



Province of the  
**EASTERN CAPE**  
EDUCATION



**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**SEPTEMBER 2022**

**TOURISM  
(DEAF)**

**MARKS: 200**

**TIME: 3 hours**

---

This question paper has 27 pages.

---

## INSTRUCTIONS AND INFORMATION

Read the instructions carefully.

1. This question paper has FIVE sections.
2. **ALL questions are COMPULSORY.**
3. Start EACH QUESTION on a NEW page.
4. You may use a non-programmable pocket calculator.
5. In QUESTIONS 3.2, 3.3 and 3.4, round off your answer to TWO decimal places.
6. Show ALL calculations.
7. Write neatly.
8. The following table is a guide to help you allocate(give) your time according to each section.

SECTION	QUESTION	TOPIC	MARKS	TIME
<b>A</b>	1	Short Questions	40 marks	20 minutes
<b>B</b>	2	Map Work and Tour Planning	50 marks	50 minutes
	3	Foreign Exchange		
<b>C</b>	4	Tourism Attractions	50 marks	50 minutes
	5	Culture and Heritage Tourism		
	6	Marketing		
<b>D</b>	7	Tourism Sectors	30 marks	30 minutes
	8	Sustainable and Responsible Tourism		
<b>E</b>	9	Domestic, Regional and International Tourism	30 marks	30 minutes
	10	Communication and Customer Care		
<b>TOTAL</b>			<b>200</b>	<b>180</b>

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

1.1 Various(different) options(choices) are provided(given) as possible(likely) 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, for example 1.1.21 A.

1.1.1 A **health certificate** provides(gives) **proof** that the **bearer** has been vaccinated against diseases such as:

- A Jet lag
- B HIV
- C Bilharzia
- D Yellow fever

1.1.2 The 2022 Winter Olympics in ..., was held from 4 to 20 February 2022.

- A Melbourne, Australia
- B Georgia, USA
- C Beijing, China
- D Montigny-le-Bretonneux, France

1.1.3 A transit visa ...

- A allows the bearer to travel by train through a number of countries.
- B allows the bearer to pass through a country en route to his/her final destination.
- C allows the bearer to conduct business in the country visited.
- D allows the bearer to remain in the country visited for 14 days.

1.1.4 The widespread **looting** of shops and businesses in the provinces of **KwaZulu-Natal (KZN)** and **Gauteng** during the period **9 to 17 July 2021** is classified as ...

- A a recession.
- B a civil war.
- C general unrest.
- D an unforeseen occurrence.

1.1.5 A form of **payment** that is used to **transfer funds electronically** from one account to another.

- A EFT
- B Travel wallet
- C Cash passport
- D Bank draft

- 1.1.6 **Guidelines on choosing the correct channel on arrival at customs in South Africa:**
- A Choose the red channel if you are carrying gifts on behalf of other people.
  - B Choose the green channel if you are carrying a 250 ml bottle of perfume.
  - C If the red and green channel systems are not in operation, walk straight through the customs area.
  - D A passenger may move through the green channel carrying a firearm as long as he/she is over 21 years of age.
- 1.1.7 In **2019**, the **ticket sales** to access the **Eiffel Tower** in **Paris**, France **amounted** to approximately **87 million euros**, compared to **84,7 million euros** in **2018** and **68 million euros** in **2017**.
- The **Eiffel Tower** has **displayed** the **following characteristic** of a **successful tourist** attraction:
- A Repeat visitations occurred.
  - B The staff and management were efficient.
  - C The actual number of visitors failed to reach the target number of visitors.
  - D The income generated surpassed the target figure.
- 1.1.8 **If the rand is weak in relation to other currencies ...**
- A it will have a positive effect on the GDP of the country.
  - B international visitors will be discouraged from visiting South Africa as it will not be regarded as a value for money destination.
  - C international visitors will be encouraged to visit South Africa as it will be regarded as a value for money destination.
  - D domestic tourists will be in a position to travel internationally more regularly.
- 1.1.9 ... are **principles** of **tourism related** businesses that are Fair Trade Tourism accredited.
- A Reliability, equity and fair salaries
  - B Respect, transparency and democracy
  - C Sustainability, profit sharing and responsibility
  - D BBBEE, transparency and environmental awareness
- 1.1.10 Chichén Itzá is a **ruined ancient** city built by the ... people.
- A Inca
  - B Zapotec
  - C Mayan
  - D Mauryan

- 1.1.11 **Local procurement** means ...
- A employing members of the local community.
  - B procuring goods from online South African websites.
  - C following BBBEE principles when employing staff.
  - D buying goods manufactured by businesses in your vicinity.
- 1.1.12 **TOMSA levy** is the ... levy **charged** to the **consumer** for the **use** of **specific** tourism **services** in South Africa.
- A 1%
  - B 5%
  - C 7%
  - D 15%
- 1.1.13 When **exchanging rand** to **foreign currency** for a **South African** planning to **visit Italy**, the **bank** will **use** the:
- A GDP
  - B BBR
  - C BSR
  - D CSI
- 1.1.14 In **March 2022**, South African Tourism launched the ... global marketing video to encourage post-lockdown travel to South Africa.
- A "Let's not postpone living life"
  - B "Vibrant South Africa"
  - C "Live Again"
  - D "South Africa is open again"
- 1.1.15 An **IDP** ...
- A is an imaginary line running from north to south at 0° longitude.
  - B is an imaginary line running from north to south at 180° longitude.
  - C allows travellers access to the VIP lounge at airports.
  - D allows tourists to drive in a foreign country.
- 1.1.16 **UNESCO** is the **acronym** for:
- A United Nations Economic, Science and Cultural Office
  - B United Nations Environmental, Scientific and Cultural Organisation
  - C United Nations Engineering, Science and Cultural Office
  - D United Nations Educational, Scientific and Cultural Organisation

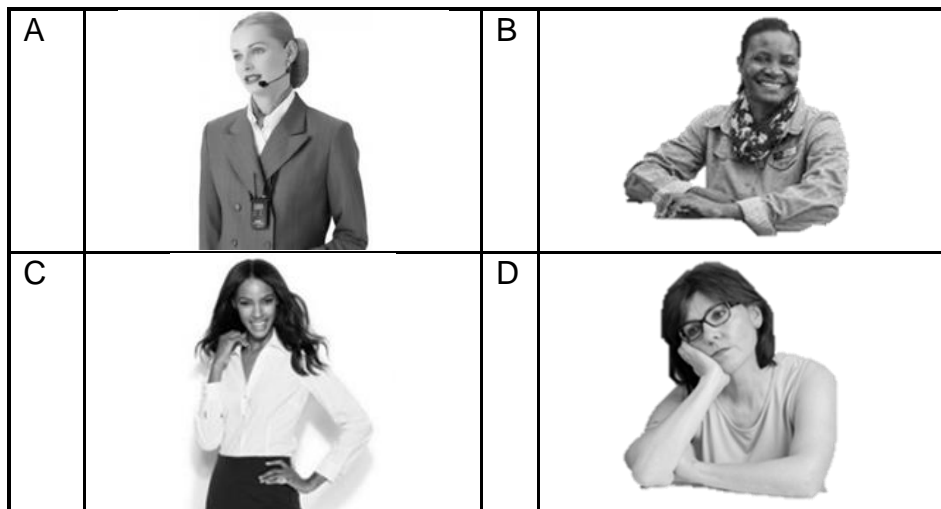
1.1.17 An **important preventative measure** when **travelling** to **countries** where **malaria** is prevalent.

- A Boil tap water before consuming.
- B Apply insect repellent and close windows and doors at night.
- C Avoid stagnant water.
- D Wear a face mask and sanitize regularly.

1.1.18 The **Côte d'Azur**, located along the **Mediterranean coast** of ..., is **well-known** for being a **playground** for the **rich** and famous.

- A Italy
- B Spain
- C France
- D Portugal

1.1.19 **Identify** the **most professionally dressed tour guide** suited to a **Big 5 safari** in the Kruger National Park.



1.1.20 The **proportion** of **inbound tourism received** by South Africa in **relation** to the rest of the world:

- A Foreign market share
- B Source markets
- C Foreign arrivals
- D Core markets

(20 x 1) (20)

- 1.2 **Choose the term** provided in the list below **that best completes the descriptions**. You may only **use the given options**<sub>(answer)</sub> **once**. Write only the term/concept next to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK.

Mecca; Follow-up call; Mount Everest; SMS message; Flyer; Jungfrau-Aletsch; Mount Kilimanjaro; Personal selling; Mount Fuji; Grand Canyon
---

- 1.2.1 A mountainous region that contains Europe's largest glacier.
- 1.2.2 A verbal customer feedback method used by service providers.
- 1.2.3 Climbers spend months acclimatising to get their bodies ready for the extreme conditions to reach the 8 849 m summit.
- 1.2.4 A non-verbal customer feedback method used by service providers.
- 1.2.5 A sacred mountain that plays a central role in Japanese culture and spiritual traditions.


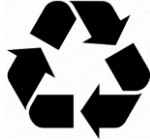





(5 x 1) (5)

- 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.

- 1.3.1 A **travel allowance** is the (maximum/minimum) **amount** that a **South African citizen** travelling overseas can **exchange** for **foreign currency**<sub>(money)</sub> in a **year**.
- 1.3.2 **Travellers** must **convert unused foreign currency**<sub>(money)</sub> **back** to **South African rand within** (10/30) days of returning to South Africa.
- 1.3.3 The **first stop** for an **inbound** international **traveller** on arrival in South Africa is (customs/immigration control).
- 1.3.4 A **South African** planning to **travel** to the **USA** must **obtain** a **passport** at the (Department of Home Affairs/USA consul nearest to their place of residence).
- 1.3.5 The most **costly**<sub>(expensive)</sub> **aspect** of a **tour** is (meals/transport).

(5 x 1) (5)

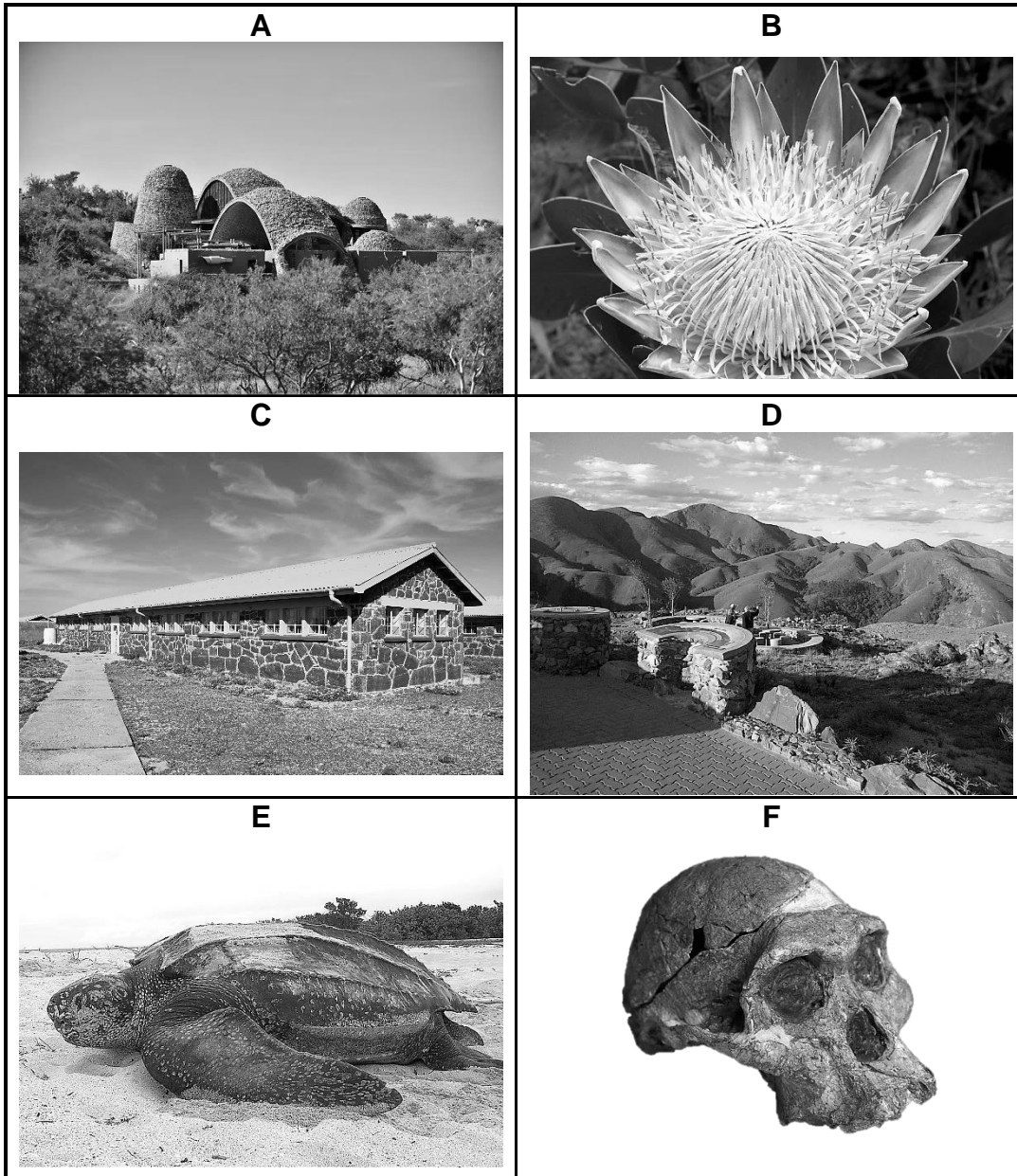
- 1.4 Choose a **symbol** from **COLUMN B** that **matches** the **description** in **COLUMN A**. Write only the letter (A–G) next to the question numbers (1.4.1 to 1.4.5) in the ANSWER BOOK, for example 1.4.6 H.

COLUMN A		COLUMN B	
1.4.1	Good environmental waste management practice at hotels	A	
1.4.2	Maintaining and improving the social well-being of a community	B	
1.4.3	Implementation <sub>(used)</sub> of policies to ensure the protection of natural resources	C	
1.4.4	Practices that support long-term economic stability <sub>(strength)</sub> of a business while ensuring proper governance	D	
1.4.5	Converting waste into reusable material	E	
		F	
		G	

(5 x 1) (5)



1.5 Study the images of World Heritage Sites in South Africa. Match the image that is best associated with the World Heritage Sites listed below. Write ONLY the letter (A–E) next to the question numbers (1.5.1 to 1.5.5) in the ANSWER BOOK, for example 1.5.6 G.



1.5.1 iSimangaliso Wetland Park

1.5.2 Cape Floral Region Protected Areas

1.5.3 Mapungubwe Cultural Landscape

1.5.4 Barberton Makhonjwa Mountains

1.5.5 Robben Island

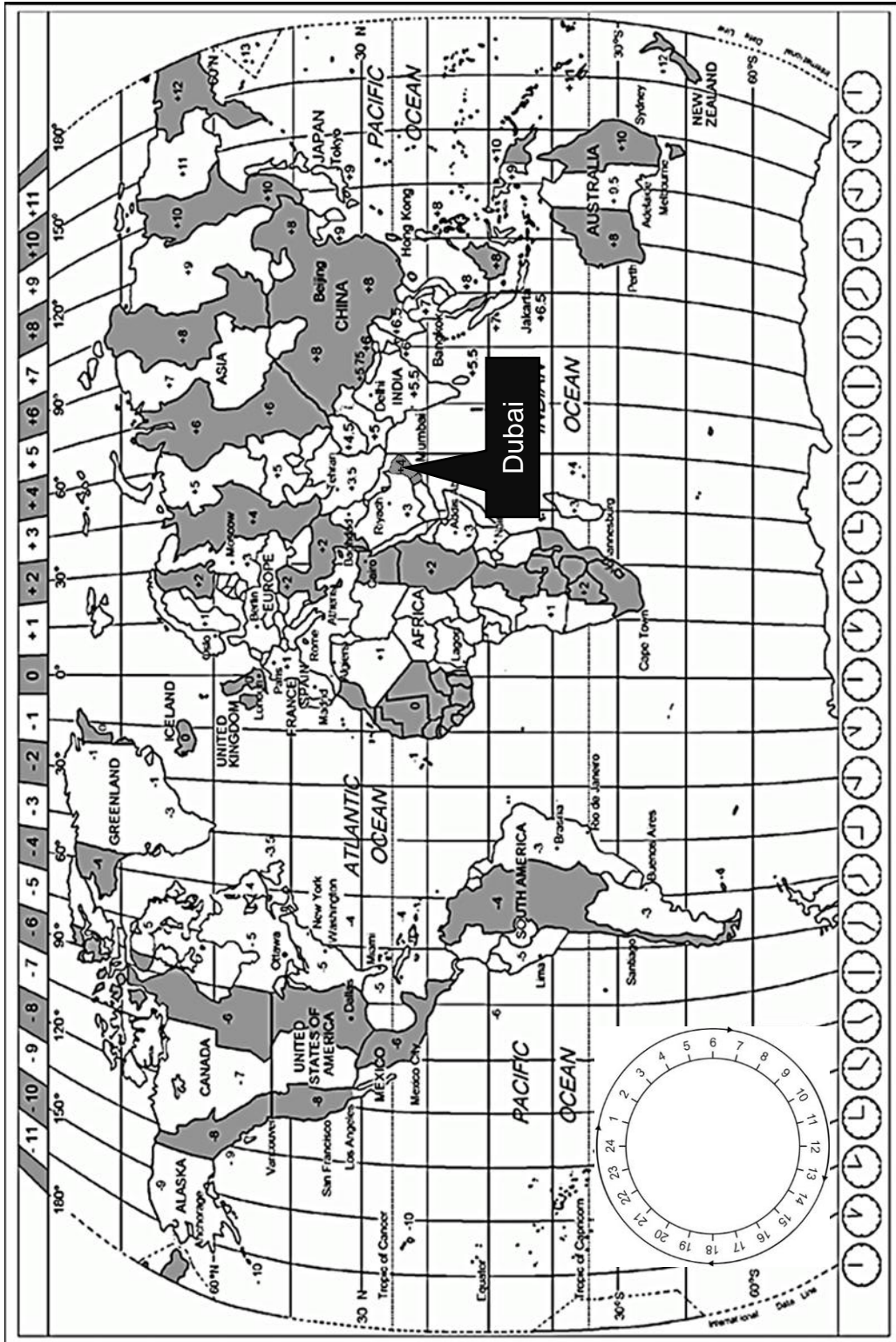
(5 x 1) (5)

**TOTAL SECTION A: 40**

SECTION B: MAP WORK AND TOUR PLANNING; FOREIGN EXCHANGE

QUESTION 2

2.1 Use the world time zone map and the scenario to answer the questions.



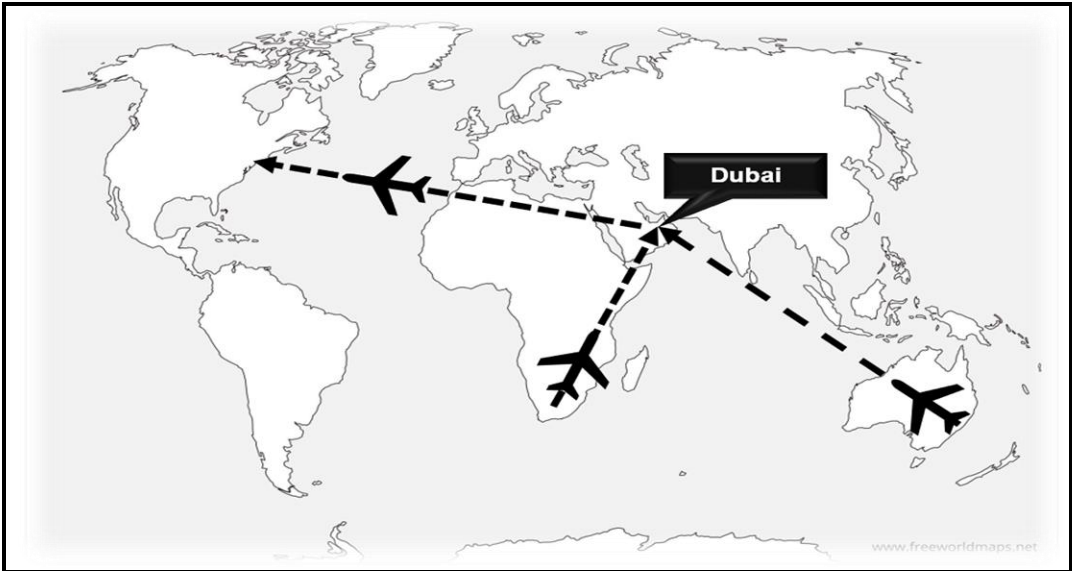


World Expo is one of the oldest and largest international events. It takes place every five years and lasts for six months.



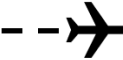
Expo 2020 was hosted by Dubai in the United Arab Emirates from 1 October 2021 to 31 March 2022.

Expo 2020 was originally scheduled for 20 October 2020 to 10 April 2021 but was postponed due to the COVID-19 pandemic.

Most travellers can reach Dubai in 8 hours  
1/3 of the world's travellers can reach Dubai in 4 hours



2.1.1 The South African **contingent**(group of people) departed(left) from OR Tambo International Airport on 1 September en route to Dubai International Airport in preparation for the World Expo 2022. Their flight details are given below.

 OR Tambo International Airport (+2)	Flying time 8h15m	Dubai International Airport (+4) 
Depart: 18:50 Date: 1 September Flight number SA7158		Arrival: ? Date: ? Flight number SA715



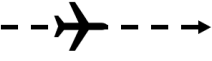
- (a) Passengers travelling to Dubai from South Africa had to produce a Covid-19 vaccine certificate or a negative PCR test taken no more than 72 hours before departure.

**Determine**<sup>(find out)</sup> ONE **date** on which the **South African contingent**<sup>(group of people)</sup> had to have their **PCR tests done** in order to **adhere**<sup>(follow)</sup> to the **Covid-19 travel regulations required** by United Arab Emirates. (2)

- (b) **Calculate** the **arrival time** and **date** of **flight SA7158** at **Dubai International Airport**.

**NOTE:** Show ALL calculations. (5)

- 2.1.2 On 1 October the Australian Minister for Trade, Tourism and Investment, Dan Tehan, departed from Sydney Kingsford Smith International Airport en route to Dubai International Airport to attend the World Expo 2022. His flight details are given below.

 Sydney Kingsford Smith International Airport (+10)	Flying time 14h30m	Dubai International Airport (+4) 
Depart: ? Date: 1 October Flight number EK415		Arrival: 05:15 Date: 2 October Flight number EK415

- (a) **Calculate** the **departure time** of **flight EK415** from **Sydney Kingsford Smith International Airport**.



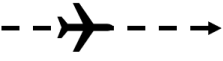
Remember that Australia was practising Daylight Savings Time at the time of the flight.

**NOTE:** Show ALL calculations. (5)

- (b) Fully vaccinated Australian citizens, permanent residents and their immediate family members can travel from Australia to international destinations without having to produce a negative Covid-19 PCR test.

**Deduce**<sup>(find out)</sup> the **impact** that the **above** could **have** on **outbound travel** from Australia to the World Expo 2022 in Dubai. (2)

2.1.3 After the World Expo 2022 the American contingent (group of people) returned to New York, USA. Their **flight details** are given below.

 Dubai International Airport (+4)	Flying time 13h55m	John F Kennedy International Airport, New York (-5) 
Depart: 08:30 Date: 1 April Flight number EK201		Arrival: ? Date: ? Flight number EK201

- (a) **Name the compulsory travel document** that the **members** of the American **contingent**<sub>(group)</sub> had to **produce on** their **arrival** at John F. Kennedy International Airport, New York. (2)
- (b) **Calculate the arrival time and date of flight EK201** at **John F Kennedy** International Airport, New York.

Remember that the USA was practising Daylight Savings Time at the time of the flight.

**NOTE:** Show ALL calculations. (5)

- 2.1.4 (a) **Use the information** given to **deduce**<sub>(find out)</sub> which **passengers**, the South Africans, Australians or Americans, are most likely to **suffer from jet lag**. (2)
- (b) **List TWO symptoms** that the **travellers** could experience as a result of **jet lag**<sub>(tiredness)</sub>. (2 x 2) (4)

2.2 Study the website extract (passage) and answer the questions.

	<p><b>FLIO APP, YOUR FLIGHT COMPANION</b>            FLIO accompanies you from the moment you book your trip until you reach your destination. Anywhere. Anytime.</p>	
<p><b>NEVER MISS A FLIGHT</b>            Get instant updates for your flights, be first to know about delays, gate changes and boarding times with FLIO's real-time flight status system.</p>	<p><b>LOST LUGGAGE</b>            The safety of your luggage is no longer an issue! A 24 hr, 7-day call centre available in 6 languages, will manage the return of delayed luggage within 48hrs or you get a refund!</p>	<p><b>AIRPORT GUIDES</b>            Find all the information you need at the airport: arrival and departure times, gate locations, best duty-free shops, terminal maps ... we have you covered!</p>
	<p>Save time, get instant access to VIP lounges and parking.             Covid-19 updates and guidelines for travellers.</p>	

[Adapted from [www.flio.com](http://www.flio.com)]

- 2.2.1 State ONE advantage for a traveller using the FLIO application (app). (1)
- 2.2.2 Give TWO requirements for a traveller wanting to use the FLIO app. (2 x 2) (4)
- 2.2.3 Deduce (find out) the meaning of the term '*real-time flight status*'. (2)
- 2.2.4 Discuss ONE impact of flight delays for a traveller. (2)
- 2.2.5 Explain the term '*duty-free shops*' to a first-time traveller. (2 x 2) (4)

[40]

**QUESTION 3**

Study the exchange rate table below and answer the questions.

Currency	Code	Bank selling rate	Bank buying rate
British Pound	GBP	19,49	18,80
Euro	EUR	16,25	15,65
United States Dollar	USD	14,73	14,37

3.1 Name the **currency**(money) **used** when a **tourist** is **travelling** in **Spain**. (1)

3.2 Calculate the **amount** that a **South African tourist** will **receive** when **exchanging R37 500,00** for a **trip to London**, United Kingdom.

**NOTE:** Round off your answer to TWO decimal places.  
Show ALL the steps of your calculation. (3)

3.3 Calculate the **amount** that a **South African tourist** will **receive** when **exchanging R23 250,00** for a **trip to New York, USA**.

**NOTE:** Round off your answer to TWO decimal places.  
Show ALL the steps of your calculation. (3)

3.4 A **tourist returning** from **Italy** has **€51 left** over after his trip. Calculate the **amount** that he will **receive** when **exchanging** this amount for **rand**.

**NOTE:** Round off your answer to TWO decimal places.  
Show ALL the steps of your calculation. (3)

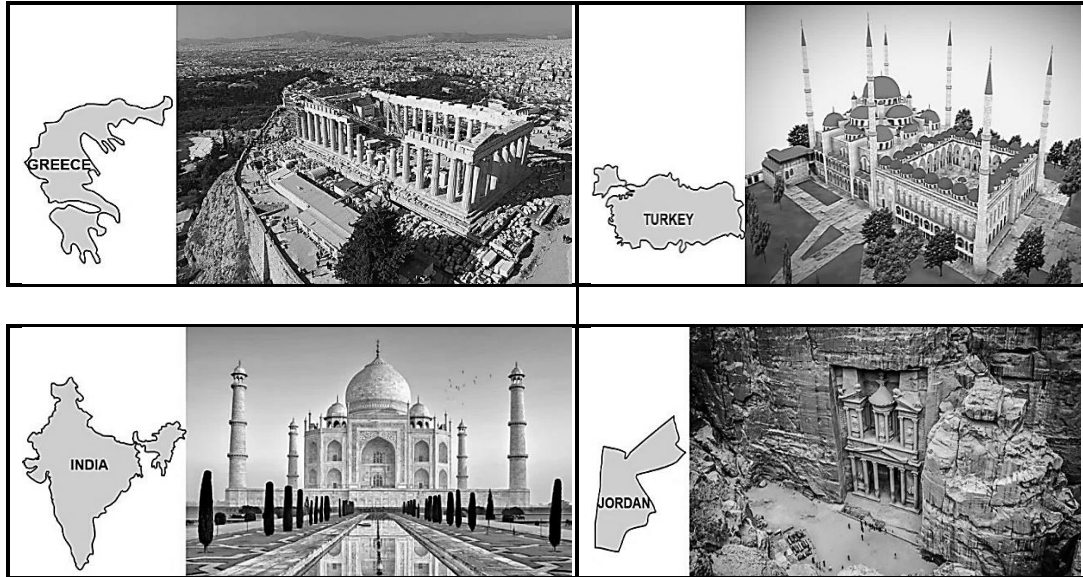
**[10]**

**TOTAL SECTION B: 50**

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

**QUESTION 4**

4.1 Study the images(pictures) of world icons and answer the questions that follow.

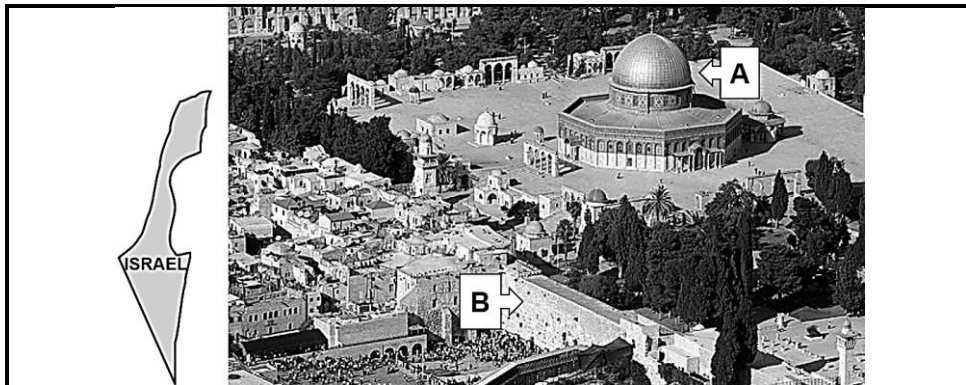


4.1.1 Complete the table:

NAME OF COUNTRY	NAME OF WORLD ICON	THE CITY IN WHICH THE ICON IS LOCATED
Greece	(a)	(b)
Turkey	(c)	(d)
India	(e)	(f)
Jordan	(g)	(h)

(8 x 1) (8)

4.1.2 Refer to icons **A** and **B** below.









(a) Identify icons **A** and **B** above. (2 x 1) (2)

(b) Differentiate between the significance of icons **A** and **B** in Muslim and Jewish pilgrimages. (2 x 2) (4)



4.2 Read the attraction information sheet and answer the questions.

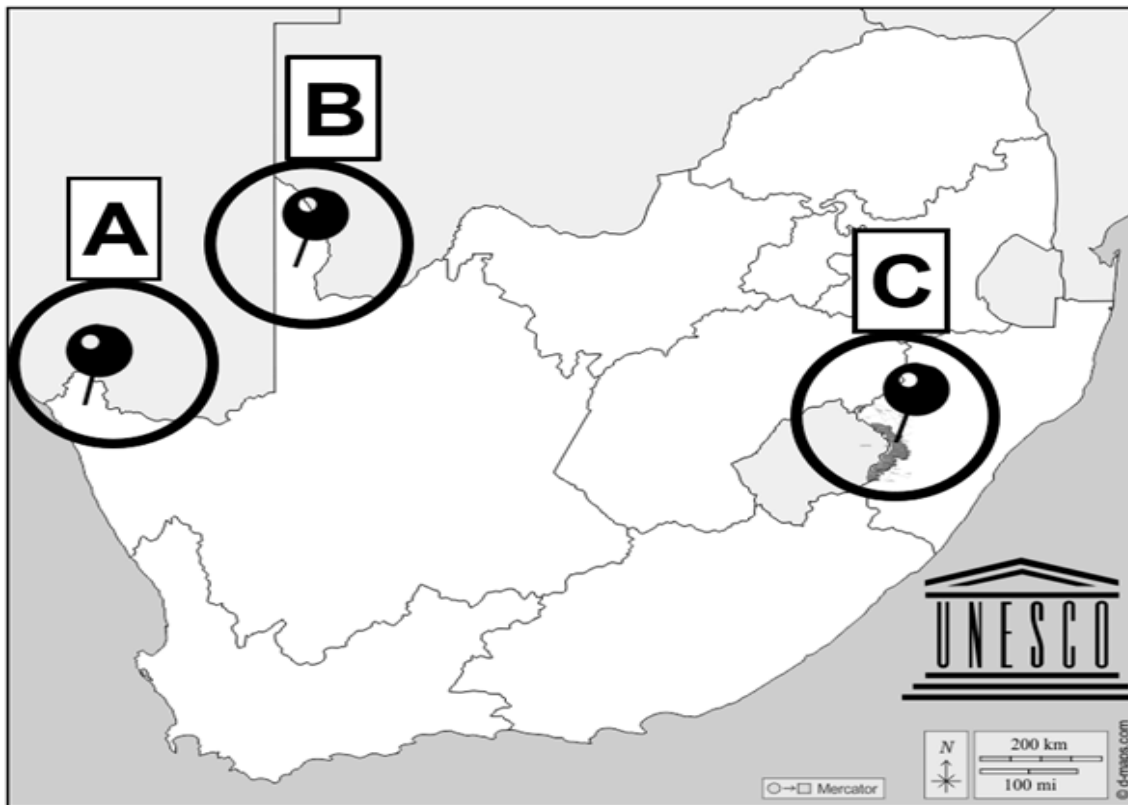
 <p><b>Kinderdijk</b> Ticket-Related Activities when you buy an online ticket</p>		 <p><b>Explore two museum mills</b></p> <ul style="list-style-type: none"> <li>• Two of our mills, Nederwaard Museum Mill and Blokweer Museum Mill are open daily to the public.</li> <li>• With your entrance ticket, you can visit both.</li> </ul>
 <p><b>Enjoy a boat trip</b></p> <ul style="list-style-type: none"> <li>• The 'Cruiser' makes a round trip of 30 minutes sailing closely past the windmills.</li> <li>• The 'Hopper' sails a fixed route all day long. Sail closely past the windmills and disembark in various places to further explore the area.</li> <li>• Both tour boats are wheelchair accessible.</li> <li>• With your entrance ticket, you can board one of our tour boats.</li> </ul>	 <p><b>Watch a film about Kinderdijk</b></p> <ul style="list-style-type: none"> <li>• The film on display at De Fabriek Auxiliary Pumping Station takes you on a quick journey through the history of Kinderdijk.</li> <li>• The film is featured<sup>(shown)</sup> across multiple screens, with English, Japanese, French, and German versions available at your request.</li> <li>• The multi-screen film theatre is wheelchair accessible.</li> </ul>	
 <p><b>Listen to the audio tour</b></p> <ul style="list-style-type: none"> <li>• Download our brand new Kinderdijk app for free.</li> <li>• The app features several audio tours; short and extended ones, for kids and adults.</li> <li>• You can only listen to the audio tours by entering the number on your entrance ticket in the app.</li> <li>• The app also features a digital map of Kinderdijk and the area around it. By tapping on the map, you will find even more useful background information at all important points.</li> </ul>	 <p><b>Visitor Centre</b></p> <ul style="list-style-type: none"> <li>• The Visitor Center, opened in 2019, forms part of the redevelopment of the Kinderdijk entrance zone.</li> <li>• The Visitor Centre staff stand ready to assist you.</li> <li>• On the ground floor, you'll find a gift shop selling souvenirs and sustainable products, and the Kinderdijk-café has food and beverages on offer.</li> <li>• The outdoor terrace, on the top floor, offers an outstanding view of the entire windmill complex.</li> <li>• The toilets are in the basement of the Visitor Centre and special toilet facilities for the disabled are available.</li> </ul>	

[Adapted from [www.kinderdijk.com](http://www.kinderdijk.com)]

- 4.2.1 Name the country where Kinderdijk is located. (2)
- 4.2.2 Give ONE reason for the icon status of the windmills of the country identified in QUESTION 4.2.1. (2)
- 4.2.3 Provide<sub>(give)</sub> an example from the case study that shows Kinderdijk's commitment to universal accessibility. (2)
- 4.2.4 Discuss the most recent innovative strategies implemented<sub>(used)</sub> by Kinderdijk's management to ensure a positive visitor experience. (2 x 2) (4)
- [24]

### QUESTION 5

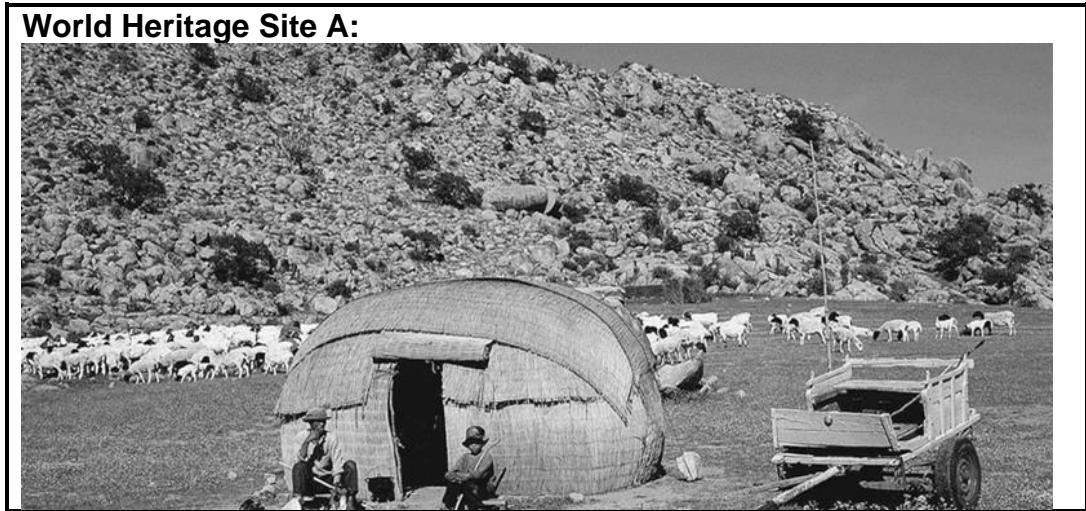
Study the map of South African World Heritage Sites and answer the questions.



- 5.1 Identify<sub>(name)</sub> the province in which the UNESCO World Heritage Sites labelled A and B are located. (1)
- 5.2 Give the official name of the South African World Heritage Site that borders:
- 5.2.1 Namibia (1)
- 5.2.2 Namibia and Botswana (1)
- 5.2.3 Lesotho (1)

5.3 Both World Heritage sites labelled A and B on the map, qualify<sub>(need)</sub> for inclusion on the World Heritage List based on criterion (v).

**Criterion (v)**  
To be an outstanding example of a traditional human settlement, land-use, or sea-use which is representative of a culture (or cultures), or human interaction with the environment especially when it has become vulnerable under the impact of irreversible change.



Provide<sub>(give)</sub> TWO characteristics displayed<sub>(shown)</sub> by each of the World Heritage Sites labelled A and B, that qualified them to meet criterion (v).

(4 x 2)

(8)  
[12]

## QUESTION 6

Read the case study below and answer the questions.



## Dubai Expo 2020, an opportunity to rejuvenate South Africa's tourism sector



**192**  
participating  
countries



**±21 million**  
visitors attended Expo  
2020



**±197 million**  
virtual visitations

Expo 2020 provided(gave) participating countries with an opportunity to network potential partners, investors, and collaborators as the global economy searched for sustainable ways to recover from the impact of the Covid pandemic.

### South African Pavilion at EXPO 2020



*South Africa*

*Inspiring new ways*







South Africa, as a participating country, showcased its potential at the South African pavilion and promoted trade and investment, world-class innovative technologies, creative arts, tourism, sports, and its unique cultural diversity.

The South African Pavilion at the World Expo 2020 had a strong tourism focus during December 2021.

Throughout the month visitors to the pavilion and virtual visitors were taken on a South African expedition, hosted by South African Tourism. A series of digital content exhibitions on the South African Pavilion online portal featured all nine provinces. Networking sessions and programs conducted by the Department of Tourism (NDT) and South African Tourism (SA Tourism) were also featured throughout the month-long showcase.

- 6.1 During 2020 and the first half of 2021, South African Tourism had limited opportunities to market South Africa internationally due to the Covid-19 pandemic.

**Name TWO international travel trade shows** at which **South African Tourism** was **not able** to **exhibit**<sub>(show)</sub>. (2 x 1) (2)

- 6.2 **Give TWO examples** as **evidence** that **Expo 2020 provided**<sub>(gave)</sub> **South African Tourism** with an opportunity **to reach a global audience** to **rejuvenate**<sub>(recover)</sub> the **tourism** sector. (2 x 2) (4)

- 6.3 **Describe THREE physical aspects** of the South African Pavilion that **strengthened** South African Tourism's **international marketing efforts**. (2 x 2) (4)

- 6.4 **Explain the value** of the series of **digital content exhibitions featuring all nine provinces** as a **marketing strategy** to **rejuvenate**<sub>(recover)</sub> the South African tourism sector. (2 x 2) (4)

[14]

**TOTAL SECTION C: 50**

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

**QUESTION 7**

**Study the image**(picture) **and text** and answer the questions.



Think back to all the highlights of your last holiday; the accommodation, the attractions, the food you ate. The common thing that kept all these things working as they should be is the people working in the tourism industry; the staff members at every establishment you visited during your trip.

There are specialised skills required(needed) for a successful career in tourism. These include customer service, communication and organisational skills and all combine to create a professional image of the establishment.

- 7.1 **Identify ONE career opportunity** in the tourism industry **portrayed** in the **image**(picture). (2)
- 7.2 **Suggest ONE reason** why the **staff member** in the career mentioned in QUESTION 7.1 **will require**(need) **excellent communication skills**. (2)
- 7.3 **Employees** in the **tourism industry sign** a **contract of employment** and a **code of conduct** when they are employed. **Complete** the **table** below by **giving** the **function** of **each document**.

	<b>Contract of employment</b>	<b>Code of conduct</b>
Function of document	7.3.1	7.3.2

(2 x 2) (4)

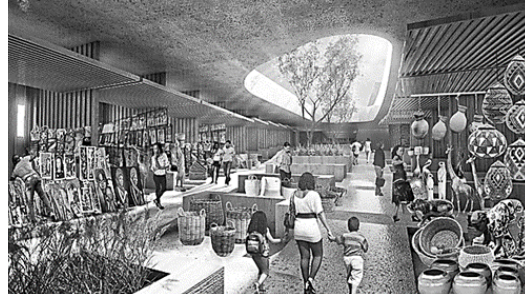
- 7.4 **Discuss TWO benefits** for a **tourism establishment** if their **employees**(workers) **display** a **professional image**. (2 x 2) (4)

**[12]**

## QUESTION 8

Read the **extract**(passage), study the **images** and answer the questions.

### Skywalk at God's Window in the Blyde River Canyon Nature Reserve to be completed within two years



Plans for the long-awaited skywalk at God's Window in the Blyde River Canyon Nature Reserve are on track with a planned deadline for completion in 2023.

The skywalk, which is aimed at increasing tourism in the province, will offer visitors a scenic(**beautiful**) view of the Lowveld region with a drop of more than 900 metres down into the local indigenous forest-clad canyon. The walkway will protrude about 12 metres out from the cliff and will be about five metres wide.

The skywalk will also host other activities, such as a sky swing and a zero-gravity room. Most of the activities will be managed by local unemployed youths from the area. The project will benefit the Mapulana Tribe, the owners of the land on which the skywalk is being built. It is estimated that the construction of the skywalk will create 300 jobs, while it will offer more than 100 jobs once completed.

The design is based on the principle of sustainability and will include a garden roof, solar panels and rainwater collection. Pine tree gum poles from the surrounding plantations will be used for building the columns.

Projects such as the skywalk will do a lot to increase visitor numbers and encourage people to remain in the area for longer, which in turn will increase visitor spend in the region.

[Adapted from [www:lowvelder.co.za](http://www.lowvelder.co.za)]

- 8.1 Identify(**name**) **TWO pillars of sustainable tourism** that will be **upheld** by **providing**(**giving**) **job opportunities to members of the Mapulana Tribe.** (2)
- 8.2 From the image **deduce**(**find out**) **TWO opportunities**, apart from job creation, **available** to the **local population** that will further **uphold** each of the **pillars identified** in **QUESTION 8.1.** (2 x 2) (4)

- 8.3 **Discuss TWO strategies** that the **design team** have **implemented**<sup>(used)</sup> to **ensure** that the **skywalk supports** the **environmental pillar** of sustainable **tourism**. (2 x 2) (4)
- 8.4 

Projects such as the skywalk will do a lot to increase visitor numbers and encourage people to remain in the area for longer, which in turn will increase visitor spend in the region.
--
- Deduce** <sup>(find out)</sup> the **effect** that **this** will **have** on the **economy** of the **area surrounding** the **Blyde River Canyon**. (2)
- 8.5 **Suggest TWO practices** that **visitors** to the **skywalk** at **God's Window** can **follow** that will ensure that they **act** in a **responsible manner**. (2 x 2) (4)
- 8.6 **Comment**<sup>(explain)</sup> **briefly** on the **use** of **environmentally friendly** building **practices evident**<sup>(shown)</sup> in the **image**<sup>(picture)</sup> (2)
- [18]


**TOTAL SECTION D: 30**



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

### QUESTION 9

9.1 Study the fact sheet below and answer the questions.



**EXPO 2020  
FACT SHEET**

**Pre-Expo Phase (2013–2021)**

- November 2013: Dubai won the bid to host Expo 2020.
- March 2016: Construction began at the Dubai Expo 2020 site, which is about the size of 600 soccer fields.
- Over 50% of the contract opportunities for Expo 2020 went to small and medium businesses.
- 50% of the site formed part of the Expo event area, while the remaining land was dedicated to supporting facilities such as the Expo 2020 Village, warehousing, site management operations, transport, hotels and a public park.
- 15 transport infrastructure projects were launched (started), including upgrades to airports, the construction of roads and bridges, and the extension of the Dubai Metro rail system.
- Expo site construction and infrastructure costs were estimated at US\$ 10,3 billion (ZAR 155 billion).

**During-Expo Phase (2021–2022)**

- October 2021 to March 2022: The Expo site came alive with hundreds of countries' pavilions, representing 192 nations, also Expo collaborator pavilions, organisation pavilions, and special pavilions, 60 live events each day, global cuisine on offer at 200 Food and Beverage outlets, supported by inspiring arts, culture, and musical programmes.
- Half of the energy used by Expo 2020 came from renewable sources.
- 85% of all waste generated by Expo 2020 was reduced, reused, recycled and repurposed by turning waste into everything from fertiliser to souvenir T-shirts.

**Post-Expo Legacy Phase (2022–2032)**

- April to October 2022: The Expo 2020 site was transformed into District 2020 by retaining (keeping) more than 80% of Expo 2020's built environment.
- District 2020 includes residential space, commercial space and world-class innovation, educational, cultural and entertainment facilities.
- Some international and local commercial tenants have already signed up, but many more corporations and small and medium-sized enterprises (businesses) will have to be secured to fulfill Expo 2020's ambitious legacy vision.

[Adapted from [www.expo2022dubai.com](http://www.expo2022dubai.com)]

9.1.1 Expo 2020 Dubai is viewed as the biggest global event held since the start of the Covid-19 pandemic.

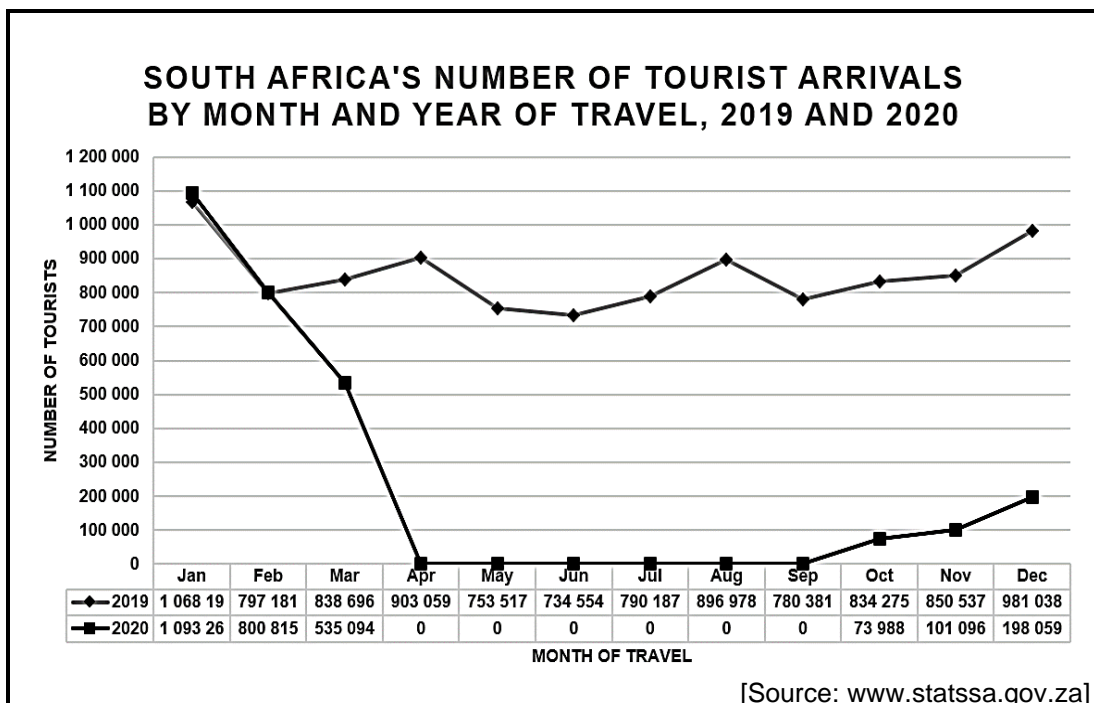
**Give ONE reason why Expo 2020 is classified as a global event.** (2)

9.1.2 **Identify TWO ways in which the host country delivered an event with a positive sustainable environmental impact.** (4)

9.1.3 The estimated US\$ 10,3 billion spent by the government during the three phases of Expo 2020, created a multiplier effect that had a positive impact on Dubai's economy.

Motivate(give reasons) this statement. (3 x 2) (6)

9.2 Study the **statistics on South Africa's foreign tourist arrivals** below and **answer** the questions.



9.2.1 (a) **Identify**(find) the **trend**(pattern) **displayed**(shown) in tourist arrivals in South Africa from **April to September 2020**. (2)

(b) **List ONE Covid-19 restraining**(preventative) **measure implemented** by the **South African government** which led to the **trend**(pattern) **identified** in QUESTION 9.2.1 (a). (2)

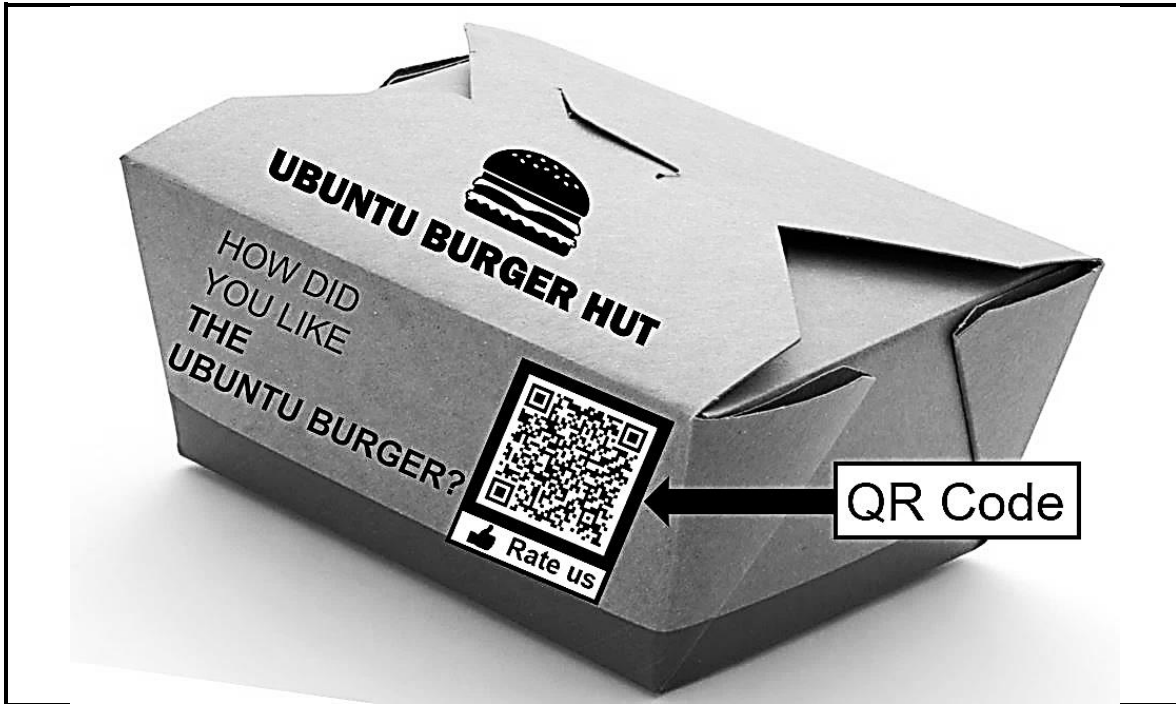
9.2.2 (a) **Identify**(find) the **trend**(pattern) in South Africa's **monthly tourist arrivals in 2020** when **compared to 2019**. (2)

(b) **Determine**(find out) the **TWO months in 2020**, when **compared to 2019**, that **displayed**(showing) **exceptions**(change) to the **trend**(pattern) identified in **QUESTION 9.2.2 (a)**. (2 x 1) (2)

[20]

**QUESTION 10**

**Study the image**(picture) below and answer the questions.



10.1 Ubuntu Burger Hut, a fast-food establishment, uses QR codes on the packaging of its food to collect customer feedback.

**Identify** (name)the **type of device**(tool) Ubuntu Burger Hut's customers **will use** to **scan** the **QR code** to **participate** in the **survey**(study). (2)

10.2 **Explain how** Ubuntu Burger Hut **informs** its customers about the purpose of the **survey**(study). (2)

10.3 **Give THREE reasons why** Ubuntu Burger Hut **chose QR codes** as a **method** to **collect feedback** from customers to improve customer service. (2 x 3) (6)

**[10]**

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