higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

SCIENCE OF TOURISM
NQF LEVEL 3

(11011043)

2 March 2018 (X-Paper)
09:00–12:00

This question paper consists of 13 pages.

NCV

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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 question on a NEW page.
5. 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 (1.1.1–1.1.5) in the ANSWER BOOK.

1.1.1 African legislation stipulates that cars must drive on the left-hand side of the road.

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

1.1.3 Valuables such as cameras and laptops should be locked away in the boot of the car.

1.1.4 Always travel with the car door locked to prevent hijackings.

1.1.5 If you suspect that you are being followed by a possible hijacker, drive straight home.

(5 × 1) (5)

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1.2 Choose a description from COLUMN B that matches an item in COLUMN A. Write only the letter (A–J) next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	Personal accident insurance	A	accommodation only, no meals
1.2.2	Unlimited rate	B	list of items to be discussed
1.2.3	Luxury cars	C	small, medium and micro enterprises
1.2.4	Economy cars	D	menu showing a variety of courses or meals from which one can choose
1.2.5	Hospitality suite	E	insurance that covers death, injury or permanent disability to a maximum amount stipulated in the rental agreement
1.2.6	Suite	F	rate charged per day without any kilometre charge
1.2.7	À la carte	G	available for comfortable travel and seats five people with ease
1.2.8	European plan	H	seats up to four people having either two or four doors
1.2.9	Agenda	I	room used for entertaining – usually at conventions and meetings
1.2.10	SMMEs	J	living room connected to one or more bedrooms

(10 × 1) (10)

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1.3 Read the passage below and answer the questions.

The Science of Tourism L4 students in your college will be attending the Tourism Indaba in Durban from 12 to 15 May. There are 10 female students who will be sharing accommodation at the hotel you have arranged for them. Three of them do not eat meat or any meat product, one is a Muslim and two are Jewish. Two students are suffering from diabetes.

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

(a) QADS

(b) QADB

(c) DBLS

(3 × 2) (6)

1.3.2 Which type of meals will you arrange for each of the following students:

(a) The students who do not eat meat

(b) The Muslim student

(c) The Jewish students

(d) The students suffering from diabetes

(4 × 1) (4)

1.4 Complete the accommodation reservation form on the next page. The students will be accommodated at Kyalanga Hotel. They will arrive on 11 May at approximately 18:00 and depart on 16 May at 09:00. You are making the accommodation request on behalf of ECD Travel, 33 Main Reef Road, Struben, Johannesburg, Tel. 011 652 3900. You sent the reservation request via e-mail to Patrice Naidoo. He responded on your e-mail to confirm the reservation. The bill should be sent to the agency. The agency's account number is 9009 2314 ECD. (15)

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RESERVATION FORM

NAME OF THE ESTABLISHMENT

Name: _____

Name: _____

Name: _____ Arrival: _____

Departure: _____

Room type

DBLS or (XS) ☐ Arrival time: _____

QADB ☐ Guaranteed: YES/NO

QADS ☐ Past guest: ☐

Reservation requested by: _____ Phone: _____

Company: _____

Address: _____ Remarks: _____

_____ _____

_____ _____

Town: _____ Method of payment: _____

Bill to: _____ Account no.: _____

Reservation taken by: _____ To be confirmed by:

Phone ☐ Verbally ☐ Email ☐ Telex ☐ Letter ☐ Not ☐ Fax ☐

Date: _____ Ref no.: _____

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QUESTION 2

Read the passage below and answer questions.

ABSA has embarked on a campaign to assist students from TVET colleges to become entrepreneurs. The bank has launched a series of workshops at colleges which will teach the students how to draft a business plan, start a small business, spend money wisely and dress for success. It is an exciting opportunity for students who want to start their own businesses instead of joining the job market.

2.1 Where will you obtain the necessary finance to start a business? (1)

2.2 Explain each of the following terms used in business:

2.2.1 Sole trader

2.2.2 Capital

2.2.3 Creditor

2.2.4 Tax rebate

2.2.5 Profit

(5 × 2) (10)

2.3 Give FIVE advantages of opening a business as a sole trader. (5 × 2) (10)

2.4 After finishing Science of Tourism L4, you have decided to open a curio shop close to one of the famous tourism routes in Mpumalanga.

2.4.1 Who will your target market be? (1)

2.4.2 Give an example of a product your customers might buy in your curio shop. (1)

2.4.3 List FIVE points to consider when dealing with competitors. (5)

2.4.4 Which skills do you need to run a successful business? (5)

2.4.5 Name TWO printed media articles you will use to advertise your business. (2)

2.5 You have heard of a company that supplies curios to shop owners in Johannesburg.

Name FIVE methods to find information about their products. (5)

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QUESTION 3

3.1 Read the article below and answer the questions.

Drought hits tourism in Bela-Bela

BELA-BELA – The water crisis in Limpopo has tourism role players deeply worried. In the popular tourist town of Bela-Bela some guesthouses have been forced to boil water from their pools for guests to bath.

The Bela-Bela municipality had to drill four extra boreholes to supply the local community because they have not had reliable water supply for six weeks, but locals say at least 10 boreholes are needed if the situation is to return to normal. The town's reservoirs are drying up and guesthouses like this one are bearing the brunt.

"I have eight geysers in this place. For the last two weeks I had to make use of swimming pool water, heat it up and put it in a room where there is a bathroom so at least the kids could bath and when we have lots of guests we go and buy water for them to drink, wash their face in the morning and brush their teeth," said Owen Vogel, from the Villa Palmeira guesthouse. Each of his guesthouse's 14 rooms has a bucket of water provided for the guests.

"We also have guests from overseas and to tell them about our water situation is embarrassing. Some of the people do understand. But it can't keep going on like this, it's our business and it's our lives. They (tourists) won't come back," Vogel said.

"We are going to lose a lot because these people are not going to come back and guesthouses are going to be empty. The town is not being maintained to make sure that there is enough water," said Amanda Maco from Bela-Bela Tourism.

[*Adapted from*: eNCA]

3.1.1 Identify the type of crisis mentioned in the article. (1)

3.1.2 Why are tourism role players in Limpopo worried? (1)

3.1.3 Describe how the owners of guesthouses are dealing with the crisis to make their guests comfortable. (4)

3.1.4 In your opinion, what impact will a water crisis, such as the one mentioned in the article, have on local tourism? Substantiate the answer. (4)

3.1.5 Discuss the economic implications this water crisis will have on tourism. Give examples to substantiate the answer. (4)

3.1.6 What did the Bela-Bela municipality do to manage the water crisis? (1)

3.1.7 What is the Bela-Bela municipality doing to assist the businesses in the area? (1)

3.1.8 Why is the owner of the Villa Palmeira guesthouse concerned about the water situation? Substantiate the answer. (4)

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3.2 Complete the following table by writing down the answer next to the letter (a-t) in the ANSWER BOOK.

EVENT	CITY/LOCATION	PROVINCE
3.2.1 Sardine Run	(a)	(b)
3.2.2 Aardklop National Arts Festival	(c)	(d)
3.2.3 Bloemfontein Rose Festival	(e)	(f)
3.2.4 Soweto Marathon	(g)	(h)
3.2.5 White Mountain Festival	(i)	(j)
3.2.6 Tourism Indaba	(k)	(l)
3.2.7 Iron Man South Africa	(m)	(n)
3.2.8 Clarens Craft Beer Festival	(o)	(p)
3.2.9 Vredefort Dome Festival	(q)	(r)
3.2.10 Knysna Oyster Festival	(s)	(t)

(10 × 2) (20)
[40]

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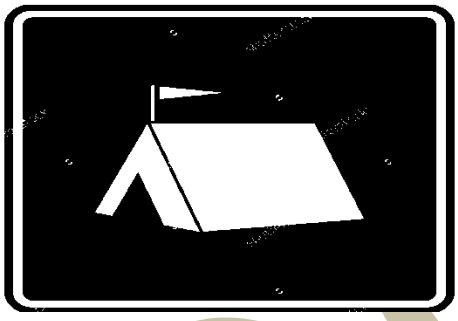
QUESTION 4

Read the passage below and answer the questions.

Mr Thomas Jakes, his wife and three children have arrived in South Africa from the Maldives. They requested the travel operator you are working for to assist them during their tour of South Africa. They will also rent a car from Kruger Mpumalanga to Mbabane in Swaziland. You have compiled an itinerary for them and will be presenting it at a meeting later.

4.1 Identify and explain each of the following map symbols that might be useful to them during their tour of South Africa.

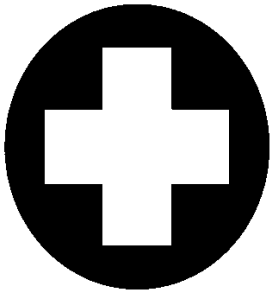
4.1.1



4.1.2



4.1.3



4.1.4



4.1.5 

(5 × 2) (10)

4.2 Briefly describe how tourism businesses can improve and benefit from each of the following macro-environments:

4.2.1 Social environment

4.2.2 Economic environment

4.2.3 Technological environment

4.2.4 Demographic environment

4.2.5 Physical environment

(5 × 3) (15)

4.3 Identify the names of the following national roads in South Africa:

4.3.1 Road that links Johannesburg and Durban

4.3.2 Road that links Johannesburg and Cape Town

4.3.3 Road that links Witbank (Emalahleni) and Nelspruit

(3 × 1) (3)

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4.4 Choose a country in COLUMN B that matches a currency in COLUMN A. Write only the letter (A–F) next to the question number (4.4.1–4.4.6) in the ANSWER BOOK.

COLUMN A		COLUMN B	
4.4.1	Dollar	A	Swaziland
4.4.2	Rand	B	Botswana
4.4.3	Pula	C	Lesotho
4.4.4	Pound	D	South Africa
4.4.5	Langeni	E	USA
4.4.6	Loti	F	Britain

(6 × 1) (6)

4.5 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (4.5.1–4.5.6) in the ANSWER BOOK.

4.5.1 Inflation refers to an increase in the price of goods.

4.5.2 A cellphone is an example of technology.

4.5.3 Changes in technology have an impact on the micro-environment of any business.

4.5.4 A large percentage of people in South Africa are rich.

4.5.5 Only a small number of people live in urban areas in South Africa.

4.5.6 A strike can be crippling for any business.

(6 × 1) (6)
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QUESTION 5

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

TECHNOLOGICAL ADVANCE	ADVANTAGE	DISADVANTAGE
5.1.1 Computer		
5.1.2 Internet		
5.1.3 Email		
5.1.4 Ticket printer		
5.1.5 Online reservation system		

(5 × 4) (20)

5.2 Give ONE example of an event that can be hosted at the following venues:

5.2.1 Moses Mabhida Stadium

5.2.2 Cape Town International Convention Centre

5.2.3 Sun City

(3 × 2) (6)

5.3 Give ONE term for each of the following descriptions. Write only the term next to the question number (5.3.1–5.3.5) in the ANSWER BOOK.

5.3.1 Qualified person who works for a company that accompanies people travelling through or visiting any place in the country or supplies tourists with information regarding a specific tourist site

5.3.2 Person who owns a business that transports paying tourists on scheduled itineraries and makes arrangements for their accommodation and excursions

5.3.3 Company that sells accommodation, transport and other associated services on behalf of product owners

5.3.4 Deals with the provision of accommodation to travellers

5.3.5 Establishments that primarily provide food services

(5 × 2) (10)

5.4 Name FOUR specific legal requirements that must be complied with when starting a business. (4)

[40]

TOTAL: 200

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