2.6.2 Discuss TWO examples of technology that have an influence on tourism. (2 × 2) (4)

[40]

QUESTION 3

3.1 Choose a description from COLUMN B that matches a/an word/item in COLUMN A. Write only the letter (A–K) next to the question number (3.1.1–3.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.1.1	Mega event	A	Smaller in scale and draw participants and spectators from one country only
3.1.2	Major event		
3.1.3	Hallmark event	B	Main purpose is business
3.1.4	Special event	C	Specifically to celebrate a historical anniversary of some kind
3.1.5	Cultural event	D	Biggest kind of event
3.1.6	Business and trade events	E	Can house large crowds
3.1.7	Sport events	F	It happens only once and celebrates a unique occasion.
3.1.8	Outdoor venues	G	They are often just a piece of open veld.
3.1.9	Large sport stadiums	H	Smaller venues that are suitable for smaller conferences and functions
3.1.10	Exhibition halls	I	The goal of this event is to display a specific aspect of culture.
		J	An event where sport is played.
		K	Entertainment and recreation.

(10 × 1) (10)

3.2 Complete the following sentences by filling in the missing word or words. Write only the word or words next to the question number (3.2.1–3.2.5) in the ANSWER BOOK

3.2.1 The city in which the Comrades Marathon annually takes place is ... .

3.2.2 When you are confirming a venue for a function, you need to pay a ... which is at least 10% of the total cost.

3.2.3 The financial growth of the country forms part of the ... environment of the business.

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3.2.4 Inflation is measured by comparing the … of a number of products over a certain period of time.

3.2.5 Intermediaries are the … who make sure the product gets from the producer to the consumer.

(5 × 1) (5)

3.3 Look at the picture and then answer the questions.



In South Africa, crime is a problem. When tourists visit South Africa, they need to take extra care to make sure that they are safe, especially when they are travelling by car.

[Source:*Dreamstime.com*]

3.3.1 Explain to tourists what can happen if they don't lock their car doors. (2)

3.3.2 Give tourists 10 other safety tips when travelling in South Africa. (10)

3.3.3 What are the basic requirements when someone wants to rent a vehicle? (3)

3.3.4 Name and explain the FIVE types of car hire insurance. (5 × 2) (10)

[40]

QUESTION 4

Read the scenario below and answer the questions.

4.1 Legislation is a set of rules laid down by government. There are a number of specific labour laws that have an effect on all South African businesses, including the tourism industry.

Explain the purpose of the following acts:

4.1.1 The Employment Equity Act

4.1.2 The Skills Development Act

4.1.3 The Labour Relations Act

4.1.4 The Occupational Health and Safety Act

(4 × 2) (8)

4.2 Mr Baloyi arrives in Cape Town to visit Robben Island. While there, he would like to see all the sights and visit friends. He does not know his way around and enquires about using a GPS system.

Give him advice by identifying THREE advantages and THREE disadvantages of using a GPS. (3 + 3) (6)

4.3 It was announced on the news that, due to the increase in the inflation rate, the cost of airplane tickets would increase by 10%.

4.3.1 Explain the term *inflation*. (2)

4.3.2 Explain what effect inflation will have on:

(a) The cost of goods and services.

(b) The value of the rand.

(c) Customer income

(d) Productivity

(4 × 2) (8)

4.4 What do the following acronyms stand for?

4.4.1 ASATA

4.4.2 DEAT

4.4.3 FEDHASA

4.4.4 TGCSA

4.4.5 THETA

(5 × 1) (5)

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4.5 Identify the following symbols that you may find on a map. Write only the answer next to the question number (4.5.1–4.5.5) in the ANSWER BOOK.

4.5.1 

4.5.2 

4.5.3 

4.5.4 

4.5.5 

(5 × 1) (5)

4.6 A natural disaster, namely heavy rains, batters Sun City resort.

Explain the influence this will have on the following:

4.6.1 Suppliers

4.6.2 Customers

4.6.3 Services

(3 × 2) (6)

[40]

QUESTION 5

5.1 Briefly explain each of the following business forms:

5.1.1 Partnership

5.1.2 Close corporation

(2 × 2) (4)

5.2 State ONE advantage of a sole trader. (1)

5.3 The following aspects form part of the microenvironment of a business.

Explain what is meant by each aspect.

5.3.1 The mission of a business. (3)

5.3.2 The resources of a business. (3)

5.4 Define the following business terms:

5.4.1 *Start-up costs*

5.4.2 *Legal requirements*

(2 × 2) (4)

5.5 Explain what an agenda of a business meeting is. (2)

5.6 Study the scenario below and answer the questions.

When arranging an event, many aspects need to be considered, for example, the choice of a venue, the catering and many more.

5.6.1 Name SIX reasons for choosing a certain venue. (6)

5.6.2 Name THREE dietary requirements that tourists might have and identify foods that will satisfy each of these needs. (3 + 3) (6)

5.6.3 What is a *vegetarian*? (2)

5.6.4 Discuss what is meant by *kosher food*. (3)

5.6.5 What is a checklist and what is it used for? (1 + 1) (2)

5.6.6 When seeking self-employment opportunities, several sources can be consulted.

Name any FOUR of these sources. (4)

[40]

TOTAL: 200

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