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# basic education

Department:  
Basic Education  
**REPUBLIC OF SOUTH AFRICA**

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**TOURISM  
NOVEMBER 2025  
MARKING GUIDELINES**

**MARKS: 200**

**This marking guideline consists of 14 pages.**



**INFORMATION FOR MARKERS**

<b>TOPICS IN THE TOURISM CAPS</b>		<b>ABBREVIATION</b>
Topic 1	Tourism sectors	TS
Topic 2	Map work and tour planning	MTP
Topic 3	Tourism attractions	TA
Topic 4	Sustainable and responsible tourism	SR
Topic 5	Domestic, regional and international tourism	DRI
Topic 6	Culture and heritage tourism	CH
Topic 7	Foreign exchange	FX
Topic 8	Communication and customer care	CC
Topic 9	Marketing	M

**SECTION A: SHORT QUESTIONS****QUESTION 1**

1.1	1.1.1	C ✓/Pay gratuities or tips	TS
	1.1.2	B ✓/Department of Tourism • A/National Department of Tourism  <i>NOTE: The official name is the Department of Tourism, however in the industry it is still referred to as the National Department of Tourism. For this reason both A and B will be accepted as a correct answer.</i>	TS
	1.1.3	D ✓/International Date Line	MTP
	1.1.4	C ✓/Automobile Association	MTP
	1.1.5	C ✓/Paid flight ticket and valid passport	MTP
	1.1.6	C ✓/Durban	DRI
	1.1.7	D ✓/Petra	TA
	1.1.8	B ✓/income exceeding the targeted figures	TA
	1.1.9	A ✓/UNESCO	CH
	1.1.10	A ✓/MESE	M
	1.1.11	B ✓/fringe	TS
	1.1.12	B ✓/beaches and marinas	SR
	1.1.13	A ✓/FTT	SR
	1.1.14	C ✓/environmental	SR
	1.1.15	D ✓/Resource management	SR
	1.1.16	B ✓/Credit card	DRI
	1.1.17	A ✓/get access to the business website.	CC
	1.1.18	A ✓/sporting event	DRI
	1.1.19	B ✓/SWIFT	DRI
	1.1.20	D ✓/natural disaster.	DRI
		(20 x 1) (20)	
1.2	1.2.1	euro ✓	FX
	1.2.2	health certificate ✓	MTP
	1.2.3	health precautions ✓	MTP
	1.2.4	travel allowances ✓	MTP
	1.2.5	customs regulations ✓	MTP (5)
1.3	1.3.1	flying ✓	MTP
	1.3.2	French Riviera ✓	TA
	1.3.3	The Netherlands ✓	TA
	1.3.4	CSI ✓	SR
	1.3.5	foreign arrivals ✓	DRI (5)



Tourism



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1.4	1.4.1	F ✓	TA	(5)
	1.4.2	E ✓	TA	
	1.4.3	B ✓	TA	
	1.4.4	A ✓	TA	
	1.4.5	D ✓	TA	
1.5	1.5.1	Map ✓	MTP	(5)
	1.5.2	Hotel ✓	MTP	
	1.5.3	Luggage ✓	MTP	
	1.5.4	Icons ✓	MTP	
	1.5.5	Money ✓	MTP	
<b>TOTAL SECTION A:</b>			<b>40</b>	



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

2.1 2.1.1 8 ✓✓ MTP (2)  
 • 8 time zones

2.1.2 Flights that cover long distances with a duration of 6 hours or longer. ✓✓ MTP (2)  
 • Flights of more than 6 hours.

**NOTE:** Learners must mention the number of hours.

2.1.3

Mexico City: -6	Johannesburg: +2
Time difference	= 8 hours ✓
Local time in Mexico	= 22:00 (-✓) 8 hours = 14:00 ✓
Flying time	= 18 hours
Arrival time in Mexico	= 14:00 (+✓) 18 hours = 08:00 ✓
<b>OR</b>	
08:00 ✓✓✓✓✓	

MTP (5)

2.1.4

Local time in Mexico City	20:00 (+✓) 8 hours' time difference
Time in Johannesburg	= 04:00 ✓✓✓
<b>OR</b>	
04:00 ✓✓✓✓	

MTP (4)

2.1.5 Valid passport ✓ MTP (2)  
 Valid visa ✓

2.2 2.2.1 Jet lag ✓✓ MTP (2)

2.2.2 Thabo would have felt dehydrated ✓✓ MTP (4)  
 He would have swollen feet ✓✓  
 • He could be confused  
 • He could experience disorientation  
 • He might have suffered from indigestion

**NOTE:** Accept relevant symptoms, excluding those related to exhaustion.

2.3	2.3.1	<p>A <b>recommended vaccination</b> is a vaccine that is advised for travellers based on their destination. The vaccination is not legally required for entry. ✓✓</p> <p>A <b>compulsory vaccination</b> is a vaccine that is legally required for entry into certain countries to prevent the spread of certain diseases. ✓✓</p>	MTP	(4)
	2.3.2	<p>Tap water can cause stomach infections. ✓✓</p> <ul style="list-style-type: none"> <li>• Drinking tap water in Mexico may make Thabo susceptible (vulnerable) to waterborne diseases.</li> </ul>	MTP	(2)
	2.3.3	<p>(a) Thabo should use only registered or app based taxi services to ensure his safety. ✓✓</p> <ul style="list-style-type: none"> <li>• He should avoid unmarked taxis, as they may be unsafe.</li> <li>• Use e-hailing services that can be tracked on a fully charged smart phone.</li> <li>• Check vehicle identification and/or driver ratings before using the service.</li> <li>• Be vigilant while using the service.</li> <li>• Do not display valuables while waiting on or in the taxi.</li> </ul> <p>(b) It can assist in an emergency if he knows a few phrases. ✓✓</p> <ul style="list-style-type: none"> <li>• Knowing basic Spanish phrases could help Thabo to communicate quickly and clearly with locals or with authorities when an unsafe situation arises.</li> </ul>	MTP	(2)
2.4	2.4.1	<p>Passport control ✓✓</p> <ul style="list-style-type: none"> <li>• Immigration</li> </ul>	MTP	(2)
	2.4.2	<p>Duty free refers to the goods purchased in duty-free shops which does not incur customs duty. ✓✓</p> <ul style="list-style-type: none"> <li>• Goods purchased in duty-free shops which are within permissible limits.</li> </ul>	MTP	(2)
	2.4.3	<p>Green channel ✓✓</p>	MTP	(2)

**[37]**

**QUESTION 3**

- 3.1 GBP ✓ FX (1)
- 3.2 3.2.1 Fluctuation refers to the continuous rise and fall in the exchange rate. ✓✓ FX (2)
- Fluctuation refers to the changing value of one currency when compared to another.
- 3.2.2 The rate at which the bank buys foreign currency. ✓✓ (2)
- 3.3 R20 000 ( $\div$  ✓) 23,50 ✓ FX (3)
- = GBP851,06 ✓
- £851,06
  - 851,06 Great British pound
  - 851,06 pound sterling
- OR**
- GBP851,06 ✓✓✓
- £851,06
  - 851,06 Great British pound
  - 851,06 pound sterling
- 3.4 GBP200 ( $\times$  ✓) 22,50 ✓ FX (3)
- = R4 500,00 ✓
- ZAR4 500,00
- OR**
- R4 500,00 ✓✓✓
- ZAR4 500,00
- 3.5 The tourist needs to carefully manage his foreign exchange (forex) transactions to avoid high fees and unfavourable exchange rates. ✓✓ FX (2)
- The tourist should consider different rates before exchanging money to ensure the best value for his currency.

**[13]****SECTION B: 50**

## SECTION C: TOURISM ATTRACTIONS, CULTURE AND HERITAGE TOURISM, MARKETING

### QUESTION 4

- 4.1 4.1.1 A Mount Fuji ✓ TA
- C Mount Everest ✓ (2)
- 4.1.2 Both mountains are natural attractions and UNESCO World Heritage Sites ✓✓ TA (2)
- Both are famous landmarks/icons for their respective countries.
  - Both mountains are in Asia.
  - Both mountains attract many tourists annually.
  - Both mountains offer challenging climbs.
  - Both mountains are home to a variety of flora and fauna
  - Both mountains have cultural and religious significance
  - Both mountains are subject to extreme weather conditions.
- 4.1.3 Religious tourist ✓✓ TA (2)
- Cultural tourist
  - Leisure tourist
  - Special Interest tourist (SIT)
- 4.1.4 (a) It is the highest mountain in the world. ✓✓ TA (4)
- It is a sacred mountain to the local communities. ✓✓
- Home to a wide variety of unique animals and plants.
  - It is known for extreme weather conditions.
  - It is an achievement to summit Mount Everest and to successfully descend
- (b) Use only the designated trails – to protect the ecosystems. ✓✓ TA (4)
- Enforcing permits at different times for different trails will limit the number of climbers during the peak season. ✓✓
- Ensure employment, fair payment and treatment for the registered local porters and Sherpa guides.
  - Promote awareness and education of responsible practices when climbing the mountain.
- (c) It helps to reduce pollution on the climbing trails. ✓✓ TA (4)
- It helps with the protection of the natural environment. ✓✓
- It protects the climbers as too many people on the mountain can be a risk factor.
  - Protects the culture of the local communities.
  - It prevents animals from dying after ingesting litter.
  - Helps to curb global warming and the melting of glaciers.

4.2	4.2.1	(a) Mexico ✓✓	TA	(2)
		(b) North America ✓✓	TA	(2)
	4.2.2	The Maya train was named after the ancient Mayan civilization (tribe/indigenous people) from Chichen Itza. ✓✓	TA	(2)
	4.2.3	It can be used as part of their marketing strategy. ✓✓ • It creates greater awareness attracting many tourists leading to positive spin-offs for the icon.	TA	(2)
	4.2.4	The Maya train brings more tourists to the area. ✓✓ More tourists will bring more income for the area. ✓✓ • The train links Chichen Itza to other popular tourist attractions. • The Maya train makes Chichen Itza more accessible – very convenient for tourists. • The train can be used as part of the marketing strategies for Chichen Itza. • The tourists and locals can go on sightseeing tours to the ruins and archaeological sites forming cultural connections. • More sustainable travel – not so many cars and buses travelling to the icon.	TA	(4)
				<b>[30]</b>

**QUESTION 5**

5.1	Cultural site ✓✓	CH	(2)	
5.2	Gauteng ✓ Free State ✓ Eastern Cape ✓ KwaZulu-Natal ✓	CH	(4)	
5.3	Robben Island ✓✓	CH	(2)	
5.4	To protect and preserve the sites that are related to the establishment of our democracy. ✓✓ To acknowledge Mandela's contribution to the liberation struggle of South Africa. ✓✓	CH	(4)	
				<b>[12]</b>

**QUESTION 6**

- 6.1 TOMSA collects the tourism levy (1%) from contributors. ✓✓ M (2)
- 6.2 It means that South Africa must be marketed in a way that international tourists would choose South Africa as a holiday destination. ✓✓ M (2)
- A destination that is preferred or highly sought after by travellers for various reasons, e.g. affordability, attractions and cultural significance.
  - Tourists will choose to visit that location over other locations.
  - A destination that offers excellent services, effectively markets its attractions and ensures visitor satisfaction.
- 6.3 6.3.1 TBCSA ✓✓ M (2)
- Tourism Business Council of South Africa.
- 6.3.2 SATourism ✓✓ M (2)
- South African Tourism

**[8]****TOTAL SECTION C: 50**

## SECTION D: TOURISM SECTORS; SUSTAINABLE AND RESPONSIBLE TOURISM

### QUESTION 7

- 7.1 7.1.1 He is wearing sports shoes/casual shoes. ✓ TS (2)  
 He is wearing excessive jewellery. ✓  
 • He is not dressed according to the business' dress code
- 7.1.2 Dress appropriately for the position that you are employed for. ✓✓ TS (2)  
 • Dress in a way that makes customers feel confident about what your business has to offer.  
 • Dressing professionally helps you feel good about yourself, which can improve your interaction with customers.
- 7.1.3 Creates a professional and trustworthy image of the company. ✓✓ TS (4)  
 Helps customers easily identify staff members. ✓✓  
 • Promotes teamwork and a sense of belonging.  
 • It sets a standard for an acceptable level of hygiene and cleanliness.  
 • Ensures safety by wearing the right attire for the job.  
 • Makes the company look well-organised and consistent which may lead to positive word of mouth.
- 7.1.4 Remind the employee of the dress code policy. ✓✓ TS (2)  
 • Explain to the employee the importance of adhering to the dress code of the company.  
 • Provide support, such as suggesting where to get the correct uniform.  
 • Take further action if the employee continues to ignore the rules.
- 7.2 7.2.1 Ensuring the safety of passengers on board. ✓✓ TS (2)  
 • Assisting passengers.  
 • Providing excellent customer service.
- 7.2.2 To ensure there is efficiency in the airline's daily operations. ✓✓ TS (4)  
 To ensure that cabin crew embrace professionalism. ✓✓  
 • To ensure safety on board.  
 • To ensure fair treatment and job security for the cabin crew.  
 • It protects the employer and the employee.

**[16]**

**QUESTION 8**

- 8.1 8.1.1 Being a responsible tourist means respecting the natural environment, by following the rules, and considering the impact of their actions on the environment. ✓✓ **SR** (2)
- 8.1.2 This helps to keep hiking paths and the environment beautiful and safe for other hikers. ✓✓ **SR** (4)  
It protects wildlife that may swallow the litter. ✓✓  
  - It protects natural resources and keeps the environment clean and fosters respect for the environment.
  - It can assist in recycling efforts.
  - It can reduce pollution.
- 8.1.3 Use eco-friendly, refillable bottles. ✓✓ **SR** (4)  
Make use of water stations provided by some parks –reducing the need for single-use plastic bottles. ✓✓  
  
**NOTE:** Accept examples of refillable, environmentally friendly alternatives to carry water
- 8.2 8.2.1 Alien plants can harm local ecosystems by competing with indigenous species and disrupting the balance of nature. ✓✓ **SR** (2)  
  - They are usually water hungry plants and might put a strain on water resources.
  - Some invasive alien plants increase the risk of veld fires.
- 8.2.2 Supporters of the Community Project helps preserve the natural biodiversity of the area. ✓✓ **SR** (2)  
  - Removing alien invasive plants support healthy ecosystems.
  - Indigenous plant species will flourish.
  - Restoring the biodiversity can be done in a shorter period of time.
  - Promotes positive publicity attracting more visitors.

**[14]****TOTAL SECTION D: 30**

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

### QUESTION 9

- |     |  |   |         |
|-----|--|---|---------|
| 9.1 | 9.1.1  | Europe ✓✓   | DRI (2) |
|     | 9.1.2  | Delays in flights ✓✓<br>Cancelled flights ✓✓<br>• Diverted flights<br>• Grounding of flights<br>• Inconvenienced passengers<br>• Stranded passengers<br>• Disrupted electricity supply  | DRI (4) |
|     | 9.1.3  | Airports and airlines incurred extra costs to reroute planes. ✓✓<br>Stranded passengers needed accommodation. ✓✓<br>• Passengers would have been compensated for the delays.<br>• Travel-dependent businesses (hotels, car rentals, tour operators) suffered from lost bookings.<br>• Travellers cancelled or rescheduled trips, impacting destinations that rely on international visitors.<br>• Travel-dependent businesses in areas where flights were rerouted to, benefitted from the disruption.<br>• Airports worldwide started improving their safety systems and upgrading ageing infrastructure as a precautionary measure. | DRI (4) |
|     | <b>NOTE:</b> Answers must refer to the economic impact on the global tourism-dependant businesses and not that of the economy of the UK. |   |         |
| 9.2 | 9.2.1  | (a) Zimbabwe ✓✓   | DRI (2) |
|     |  | (b) United Kingdom ✓✓   | DRI (2) |
|     | 9.2.2  | The lesser visited provinces will gain economically from the increase in geographical spread. ✓✓<br>• Increase of visitor numbers to the less visited provinces.<br>• More provinces will stand to gain better returns on their marketing efforts.  | DRI (2) |
|     | 9.2.3  | Favourable visa requirements allow for easier access into South Africa. ✓✓<br>Tourists enter South Africa primarily for shopping opportunities and also to visit friends and relatives. ✓✓<br>• Availability of various affordable transport options and shorter land routes making South Africa more accessible.   | DRI (4) |

**[20]**

**QUESTION 10**

- 10.1.1 The business will be able to maintain or improve their services in order to retain and increase their customer base. ✓✓ cc (2)
- 10.1.2 Listen attentively to make the customer feel heard and valued. ✓✓ cc (2)
- Apologise for the poor service
  - Offer an immediate solution.
- 10.2.1 Online surveys that capture customer responses. ✓✓ cc  
Employing people to work with gathering feedback by having one on one interviews with customers. ✓✓ (4)
- Follow-up phone calls
  - Web-based responses
  - SMS and e-mails to gather feedback
- 10.2.2 Real-time feedback allows for immediate action and responses to the issue at hand while handwritten surveys may delay the process. ✓✓ cc (2)
- Real-time feedback is more accurate as the responses are provided when the experience is still fresh.
  - The response rate is faster with real-time feedback and hence leads to better customer care.
  - The real-time feedback is more personal than the handwritten survey responses.

**[10]**

**TOTAL SECTION E: 30**  
**GRAND TOTAL: 200**