



education

Department:
Education
PROVINCE OF KWAZULU-NATAL

TOURISM

MEMORANDUM

COMMON TEST

JUNE 2020

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

MARKS: 200

This memorandum consists of 11 pages.

SECTION A**QUESTION 1**

1.1

1.1.1 D ✓

1.1.2 A ✓

1.1.3 C ✓

1.1.4 C ✓

1.1.5 D ✓

1.1.6 A ✓

1.1.7 D ✓

1.1.8 B ✓

1.1.9 A ✓

1.1.10 A ✓

1.1.11 C ✓

1.1.12 B ✓

1.1.13 D ✓

1.1.14 D ✓

1.1.15 C ✓

(15)

1.2

1.2.1 Jetlag ✓

1.2.2 The Tower of London ✓

1.2.3 Immigration ✓

1.2.4 250ml ✓

1.2.5 Political event ✓

(5)

1.3

- 1.3.1 Green channel ✓
- 1.3.2 uniform ✓
- 1.3.3 revolution ✓
- 1.3.4 Yen ✓
- 1.3.5 Hepatitis A ✓

(5)

1.4.

QUESTION NUMBER	NAME OF ICON		COUNTRY	
1.4.1.	Floating Markets	✓	Bangkok	✓
1.4.2.	Sydney Opera House	✓	Australia	✓
1.4.3.	Niagara falls	✓	USA	✓
1.4.4.	Pyramids Of Giza	✓	Egypt	✓
1.4.5.	Leaning Tower of Pisa	✓	Italy	✓

(10)

1.5

- 1.5.1 D ✓
- 1.5.2 A ✓
- 1.5.3 F ✓
- 1.5.4 B ✓
- 1.5.5 C ✓

(5)

SUBTOTAL SECTION A: 40

SECTION B
QUESTION 2

2.1.

- | | | | |
|---------|-------------------------|---|------|
| 2.1.1. | Time zones | ✓ | |
| 2.1.2. | Ahead | ✓ | |
| 2.1.3. | Behind | ✓ | |
| 2.1.4. | UTC | ✓ | |
| 2.1.5. | 24 hour | ✓ | |
| 2.1.6. | Greenwich meridian | ✓ | |
| 2.1.7. | International Date Line | ✓ | |
| 2.1.8. | Standard Time | ✓ | |
| 2.1.9. | Forward | ✓ | |
| 2.1.10. | summer | ✓ | (10) |

2.2.1.

- Tourists will need to be aware of any changes in flight times ✓✓ (4)
- DST may affect sleeping patterns which may impact on travellers taking medication etc. ✓✓
- The opening and closing times for attractions and activities may change during the period of DST, travellers need this information when itinerary planning.

(ANY TWO OF THE ABOVE OR SIMILAR)

2.2.2.

- One will have to plan for arrival processes ✓✓
- Have to consider the time differences when planning itineraries ✓✓ (4)
- Will have to examine the impact on ones health due to jetlag, etc.

(ANY TWO OF THE ABOVE OR SIMILAR)**[8]**

2.3.1.

- | | | | |
|----|------------------------------|----|-----|
| a. | Hotel/Lodges | ✓✓ | (2) |
| b. | Road transport/hired car/4x4 | ✓✓ | (2) |

2.3.2.

- | | | | |
|----|-----------------------------------------------------------------------------------------------------------|----|-----|
| a. | A border checkpoint is a place, generally between two countries, where travellers or goods are inspected. | ✓✓ | (2) |
| b. | To ensure that he has permission to leave his country and enter another country | ✓✓ | |
| | To ensure that he has permission to drive in another country. | ✓✓ | (4) |
| c. | He is a South African travelling within the SADC region therefore he doesn't need a visa. | ✓✓ | (2) |

2.3.3.

- | | | | |
|----|----------------------------------------------------------------------------------------------------------|----|-----|
| a. | To check a passenger goods for any illegal, restricted or prohibited goods. | ✓✓ | (2) |
| b. | Restricted goods can be carried but with limitations on how much you can carry. | ✓✓ | |
| | Prohibited goods are those that are illegal to carry when travelling. | ✓✓ | (4) |
| c. | The tourists will let the Customs official know if they are carrying any restricted or prohibited goods. | ✓✓ | (2) |
| d. | Tax-free | ✓✓ | (2) |

[22]

2.4.1.

a. $(30^\circ\text{E} = +2) \Rightarrow 3,5 - 2 = 1\frac{1}{2}\text{hrs}$

✓✓ (2)

b.

Zimbabwe (30°E) +2
11:00Tehran ($+3\frac{1}{2}$)

✓

Both places therefore you Subtract - $3,5 - 2 = 1\frac{1}{2}\text{hrs}$ Tehran is East of Zimbabwe therefore Ahead in time by $1\frac{1}{2}\text{hrs}$

$$\begin{array}{c} \checkmark \quad \checkmark \\ 11:00 + 1\frac{1}{2} = 12:30. \end{array}$$

$$\begin{array}{c} \checkmark \quad \checkmark \\ 12:30 + 1\text{hr (DST)} = 13:30 \end{array}$$

His sister will receive the call at 13:30.

(5)

2.4.2.

STEP 1Tanzania (+3)
10:00 FT = 1hr40min

Malawi (+2)

✓

Both places are in the same hemisphere, therefore you Subtract ($3-2=1\text{hr}$)

Malawi is West of Tanzania therefore Behind by 1 hr.

$$\begin{array}{c} \checkmark \\ 10:00 - 1\text{ hr} = 09:00 \end{array}$$

$$\begin{array}{c} \checkmark \quad \checkmark \\ 09:00 + 1\text{hr}40\text{min} = 10:40 \text{ arrival in Malawi.} \end{array}$$

STEP 2

Transit time = $10:40 + 4\text{hrs} = 14:40$ ✓

STEP 3Malawi (+2)
14:40 FT = 2hrs

South Africa (+2)

✓

Both places using the same time zone therefore there is no time difference.

$$\begin{array}{c} \checkmark \quad \checkmark \\ 14:40 + 2\text{ hrs} = 16:40 \rightarrow \text{arrival time in South Africa.} \end{array}$$

(8)

[15]

- 2.5.1. WORLD HEALTH ORGANISATION (WHO) ✓✓ (2)
- 2.5.2. To provide awareness and precautions about travel related diseases and to set norms and standards thereof. ✓✓ (2)
- 2.5.3. a. Malaria ✓✓ (2)
 b. By taking oral medication/tablets against malaria. ✓✓ (2)
(DONOT ACCEPT TAKING VACCINATIONS)
- 2.5.4. These are diseases that are not found in every destination and can easily be treated by proactive, non-medical methods. ✓✓ (2)
- 2.5.5. a. Eat cooked food ✓✓ (2)
 Eat raw foods only if they can be peeled or washed in clean water.
- b. Ride only in marked taxis ✓✓ (2)
 Travel with a companion
 Don't wear expensive jewellery and clothes
 Don't drink too much alcohol and don't use drugs.
- [14]**
- 2.6.1. To ensure that you don't overspend during your trip. ✓✓ (2)
- 2.6.2.
 - The type of vehicle hired
 - The accommodation booked (i.e. on a sharing basis or not)
 - The types of activities and attractions included in the budget. ✓✓ (2)
(ANY ONE OF THE ABOVE OR SIMILAR)

2.6.3

PRODUCT / SERVICE	CALCULATION	FINAL ANSWER
Airfares	4315 x 4	17 260 ✓✓
Accommodation	368 x 4ppl x 3 nights	4416 ✓✓
Vehicle Hire	730 x 4 days = 125 x 4 days 3000 35 x 4ppl 50 200 210	2920 ✓ 500 ✓ 3000 140 ✓ 50 200 210
Activities	300 x 4 ppl x 4 days	4800 ✓
Meals	120 x 10mealsx4ppl	4800 ✓
TOTAL		R 38 296✓

2.6.4. $38\ 296 \div 2 = R\ 19\ 148$ ✓✓

(10)
(2)
[16]

QUESTION 3

- 3.1. The global coronavirus pandemic caused the exchange rate to increase drastically. ✓✓ (2)
- 3.2.
- a. The BSR is always higher than the BBR ✓✓ (2)
- b. The banks have to make a profit and the tourist will always have more money before the trip rather than after the trip. ✓✓ (2)
- 3.3. Any country in Europe. ✓
They would get more EUR for less Rands. ✓ (2)
- 3.4. a. Inbound tourists would have been less due to the stronger Rand. ✓✓ (2)
- b. South African tourist will travel less domestically as they will prefer to take their money and travel internationally. ✓✓ (2)
- 3.5. ✓ ✓ ✓
2542 x 18,25 = R46 391,50 (3)

[15]**TOTAL SECTION B: 100**

SECTION C

QUESTION 4

4.1.

	Name of Icon	Country	Description
A.	Sphinx ✓	Egypt ✓	Body of a lion and head of a person, unique stone structure found in Egypt. ✓
B.	Statue of Liberty ✓	USA ✓	Statue of Lady Liberty which stands as a symbol of global freedom. ✓
C.	Statue of Christ the Redeemer ✓	Brazil ✓	Religious and cultural symbol of Brazil. ✓

(9)

4.2.1. Europe ✓✓ (2)

4.2.2. Leisure ✓✓
Coastal ✓✓ (4)

4.2.3. Yes
 • Natural attractions cannot be duplicated and hence are important. ✓✓
 • Natural attractions have the ability to bring in more money as less money is spent on the maintenance of the attractions as it develops itself naturally. ✓✓ (4)

OR

No
 • Human-made attractions hold special significances for the destinations that they represent and therefore will always attract its target markets.
 • Human made attractions can also be unique because as WHS they cannot be duplicated or changed in any way.

4.2.4. • Through the Multiplier Effect ✓✓
 • They market the attract the destinations through WOM and hence the destination saves on marketing costs. ✓✓ (4)
 • These destinations attract a wealthy target market and hence generate greater incomes for the country.

[14]

4.3.1. Agra ✓ (1)

4.3.2. Learners will write a paragraph focusing on the following points:
 • Charge an entrance fee ✓✓
 • Have limited numbers touring at any given time. ✓✓
 • Concentrate on guided tours ✓✓ (6)

- Creating peak and non-peak times and providing incentives to visit during non-peak times.
- Create different access points and different places of interest within the icon site.
- Manage the flow by having alternative experiences while one waits to enter the main attraction.

(ANY THREE OR SIMILAR POINTS EXPLAINED IN A PARAGRAPH)

**[7]
TOTAL SECTION C: 30**

SECTION D**QUESTION 5**

- 5.1.1. a. Political Situations/Circumstances ✓✓
- b. Unforeseen Circumstances ✓✓ (4)
- 5.1.2. Learners will write a paragraph focusing on the following points: ✓✓
- Environmental damage affects both natural landscapes as well as man-made structures. It takes time to repair both these. ✓✓
 - Countries undergoing these impacts are often not financially able to see to all the repairs at once. It takes place over a time hence increasing the amount of time and money needed. ✓✓ (6)
 - Environmental disasters also lead to a loss of live which means the labour force needed to work on reconstruction may be too few.
 -
- 5.1.3.
- a. A disease that spreads over an entire country or one that spreads globally. ✓✓ (2)
- b.
- Have emergency plans in advance, especially in equipping hospitals and other medical centers. ✓✓
 - Have a strong global health system in line with what WHO recommends ✓✓
 - Train medical staff to deal with pandemics. ✓✓
 - Invest in a strong public health system. ✓✓
 - Develop medication that can be used to treat a range of medial effects. ✓✓
- (ANY THREE OF THE ABOVE OR SIMILAR)** ✓✓ (6)
- 5.1.4. Yes ✓✓
- A good security presence will help in crisis management of the local population and present hysteria
 - A good security management system will help the government enforce the required rules and regulations to bring the negative impacts of the event to an end. ✓✓ (4)
- OR
- NO
- Different events require different strategies, there for a particular plan may not lead to the desired results.
 - Having good security systems cannot ensure a good recovery plan.

[22]

5.2.1. Code of Conduct ✓✓ (2)

5.2.2. A CoC directs the way in which employee and employer behaviour is monitored while a Contract of employment will lay out the working conditions and requirements for each employee based on the specific job they will be doing. ✓ (2)

5.2.3. • They have different job descriptions based on their skills and knowledge as well as their training and qualifications. ✓✓ (4)

• They hold different positions in terms of levels of line function (e.g. management levels) ✓✓

•

[8]

SUBTOTAL SECTION D: 30

GRAND TOTAL: 200