



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

SCIENCE OF TOURISM NQF LEVEL 3

(11011043)

**8 December 2020 (Y-paper)
13:00–16:00**

This question paper consists of 9 pages.

453Q1N2008


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. 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 Minutes of a meeting are used as guideline for the actions to be taken. 

1.1.2 When planning a meeting, the first step is to record the apologies.

1.1.3 Issues that must be discussed with the caterer include the type of menu required for a specific event.


1.1.4 The budget does not influence the selection of a caterer and menu.

1.1.5 To safeguard themselves, event organisers and venue managers require a deposit to confirm the booking of a venue.

1.1.6 An indoor venue is the best option for a winter event.

1.1.7 A small entrepreneur can research the market by visiting the site and identify how many people travel to and from the site.

1.1.8 A tourism manager can control the macro environment.

1.1.9 Space tourism is said to be the next big development. 

1.1.10 Ongoing political instability and crime will scare tourists who are interested in visiting the area.

(10 × 1) (10)

1.2 Explain the difference between the following types of event with the help of relevant examples:




1.2.1 Business events (5)

1.2.2 Cultural events  (5)

1.2.3 Hallmark events (5)

1.2.4 Mega events (5)

- 1.3 Choose a map term from COLUMN B that matches an explanation in COLUMN A. Write only the letter (A–J) next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	It is indicated by an aeroplane.	A	cemetery
1.3.2	Sometimes the letter appears inside a circle. 	B	embankment
1.3.3	It is indicated by a thin blue line.	C	mine dump
1.3.4	It is indicated by thin black lines on the routes.	D	airport
1.3.5	It is indicated by a cross within a circle.	E	national road
1.3.6	It is indicated by a small black square and the letters PS.	F	information centre
1.3.7	It is indicated by two parallel red lines running close together.	G	river 
1.3.8	It is indicated by vertical lines on both sides of the road.	H	hospital
1.3.9	It is indicated by several small black crosses, sometimes in a block. 	I	railway
1.3.10	It is indicated by circles with inward and outward vertical lines.	J	police station



(10 × 1)

(10)
[40]


QUESTION 2

Read the information below and answer the questions.

You are managing your family's private game lodge. You have recently appointed an intern to assist you. As a mentor, you are responsible to teach her the operations of the business.

- 2.1 Answer the following questions regarding the market environment of a business:
- 2.1.1 Who are the consumers in a tourism business? (4)
- 2.1.2 One day your intern will assume the position of a manager. 
Advise your intern on ONE way of controlling the negative effects of inflation. (1)
- 2.1.3 Explain to your intern what a competitor is in the accommodation sector. (2)
- 2.1.4 Name TWO intermediaries in the tourism sector. (2)
- 2.1.5 Explain the difference between the two intermediaries mentioned in QUESTION 2.1.4. (4)
- 2.1.6 Name SEVEN resources needed to run the accommodation on a game lodge successfully. (7)
- 2.1.7 Explain how a lack of technological resources will make the functioning of the game lodge inefficient.  (5)
- 2.1.8 Give FIVE examples of accommodation establishments. (5)
- 2.2 Complete the following sentences by choosing words from the list below. Write only the answer next to the question number (2.2.1–2.2.4) in the ANSWER BOOK.

constructed; coal; climate; wildlife; diamonds; rivers; gold;
mountains; topography; natural resources

- 2.2.1 Geographical features include ..., ... and ... (3)
- 2.2.2 People visit an area for its natural beauty and geographical features such as ..., ... and ... (3)
- 2.2.3 ..., ... and ... are some of South Africa's most precious minerals which also plays a big role in our history. (3)
- 2.2.4 Attractions made by humans are ...  (1)

[40]

QUESTION 3

Read the article below and answer the questions.

KZN FLOOD DEATH TOLL JUMPS TO 70

Heavy rains swept through the province during the Easter weekend, leaving hundreds homeless.

Police officers tried to rescue people trapped in their homes destroyed in a mudslide following torrential downpours and flash floods near Westcliff Secondary School in Chatsworth south of Durban on 23 April 2019.

The KwaZulu-Natal government has confirmed that the death toll resulting from recent floods has now risen to 70. The province has been severely affected by the heavy rains that started during the Easter weekend, leaving many missing and about 1 000 people displaced in Durban.

The Port Shepstone, iLembe, and King Cetshwayo district municipalities have also been affected by the deadly floods. Humanitarian aid has started pouring in and Gift of the Givers will continue with distributions today.

Acting Premier Sihle Zikalala said to the SABC, "The figure is for the whole province, it's not only for Durban. It includes all other areas."

On Wednesday, President Cyril Ramaphosa visited affected areas and announced plans by National Treasury to release emergency funds to help with relief operations.

HOW TO HELP KZN AND EC FLOOD VICTIMS

The civil society group #Country Duty has set up collection points in various cities across the country for donations for those affected by the floods in KZN and the Eastern Cape.


The requested supplies include toiletries, school supplies, clothing, blankets, shoes and crockery.

[Source: *Eyewitness News*]

- 3.1 The information in the above article was sourced from a news agency website. (8)
- Discuss FOUR kinds of problem that can be encountered with the sourcing of information. (4 × 2) (8)
- 3.2 Briefly explain the steps to follow to search information about floods in South Africa on the internet using the search engine 'Google'. (3)
- 3.3 Name the type of disaster described in the article. (1)
- 3.4 List THREE implications of the type of disaster named in QUESTION 3.3. (3)
- 3.5 Explain why disasters result in huge economic implications for the affected areas. (5)

3.6 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 (3.6.1–3.6.5) in the ANSWER BOOK.

3.6.1 Disasters affects both the suppliers and the ...

- A SARS.
- B inflation.
- C expenses. 
- D consumers.

3.6.2 Disaster has huge ... implications.

- A economic
- B demand
- C expenses
- D consumers

3.6.3 ... and anger are the emotions experienced by victims of disaster.

- A Damage
- B Loneliness
- C Grief
- D Disbelief

3.6.4 If roads are damaged ... cannot deliver anything.

- A economy
- B suppliers
- C tourism
- D buildings 


3.6.5 Floods are likely to pose a/an ... risk.

- A health
- B political
- C legal
- D insurance

(5 × 1) (5)

3.7 List SIX items needed to assist the victims of the floods. (6)




3.8 Which TWO provinces were mostly affected by the floods in the article? (2)

3.9 Describe how the tourism industry in the two provinces will be affected by the disaster.  (5)

3.10 Explain the precautions locals and visitors may take to prevent malaria infections. (2)

[40]

QUESTION 4

- 4.1 Explain the following business terms:
- 4.1.1 Sole trader
 - 4.1.2 Partnership
 - 4.1.3 Close corporation
 - 4.1.4 Company
 - 4.1.5 Trading 
- (5 × 2) (10)
- 4.2 Recommend FOUR steps to be included in a business marketing strategy. (4)
- 4.3 List FOUR legal requirements that must be complied with when starting a business. (4)
- 4.4 You are a reservation clerk. A finance officer made a telephonic booking while you were on your tea break and recorded the information below.
- Arrange the information in the correct order for the accommodation reservation form.
- 4.4.1 Method of payment
 - 4.4.2 Length of stay
 - 4.4.3 Name of person responsible for payment
 - 4.4.4 Date and time of arrival
 - 4.4.5 Any other request 
 - 4.4.6 Name, address and contact details of guest
 - 4.4.7 Special details, e.g. frequent guest
 - 4.4.8 Date of departure
 - 4.4.9 Room type required
- (9 × 1) (9)
- 4.5 Explain the difference between the following dietary requirements.
- 4.5.1 Vegetarians
 - 4.5.2 Kosher
 - 4.5.3 Halal 
- (3 × 3) (9)
- 4.6 You are arranging a business conference.
- Prepare FOUR questions you will ask the attendees to find out what specific arrangements you need to make. (4)
- [40]**

QUESTION 5

5.1 Identify the following currencies and write their names in full:

5.1.1 \$

5.1.2 €

5.1.3 £

5.1.4 R

(4 × 1) (4)

5.2 Explain the negative implications that inflation has on a business with the help of tourism related examples. (5)

5.3 Explain the advantage of using the following forms of technology to advance a tourism business:

5.3.1 Computers

5.3.2 Email

5.3.3 Online reservation system

5.3.4 Social media

5.3.5 Internet

(5 × 2) (10)

5.4 Name the characteristics that show if the economy of a country or state is growing. (5)

5.5 Give FOUR examples of social problems that the youth in a modern society is faced with. (4)

5.6 Certain events take place throughout the year in the various provinces.

Draw the table below in your ANSWER BOOK and complete it by filling in the type of event and the province in which it takes place.

	EVENT	TYPE OF EVENT	PROVINCE
5.6.1	Rand Show		
5.6.2	Two Oceans Marathon		
5.6.3	Midmar Mile		
5.6.4	National Arts Festival Makhanda		
5.6.5	Bethlehem Air Show		
5.6.6	Nedbank Golf Challenge		

(12)
[40]

TOTAL: 200