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Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

SENIOR CERTIFICATE EXAMINATIONS/ NATIONAL SENIOR CERTIFICATE EXAMINATIONS

TOURISM

MAY/JUNE 2025

MARKS: 200

TIME: 3 hours

This question paper consists of 24 pages.



INSTRUCTIONS AND INFORMATION

Read the instructions carefully before answering the questions.

1. This question paper consists of FIVE sections.
2. Answer ALL the questions.
3. Start EACH question on a NEW page.
4. For QUESTIONS 3.1 and 3.2, round off your answers to TWO decimal places.
5. Show ALL calculations.
6. You may use a non-programmable calculator.
7. Use the mark allocation of each question as a guide to the length of your answer.
8. Write neatly and legibly.
9. The table below is a guide to help you allocate your time according to each section.

SECTION	TOPICS	MARKS	TIME (minutes)
A	Short Questions	40	20
B	Map Work and Tour Planning; Foreign Exchange	50	50
C	Tourist Attractions; Culture and Heritage Tourism; Marketing	50	50
D	Tourism Sectors; Sustainable and Responsible Tourism	30	30
E	Domestic, Regional and International Tourism; Communication and Customer Care	30	30
	TOTAL	200	180

SECTION A: SHORT QUESTIONS**QUESTION 1**

- 1.1 Various options are provided as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question numbers (1.1.1 to 1.1.20) in the ANSWER BOOK, e.g. 1.1.21 D.

- 1.1.1 The activity below will be enjoyed by ... tourists.



- A cultural
- B adventure
- C health
- D medical

- 1.1.2 Using insect repellent is a precaution against ...

- A cholera.
- B bilharzia.
- C sunburn.
- D malaria.

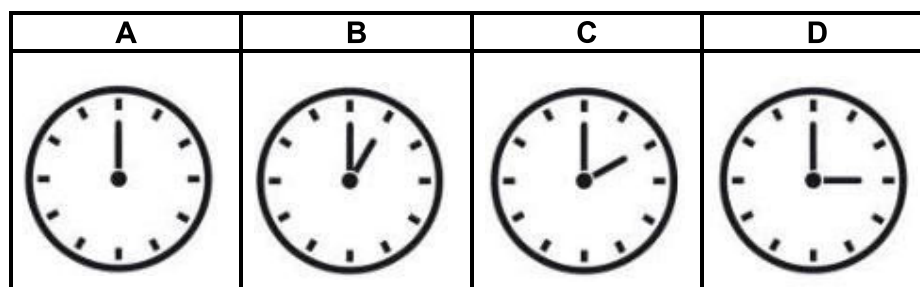
- 1.1.3 To apply for a ..., tourists will visit the embassy of the country they intend to visit.

- A passport
- B visa
- C health certificate
- D identity document

- 1.1.4 DST is applied by adjusting clocks ...

- A forward by one hour in winter.
- B backward by one hour in winter.
- C forward by one hour in summer.
- D backward by one hour in summer.

- 1.1.5 When it is 14:00 in Moscow (+3), the corresponding time in Cape Town is displayed on clock ...



- 1.1.6 The daily increase and decrease in the value of a currency is known as ...

- A exchange rate.
- B foreign exchange.
- C fluctuation.
- D recession.

- 1.1.7 A strong performance of the rand against the US dollar may result in ...

- A fewer inbound tourists from USA.
- B more inbound tourists from USA.
- C no change in the number of visitors.
- D fewer outbound tourists to the USA.

- 1.1.8 A sought-after (desired) souvenir from a world-famous tourist region in Germany:

- A Swiss army knife
- B Cuckoo clock
- C English tea
- D Gold bracelet

- 1.1.9 A South African World Heritage Site associated with an object from space:

- A Robben Island
- B Vredefort Dome
- C iSimangaliso Wetland Park
- D Mapungubwe Cultural Landscape

- 1.1.10 This icon is found in the Uluru-Kata Tjuta National Park in Australia:

- A Algarve
- B Big Ben
- C Ayers Rock
- D Colosseum



- 1.1.11 Tourists can visit this World Heritage Site by ferry:
- A iSimangaliso Wetland Park
 - B Robben Island
 - C Cape Floral Region Protected Areas
 - D ‡Khomani Cultural Landscape
- 1.1.12 Tourists to Canada may want to visit the ...
- A Corcovado.
 - B Eiffel Tower.
 - C Niagara Falls.
 - D Colosseum.
- 1.1.13 The organisation that collects global tourism statistics:
- A UTC
 - B UNWTO
 - C SARS
 - D UNESCO
- 1.1.14 The icon located in the harbour area of an Australian city:
- A The Taj Mahal
 - B Machu Picchu
 - C The Parthenon
 - D Sydney Opera House
- 1.1.15 Planting indigenous trees can be regarded as a/an ... action.
- A sustainable
 - B destructive
 - C irresponsible
 - D unethical
- 1.1.16 The business card below represents the ... of a company.



- A customer service
- B unethical image
- C verbal communication
- D professional image



- 1.1.17 This ultramarathon takes place in June annually:
- A Wimbledon
 - B Cape Town Cycle Tour
 - C Comrades
 - D FIFA World Cup
- 1.1.18 The collapse of a building in George, a town in the Western Cape, is an example of ...
- A general unrest.
 - B an unforeseen occurrence.
 - C terrorism.
 - D a civil war.
- 1.1.19 The number of nights that tourists spend at a destination:
- A Mass tourism
 - B Core market
 - C Length of stay
 - D Average expenditure
- 1.1.20 Responses to rate customer service can be collected using different methods.

The method below is an example of a ...



- A web-based response.
- B cellphone response.
- C feedback card.
- D verbal response.

(20 x 1) (20)

- 1.2 Give ONE word/term for EACH of the following descriptions by choosing a word/term from the list below. Write only the word/term next to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK, e.g. 1.2.6 bank buying rate.

preloaded foreign currency debit; ATM;	SWIFT; credit card;	cash; EFT
---	------------------------	--------------

- 1.2.1 Using a cellphone to pay for a product or service is an example of a/an ... transaction.
- 1.2.2 Multiple currencies can be loaded onto a ... card.
- 1.2.3 A/An ... can be used as payment when travelling overseas and is repaid in instalments to the bank.
- 1.2.4 A backpacker from Brazil will use ... to pay for souvenirs bought from street vendors in rural Africa.
- 1.2.5 A/An ... transaction is used to do electronic money transfers between banks in different countries. (5 x 1) (5)
- 1.3 Choose the correct word(s) from those given in brackets. Write only the word(s) next to the question numbers (1.3.1 to 1.3.5) in the ANSWER BOOK, e.g. 1.3.6 passport.
- 1.3.1 People travelling at their own cost to assist with community projects are referred to as (sports tourists/voluntourists).
- 1.3.2 The main purpose of (FTT/ACSA) is to ensure that tourism businesses act fairly and responsibly.
- 1.3.3 One way of reducing a carbon footprint is to (drive/cycle) to work.
- 1.3.4 Collecting (rainwater/ivory) is considered to be a responsible practice.
- 1.3.5 (Solar/Coal) is an example of a non-renewable energy source. (5 x 1) (5)

- 1.4 Choose the host city (cities) from COLUMN B that match(es) the travel trade show in COLUMN A. Write only the letter (A–F) next to the question numbers (1.4.1 to 1.4.5) in the ANSWER BOOK, e.g. 1.4.6 G.

COLUMN A		COLUMN B	
1.4.1	WTM (World Travel Market)	A	Durban
1.4.2	ITB (Internationale Tourismus-Börse)	B	Cape Town and Johannesburg
1.4.3	Getaway Show	C	Los Angeles
1.4.4	Africa's Travel Indaba	D	London
1.4.5	WTM Africa (World Travel Market Africa)	E	Berlin
		F	Cape Town

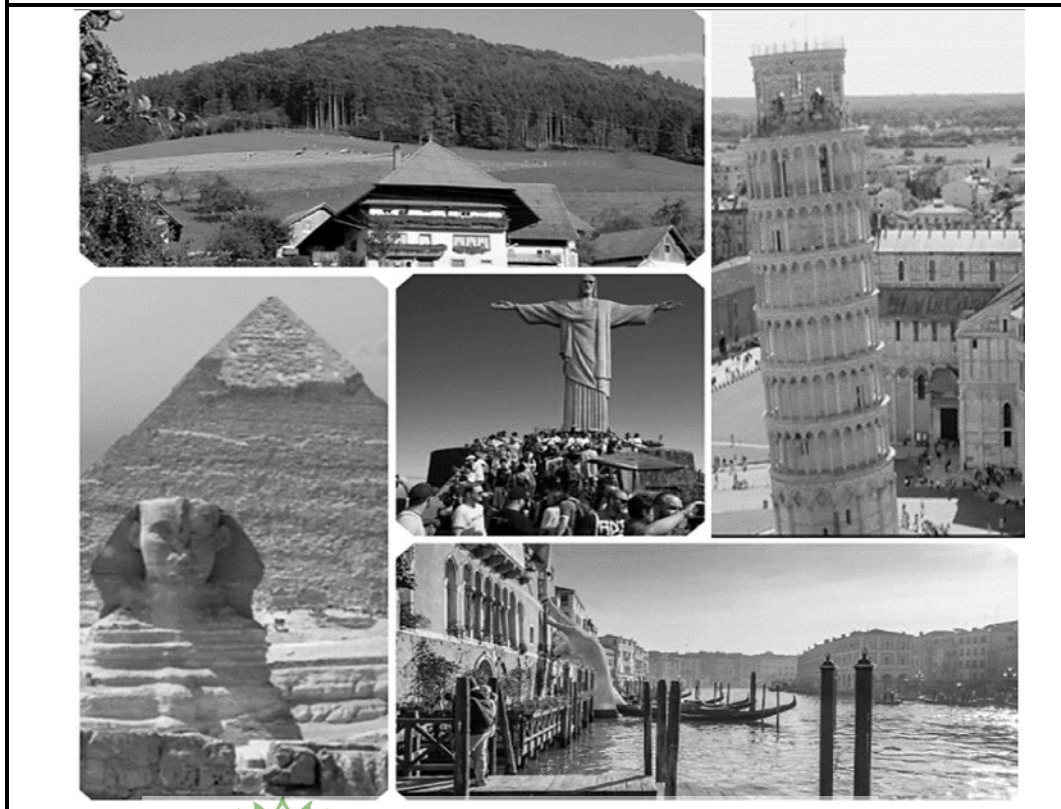
(5 x 1)

(5)

- 1.5 Study the information below and answer the questions on the next page.

Jake found old photographs in a box in his garage. The box belonged to his grandparents who had travelled the world. The words 'OUR WORLD TOURS' were written on the outside of the box.

OUR WORLD TOURS

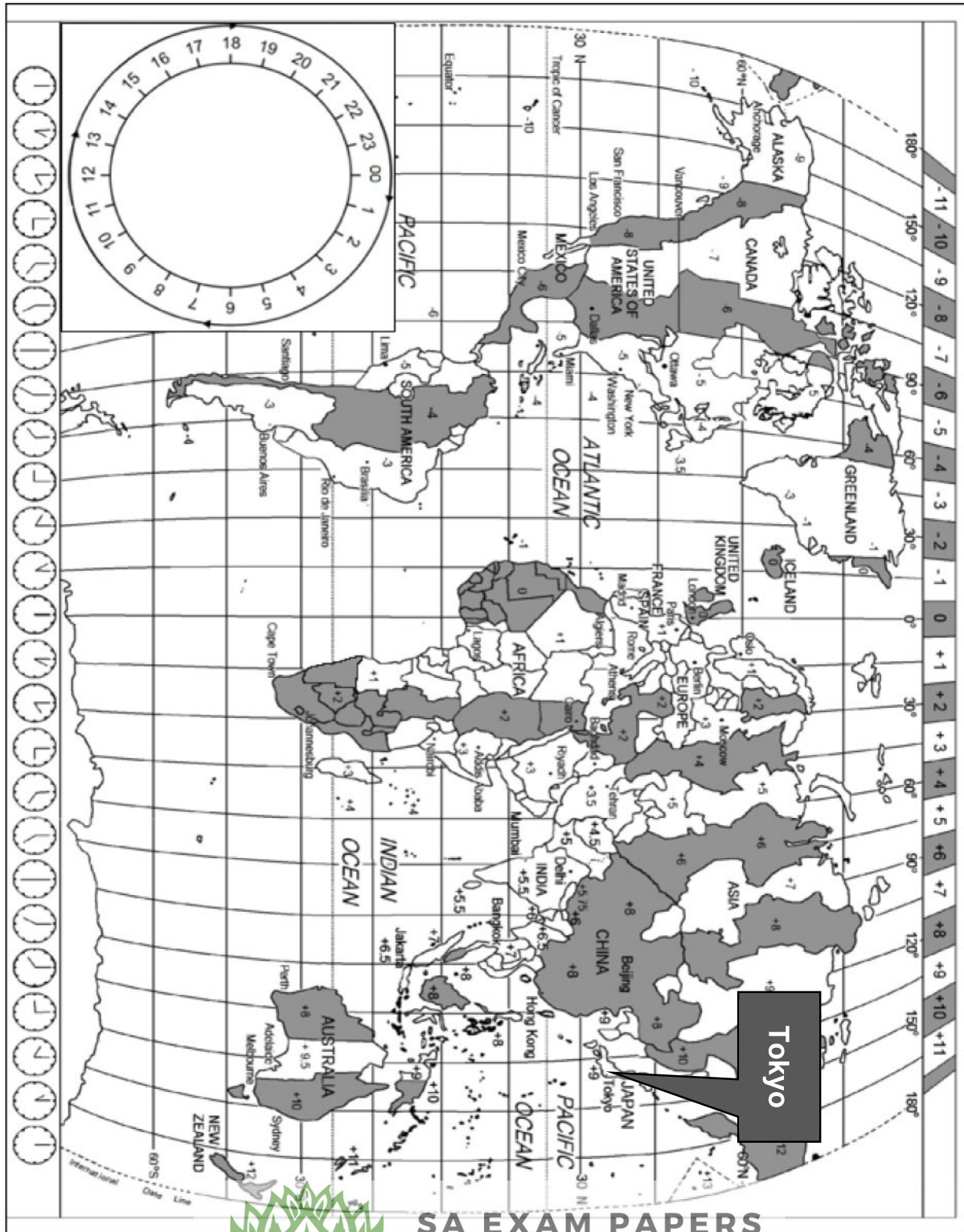
[Source: <https://pixlr.com>]

- 1.5.1 Write down the number of countries Jake's grandparents visited. (1)
- 1.5.2 Name the icons located in the same European country they visited. (2)
- 1.5.3 Identify the icon they visited, which is located in the Southern Hemisphere. (1)
- 1.5.4 Name ONE icon located on the African continent. (1)

TOTAL SECTION A: 40

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

Study the following World Time Zone map and information below and answer the questions that follow.



2.1

TOKYO, JAPAN – DID YOU KNOW?		
		
DISNEYLAND	CAPITAL CITY	MOUNT FUJI
Tokyo has a Disneyland! Fun for young and old!	The capital city of Japan is Tokyo with a population of 40,8 million people. Tokyo means 'Eastern Capital'.	Mount Fuji is popular for its moderate to challenging hiking trails.
		
SHIBUYA CROSSING	CHERRY BLOSSOMS	TOKYO SKYTREE
At the Shibuya Crossing, up to 2 500 people cross the street from seven different directions every 80 seconds.	The cherry blossom tree is named <i>sakura</i> in Japan. It is usually in full bloom for just one week annually.	The Tokyo Skytree is the tallest building in the city. Visiting the Skytree aquarium is a dream come true for any child.

[Source: Own creation]

A South African couple, David and his wife Claire, visited their son and his family in Tokyo. They were very excited to see their two grandchildren, aged 4 and 6 years old. Before departure, they compiled an itinerary to include the attractions in the infographic above.

Refer to the infographic above.

Redraw and complete the table on the next page in your ANSWER BOOK by suggesting activities for Days 3, 4, 5 and 6.

DAY	ITINERARY
1	Arrival in Tokyo
2	At leisure
3	Activity to expose children to marine life
4	Activity suitable for adults
5	Opportunity to meet movie characters
6	Enjoy the local cuisine

(4)

- 2.2 David and Claire departed from OR Tambo International Airport at 16:00 on 6 May 2025. The duration of the flight from Johannesburg to Tokyo was 19 hours.

Calculate the time and date the couple arrived in Tokyo.

NOTE: Japan does NOT practise DST.

(6)

- 2.3 The couple landed safely at Tokyo International Airport.

Explain ONE way in which the couple kept their luggage safe while waiting at the airport.

(2)

- 2.4 As South Africans, the couple did not need a visa for their trip to Japan. They were allowed to enjoy a 'visa-free' holiday for up to 90 days.

2.4.1 Name ONE compulsory entry document the couple needed for their trip to Japan.

(2)

2.4.2 Name the government department where the couple had to apply for the document named in QUESTION 2.4.1.

(2)

- 2.5 The couple was extremely tired and disorientated on arrival in Tokyo.

2.5.1 Name the travel-related condition they suffered from.

(2)

2.5.2 Give ONE reason for your answer to QUESTION 2.5.1.

(2)

2.5.3 Besides the above-mentioned symptoms, name TWO other symptoms of the identified condition.

(4)

- 2.6 The Shibuya Crossing is the busiest pedestrian crossing in Tokyo.

Suggest TWO ways how tourists could stay safe when walking in the streets of Tokyo.

(4)

- 2.7 Discuss THREE ways how the family could prepare themselves for the activity on Day 5.

Your discussion must include:

2.7.1 Preparations before the activity (2)

2.7.2 Preparations for the actual activity (4)

- 2.8 David wanted to bring a small cherry blossom tree from Japan to plant in his garden.

Was David allowed to bring the cherry blossom tree into South Africa?

Give ONE reason for your answer. (2)
[36]

QUESTION 3

3.1 Refer to the exchange rate table below and answer the questions that follow.

COUNTRY	CURRENCY CODE	BANK BUYING RATE (BBR)	BANK SELLING RATE (BSR)
United States of America	USD	18,42	18,65
Japan	JPY	0,12	0,14
England	GBP	23,29	23,30

3.1.1 Name the currency used in Japan. (2)

3.1.2 David had R68 000 to spend while he was in Japan. He exchanged his money for the Japanese currency at OR Tambo International Airport before departure.

Calculate the amount he received in the Japanese currency. (3)

3.1.3 A day trip to Mount Fuji costs ¥10 820 PER PERSON.

Calculate the equivalent of this amount in ZAR for the COUPLE. (5)

3.2 The money spent by tourists sets the multiplier effect into motion.

Explain TWO ways how the multiplier effect benefits the local communities around Mount Fuji.

(4)
[14]

TOTAL SECTION B: 50

SECTION C: TOURIST ATTRACTIONS; CULTURE AND HERITAGE TOURISM; MARKETING

QUESTION 4

4.1 Study the information below and answer the questions that follow.

THE HEART OF ROME THE VATICAN CITY – THE WORLD'S SMALLEST COUNTRY This icon has many amazing attractions. Being the heart of the Catholic Church, the Vatican City mixes religious importance with incredible art and history, making it a must-see destination for tourists. 
--

[Source: <https://en.wikipedia.org>]

4.1.1 Name the following:

- (a) The country where the Vatican City is located (1)
- (b) The continent where the Vatican City is found (1)

4.1.2 Name the religious head of the Vatican City. (2)

4.1.3 List THREE sites within the Vatican City that are popular tourist attractions. (6)

4.1.4 The Sistine Chapel is located within the Vatican Museum.

Explain TWO reasons why tourists will visit the Sistine Chapel. (4)

4.1.5 Differentiate between the Vatican City as a *tourist destination* and a *religious site*. (4)

4.2

FAMOUS WALLS OF THE WORLD**A**[Source: www.thirstymag.com]**B**[Source: www.news.artnet.com]

4.2.1 Identify icons **A** and **B** above. (2)

4.2.2 The walls above are located on different continents. (2)

Name the TWO continents where the walls are located. (2)

4.2.3 Discuss the purpose of constructing EACH of the walls, **A** and **B**. (4)

4.3 In order to be regarded as successful, tourist attractions must consider people with special needs.

Write a paragraph to explain how attractions can ensure UNIVERSAL ACCESS for tourists with special needs.

Your paragraph must include the following:

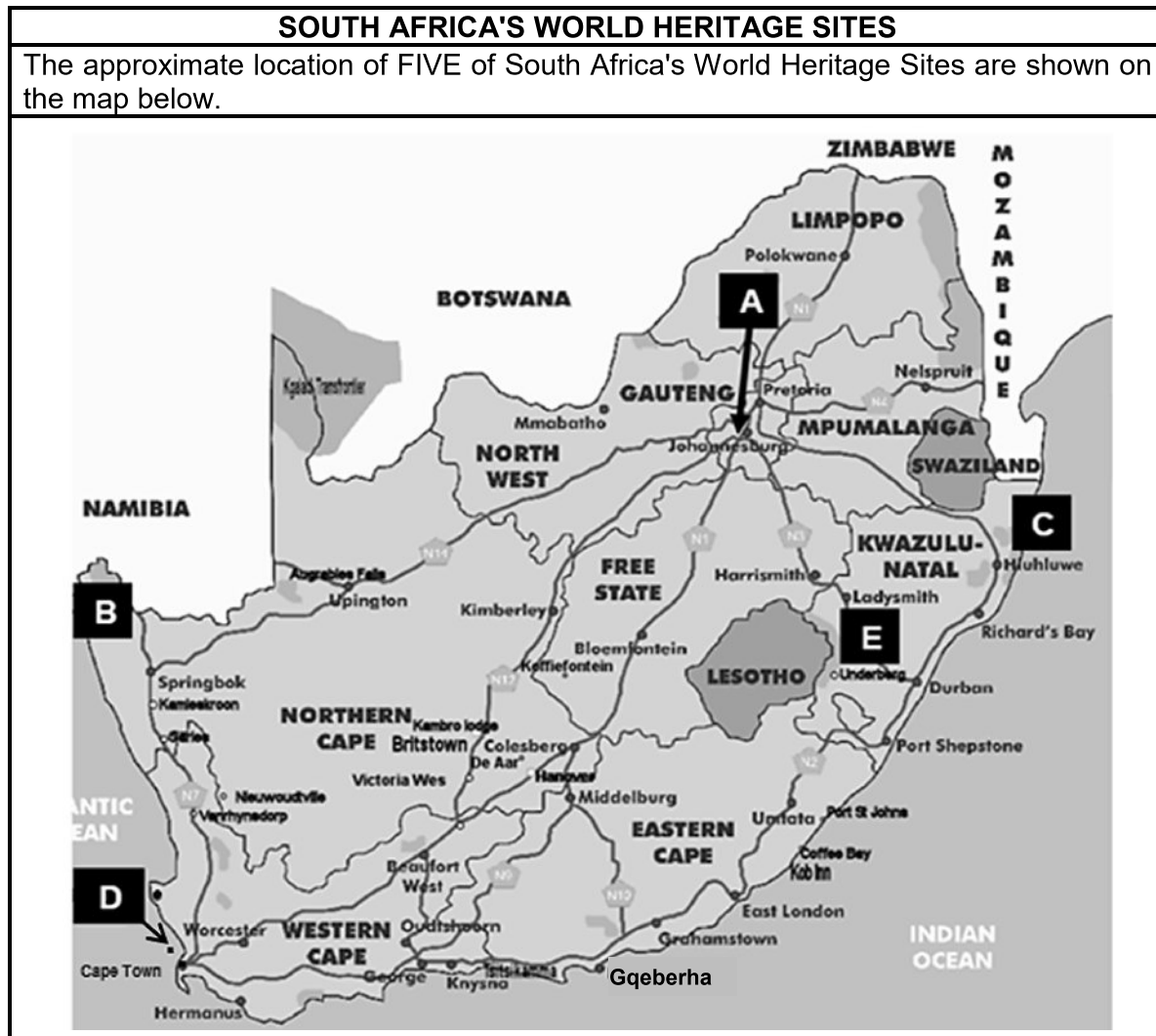
- An explanation of the term *universal access* (2)

- TWO examples of how universal access will assist tourists with special needs (4)

[32]

QUESTION 5

Study the map below and answer the question that follow.



[Adapted from www.sahistory.org.za]

Identify the World Heritage Sites labelled **A**, **B**, **C**, **D** and **E** on the map above.

Write the letters **A**, **B**, **C**, **D** and **E** with the full names of the World Heritage Sites in the ANSWER BOOK.

[10]

QUESTION 6

Study the information below and answer the questions that follow.

TREVOR NOAH MARKETS SOUTH AFRICA	
Trevor Noah is a well-known South African comedian who became popular in the United States of America (USA). He frequently receives questions about South Africa from his followers around the world. Trevor was invited by the TBCSA to appear in a marketing video where he answers these questions in his usual humorous style.	
	
	

[Adapted from <https://youtu.be/d6scLtB0C38>]

- 6.1 Write the acronym *TBCSA* in full. (2)
- 6.2 The TBCSA used Trevor Noah to promote our beautiful country.
Give ONE reason why Trevor Noah was an ideal choice to market South Africa locally, in the USA and in other countries. (2)
- 6.3 SATourism is responsible for creating international awareness of South Africa as a travel destination.
State TWO other marketing roles of SATourism. (4)

[8]

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

7.1 Read the information below and answer the questions that follow.

PROFESSIONAL IMAGE		
		
APPEARANCE	COMMUNICATION	TEAMWORK
Dress neatly and maintain good personal hygiene.	Speak clearly and listen attentively. Be polite and helpful.	Adapt to changes. Be open to new ideas.

		
CUSTOMER SERVICE	PUNCTUALITY	PROFESSIONAL BEHAVIOUR
Put customers first and solve problems with care.	Always be on time. Meet set deadlines.	Be honest and ethical.

[Source: Own creation]

- 7.1.1 Give ONE reason why it is important to maintain a professional appearance when working in the tourism industry. (2)
- 7.1.2 Good communication is vital in the tourism industry.
Discuss ONE consequence (effect) if an employee working in the tourism industry is unable to communicate clearly. (2)
- 7.1.3 Explain TWO ways in which effective teamwork can contribute to the professional image of a business. (4)

7.2 Read the information below and answer the questions that follow.

CONDITIONS OF EMPLOYMENT	
Sarah is a park ranger at the Kruger National Park. Below are some of the conditions Sarah must adhere to: • Follow the code of conduct. • Do park patrols, ensure visitor safety and participate in conservation work. • Report incidents and safety hazards to supervisors. • Obey all park rules and regulations. • Act professionally and ethically. • Develop and improve skills. • Must work well with others.	

7.2.1 Identify Sarah's main responsibility as a park ranger. (2)

7.2.2 Explain TWO reasons why employees of the Kruger National Park should follow a code of conduct. (4)

7.2.3 Give the regular working hours per week as stipulated in the BCEA (Basic Conditions of Employment Act, 1997 (Act 75 of 1997)). (2)

7.3 Sarah's contract of employment further stipulates the following:

- A uniform allowance of R400 a month
- Twenty leave days per year
- Access to the park facilities for personal use
- Notice period for the termination (ending) of employment in accordance with labour laws

7.3.1 Complete the sentence by filling in the missing word.

Sarah has access to the Kruger National Park's facilities for personal use. This is regarded as a ... benefit. (1)

7.3.2 According to the BCEA, a notice period is required before an employee may terminate (end) his/her service.

Explain the term *notice period*. (2)

7.3.3 Sarah receives a uniform allowance.

Give ONE reason why a park ranger needs to wear a uniform when on duty. (2)

[21]

QUESTION 8

Read the information below and answer the questions that follow.

CONDUCT FOR RESPONSIBLE TOURISTS	
Value local traditions and customs • Learn about local customs and events before travelling to participate and connect with the community. • Learn a few local words to communicate with locals. • Respect and preserve the unique aspects of a destination, including its history, culture and traditions. • Always ask permission before taking photos of local people.	
Support the local economy • Choose locally made crafts and products to support small businesses and stimulate economic growth. • Be kind to vendors and artisans, thus promoting fair trade relationships. • Avoid purchasing counterfeit or prohibited items.	
Respect the environment • Buy products that do not harm endangered plants or animals. • Use eco-friendly transportation. • Save water and electricity at accommodation establishments by reusing towels and turning off lights.	

[Adapted from 'Tips of the World Traveller' leaflet]

- 8.1 The code of conduct above addresses the three pillars of sustainability.
Name the THREE pillars. (3)
- 8.2 Give ONE reason why it is important to buy products that do not harm endangered plants or animals. (2)
- 8.3 Explain TWO reasons why it is important to ask permission of the local people before taking photos of them. (4)
- [9]**

TOTAL SECTION D: 30

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

QUESTION 9

9.1 Study the information below and answer the questions that follow.

G7 SUMMIT, ITALY 2024	
	The G7 is the annual gathering of international world leaders. The 2024 G7 Summit was held in Italy. The leaders of Italy, Canada, France, Germany, Japan, the UK and the USA attended the summit.
The G7 Summit brought together world leaders to discuss and collaborate (work together) on urgent global issues. These issues included climate change, economic stability, security and other key challenges facing the international community. GLOBAL ISSUES ADDRESSED AT THE SUMMIT • Speed up the use of renewable energy, like wind and solar power, to limit the impact of global warming. • Reduce the reliance/dependence on fossil fuels. • Explore new energy technologies and better ways to store energy. • Reduce plastic waste by 2040 through the use of less plastic, increased recycling and better waste management. [Adapted from www.g7italy.it]	

9.1.1 Identify ONE way in which the G7 leaders planned to address climate change. (2)

9.1.2 Discuss TWO ways in which the cooperation between countries can reduce climate change. (4)

9.2 Read the information below and answer the questions that follow.

UKRAINE – A GROWING HUMANITARIAN CRISIS	
The current Russian-Ukraine conflict has led to ongoing fighting, endangering civilians and damaging infrastructure like homes and essential services. Many people have been forced to leave their homes due to violence and destruction. The displacement (move to another place) of people within Ukraine has caused wartime traumas such as violence, family separation, looting or eviction (removal).	
[Adapted from www.reliefweb.com]	

- 9.2.1 Identify the type of political situation in the article on the previous page. (2)
- 9.2.2 Explain TWO ways in which the Russian-Ukraine conflict affects the Ukrainian people. (4)
- 9.2.3 Discuss TWO impacts of the Russian-Ukraine conflict on the economy of Ukraine. (4)

9.3 Study the table below and answer the questions that follow.

STATISTICS ON SOUTH AFRICA'S TOP 10 SOURCE MARKETS					
Comparison between pre-Covid-19 and post-Covid-19 inbound tourist arrivals					
	Arrivals in March 2019	Arrivals in March 2023	Arrivals in March 2024	% of March 2023	% of March 2019
United Kingdom	44 772	36 811	41 896	113,7	93,5
United States of America	35 125	30 196	35 302	116,9	100,5
Germany	33 940	28 382	35 714	125,8	105,2
The Netherlands	10 364	9 247	9 591	103,7	92,5
France	17 451	10 862	11 915	109,6	68,2
Australia	9 321	8 150	7 953	97,5	85,3
India	7 046	5 302	5 203	98,1	73,8
Canada	7 148	5 608	6 217	110,8	86,9
Italy	4 305	2 900	3 609	124,4	83,8
Belgium	4 689	3 485	4 812	138,0	102,6

[Source: www.statssa.gov.za]

- 9.3.1 Explain the term *source markets*. (2)
- 9.3.2 The United Kingdom remains a top source market.
Calculate the difference in arrivals between March 2023 and March 2024. (2)
- 9.3.3 Refer to the bottom five source markets listed in the table.
Identify the country with the least arrivals in March 2024. (2)

[22]

QUESTION 10

Study the extract below and answer the questions that follow.

 hellopeter 
HELLOPETER – THE GOOD, THE BAD, THE UGLY!
HELLOPETER: <i>Hellopeter</i> is an online channel where guests can comment on their experiences at different accommodation establishments.
A <i>I was booked in at a very good chalet, properly managed, clean and well-looked after.</i> B <i>The staff was rude and not helpful. Will not recommend this place.</i> C <i>Everything there blew me away. I will surely go and visit this place again.</i> D <i>The electric cord of the kettle was not safe. The beds were uncomfortable. So disappointed!</i> E <i>The bath was very dirty, so I decided to use the hand shower. The water flow was interrupted several times during the shower.</i> F <i>The towels were stained and very old.</i> G <i>The hotel is clean, location is amazing and staff members are pleasant.</i> H <i>This hotel is a definite no-go for me in future.</i> I <i>Good stay, but lacks facilities for kids.</i> J <i>What a great experience – from the service to the food! Well done to the general manager and his team. Certainly not our last visit; you will see us again soon.</i>
[Adapted from www.hellopeter.com]

10.1 Complete the sentence by filling in the missing word:

Hellopeter is an example of ... customer feedback. (2)

10.2 Refer to comments **G** and **J**.

Explain ONE way how positive feedback can motivate the staff. (2)

10.3 Refer to comments **B** and **H**.

Discuss TWO consequences (effects) of negative comments on accommodation establishments. (4)
[8]

TOTAL SECTION E: 30
GRAND TOTAL: 200

