higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

SCIENCE OF TOURISM
NQF LEVEL 3

(11011043)

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09:00–12:00

This question paper consists of 12 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
SCIENCE OF TOURISM
NQF LEVEL 3
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. Use only a black or blue pen.
5. Write neatly and legibly.

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QUESTION 1

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

1.1.1 Always travel with the car doors locked to prevent hijackings.

1.1.2 Strangers should not be asked for advice on directions – rather drive to the nearest police station.

1.1.3 An invitation must have an RSVP date when inviting delegates to attend an event.

1.1.4 An organiser of an event needs to send out important information in writing to delegates.

1.1.5 Competition should be taken into consideration when researching business opportunities for a small business.

1.1.6 Online reservations have a negative effect on travel agencies because people can now do their own reservations over the internet.

1.1.7 If the rand value is strong, it becomes cheaper for foreign visitors to visit South Africa.

1.1.8 A partnership has to have 'CC' added at the end of its name.

1.1.9 Rented cars can only be taken across the border with the correct paperwork.

1.1.10 The market environment consists of consumers, competitors and resources of the company.

(10 × 1) (10)

1.2 Compare, in table format, the advantages and disadvantages of using each of the following technological advances in a tourism business.

TECHNOLOGICAL ADVANCE		ADVANTAGE	DISADVANTAGE
1.2.1	Online reservation system		
1.2.2	Computer		
1.2.3	Electronic ticketing		
1.2.4	E-mail		
1.2.5	Internet		

(10 × 2) (20)

1.3 Give FIVE advantages of opening a business as a sole trader. (5)

1.4 Briefly explain what exploratory research is and give TWO examples of sources you will use as part of the research. (3 + 2) (5)

[40]

QUESTION 2

2.1 Various 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 (2.1.1–2.1.10) in the ANSWER BOOK.

2.1.1 These events are more formal in nature and entertainment is not required or provided.

A Special
B Business and trade
C Hallmark
D Major

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 Kosher food is eaten by people who belong to the … faith.

A Jewish
B Hindu
C Christian
D Muslim

2.1.4 This nature festival occurs every year in Hermanus during September.

A National cheese festival
B Decorex
C Whale festival
D Cape Town flower show

2.1.5 When booking a venue for an event, it is normally required of you to …

A pay a deposit.
B show your passport.
C pay the waiters in advance.
D phone the day before.

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2.1.6 The document that will inform people about the topics that will be discussed in a meeting is called …

A minutes.
B memorandum.
C letter.
D agenda.

2.1.7 For an overseas tourist to be able to drive a car in South Africa, he/she must be in possession of a/an …

A South African driver's license.
B birth certificate.
C membership certificate.
D international driver's license.

2.1.8 The minutes of a meeting is a list of the …

A topics which were discussed at the meeting.
B topics that will be discussed at the meeting.
C people who attended the meeting.
D people who are going to attend the meeting.

2.1.9 Attractions that are constructed by humans include …

A beaches.
B museums.
C fauna.
D the Big Five.

2.1.10 Example of mega event that will attract more tourists to a country is …

A opening of parliament.
B Premier soccer leagues.
C Youth Day commemoration.
D Olympic Games.

(10 × 1) (10)

2.2 Briefly explain the following elements of the market environment:

2.2.1 Consumers

2.2.2 Intermediaries

2.2.3 Suppliers

2.2.4 Competitors

(4 × 3) (12)

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2.3 The following aspects form part of the micro-environment of a business:

Explain what is meant by each aspect.

2.3.1 The mission of a business

2.3.2 The resources of a business

(2 × 3) (6)

2.4 Mr Sydney is the owner of a tourism business in Durban and is rather concerned about the economic environment of South Africa. He is aware of the fact that you studied Tourism and turns to you for help.

Explain the following to him:

2.4.1 The effect that unemployment will have on the tourism industry

2.4.2 What you understand under the term *economic growth*

2.4.3 What the term *productivity* means

(3 × 2) (6)

2.5 Discuss the term *inflation.* (2)

2.6 Explain what effect inflation will have on:

2.6.1 The cost of goods and services

2.6.2 The value of the rand

(2 × 2) (4)

[40]

QUESTION 3

3.1 Choose a term from COLUMN B that matches a description 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	Private company	A	a single person running his/her own business
3.1.2	Close corporation	B	it may be set up between two or more (up to a maximum of 20) individuals who want to go into business together
3.1.3	Partnership	C	this is a legal person and has its own distinct legal personality and identity. It trades in its own name and not in the name of the owners.
3.1.4	Sole proprietor	D	it may be set up between any amount of members who handle the affairs legally
3.1.5	Money used in a specific country	E	this company is founded by means of a founding statement and cannot exceed 10 members who own and manage it
3.1.6	Technology used in tourism business	F	tourism business
3.1.7	South African Airways	G	currency
3.1.8	Drug abuse influences society negatively	H	inflation
3.1.9	Affects the cost of goods and services	I	online reservation systems
3.1.10	Events of this nature include food, music and dancing	J	cultural events
		K	social problems

(10 × 1) (10)

3.2 Complete the following sentences by writing only the answer next to the question number (3.2.1–3.2.5) in the ANSWER BOOK.

3.2.1 A/an … is sent out to all delegates before a meeting in order to make sure that everyone knows what will be discussed at the meeting.

3.2.2 … Marathon is held in June in KwaZulu-Natal province.

3.2.3 The CTICC is a convention centre that is situated in the city of …

3.2.4 A … event is the biggest kind of event.

3.2.5 The symbol on a map that is used to indicate a library is a/an …

(5 × 1) (5)

3.3 You are a travel agent for international tourists that would like to visit South Africa for the December holidays in 2023.

3.3.1 You have to create an information brochure providing useful advice for tourists driving on South Africa's roads.

List the things you would include in the brochure. (10)

3.3.2 What is the legally acceptable level of alcohol in a person's blood when driving? (2)

3.3.3 Describe THREE different speed restrictions on South Africa's roads. (3)

3.3.4 What is the minimum age to drive a car on South Africa's roads? (1)

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

3.3.6 Insurance costs may apply when renting a car.

Name and explain THREE types of car hire insurance the tourists would have to take out when travelling in South Africa. (3 × 2) (6)

[40]

QUESTION 4

Read the scenario below and answer the questions.

4.1



Africa's Travel Indaba is one of the largest tourism marketing events on the African calendar and one of the top three 'must visit' events of its kind on the global calendar.

Venue: Inkosi Albert Luthuli Convention Centre (Durban ICC) Durban Exhibition Centre (DEC)

Show Days: 03 − 05 May 2022

The Science of Tourism L4 students in your college will be attending the Tourism Indaba in Durban from 03 to 05 May. There are 10 female students who will be sharing accommodation at the hotel you have arranged for them. Four of them do not eat meat or any meat product, one is a Muslim and three are Jewish.

[Source: *https://www.indaba-southafrica.co.za*]

4.1.1 Explain the following codes you wrote on their booking form when you were advising them on how they will share the rooms:

(a) TWNB
(b) TWNS
(c) QADS
(d) QADB
(e) DBLS

(5 × 2) (10)

4.1.2 Which type of meals will you arrange for each of the following students?

(a) Students who do not eat meat
(b) Muslim student
(c) Jewish students

(3 × 1) (3)

4.2 In which town/city and province do the following events take place? Write the town/city and the name of the province next to the question number (4.2.1−4.2.5) in the ANSWER BOOK.

4.2.1 Getaway Show

4.2.2 Cherry Festival

4.2.3 Darling Wild Flower Show

4.2.4 Durban July

4.2.5 Marula Festival

(5 × 2) (10)

4.3



Wildfires In Cape Town https://joynews.co.za/

Fire on the Foothills
Cape Town has been hit by a devastating wildfire. On Sunday morning, 18 April, at 8:45 am, the City of Cape Town's Fire and Rescue Services responded to a 'vegetation fire' above the M3 motorway at Hospital Bend, opposite the famous Groote Schuur Hospital (where the world's first heart transplant was performed).

Rhodes Memorial Engulfed in Flames
At first, it was windless and the fire looked containable. However, over the next three hours, the bush fire spread across the slopes of Devils Peak to Rhodes Memorial and from there towards the Rondebosch Upper Campus of University of Cape Town (UCT). The Rhodes Memorial Tea Garden and Restaurant went up in a fire ball as its gas canisters exploded.

Wildfire engulfs Table Mountain 'Water bombs' are being dropped by helicopters, but this operation is likely to be a large one. The plumes of smoke can be seen from miles away, and the wildfire appears to be halfway up the iconic landmark.

[Source: *The South African*, 18 April 2021]

4.3.1 Identify the type of natural disaster mentioned in the article. (1)

4.3.2 Which town is directly affected by the disaster you have identified? (1)

4.3.3 Describe the impact of the natural disaster you have identified in QUESTION 2.1 on local tourism. (4)

4.3.4 Which structures were destroyed by the fire? (2)

4.3.5 Identify the economic implications this disaster will have on tourism. (4)

4.4 Identify the following symbols that you may find on a map:

4.4.1 

4.4.2 

4.4.3 

4.4.4 

4.4.5 

(5 × 1) (5)
[40]

QUESTION 5

5.1 You need to arrange an event and need a venue.

Name and explain SIX aspects that will influence your decision. (6 × 2) (12)

5.2 Explain each of the following terms used in business:

5.2.1 Sole trader

5.2.2 Partnership

5.2.3 Capital

5.2.4 Creditor

5.2.5 Profit

(5 × 2) (10)

5.3 Name FOUR labour laws that can have an effect on the South African tourism industry. (4)

5.4 Which skills do you need to run a successful business? (4)

5.5 Choose ONE of the following events that will suit the description given thereof. Write only the answer next to the question number (1.3.1−1.3.10) in the ANSWER BOOK.

Cherry festival; Billabong Surfing competition; Castrol Formula One racing; Vodacom July Horse Racing competition; Bela Bela cycling race; Argus Cycle Tour; Rand Easter Show; Royal Agricultural Show; Midmar Mile; Aardklop Arts festival; Good Food and Wine; KKNK; Oyster festival; Comrades Marathon

5.5.1 This social event is held every March/April in Johannesburg.

5.5.2 A social event attended by thousands of people in Knysna during July.

5.5.3 A food and beverage event held in May in Good Hope Centre.

5.5.4 This marathon is an annual running event that takes place between Durban and Pietermaritzburg.

5.5.5 A cultural festival which annually takes place in Potchefstroom.

5.5.6 This swimming event takes place annually near Pietermaritzburg.

5.5.7 A sporting event held in Jeffrey's Bay.

5.5.8 A popular bicycle race held annually in March in Cape Town.

5.5.9 An agricultural event held in May in Piertermaritzburg.

5.5.10 A popular festival held in the Free State town of Ficksburg.

(10 × 1) (10)
[40]

TOTAL: 200