




# TASK 1

GR 11 Gauteng

## 2023 TOURISM SKILLS ASSESSMENT

*Reviving the tourism industry to meet Covid 19 challenges –  
reforming the tourism transport industry*



<b>Name of School:</b> _____ <b>Name of Learner:</b> _____ <b>Examiner:</b> _____ <b>Moderator:</b> _____ <b>Marks: 50</b>	
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**Tourism Skills Assessment 2023:** Reviving the tourism industry to meet Covid-19 challenges – Reforming the tourism transport industry

**Skills assessed:**

- problem solving,
- critical thinking where they will be able to collect, analyse, organise and critically evaluate information based on current events.

The 21<sup>st</sup> century child will be faced with many situations where critical thinking skills are not just needed but also put into practice and hence the need for tasks to develop this skill.

In particular, the Tourism industry is one that requires employees to think on their feet and the Covid-19 pandemic has brought to the fore the need to be able to improvise and meet challenges through critical analysis and thinking skills.

In this Tourism Skills Assessment (TSA) some of your critical thinking skills and knowledge of the Tourism Industry Transport Sector in the context of COVID 19 will be tested.

**Background information:**

The COVID 19 pandemic hit the world in the first quarter of 2020, and it literally brought the global tourism industry to a standstill due to the global lock down laws that were enforced worldwide to try and curb the spread of the disease.

Tourism as an industry suffered huge losses as the industry became non-existent for almost 4 months. In addition to this, international travel was also affected very badly due to the closing of borders.

2021 and 2022 have not brought an end to the pandemic, but it is imperative that the industry must try and face the challenges and begin to be productive again. This is to ensure the growth of the economy and the need to address huge job losses that have impacted on many lives.

South African Tourism has put together a task team of 10 people (one from each province and 1 from the national South African Tourism office), to investigate and address transport challenges in these difficult times. You have been appointed as a member of this team.

**Instructions:**

1. Read all the questions carefully before completing your task.
2. You will be required to research information and use your notes and textbooks to complete the task.

**Criteria to complete the task:**

- Use full sentences where possible.
- The Tourism Skills Assessment will be completed under controlled conditions on dates provided by your educator.
- You will be penalised for plagiarism.

**Instructions to the teacher:**

- Explain the nature of the task, content and its importance in the tourism industry to learners when instructions are handed out.
- First explain the content before the task is handed out. CAPS ATP 2023/2024: Term 1 topic Transport Sector.
- Assist your learners by conducting sections of the Tourism Skills Assessment under controlled conditions on planned dates to improve effort and performance.
- Design and compile a marking guideline in addition to the provided rubric, to assess your learners.

## **INSTRUCTIONS TO LEARNERS**

No	Instruction	Mark
1.	<b>AIRPORTS, AIRLINES AND FLIGHTS</b>	

### **Scenario**



The National Minister of Tourism has been tasked by President Cyril Ramaphosa to put together a task team to investigate tourism challenges in South Africa that had been there in 2022. The team was commissioned to travel around the country to get a clearer picture of the challenges faced by the country. The team of delegates from different provinces of South Africa have decided to fly to Gauteng to have a briefing session with the minister before embarking on their trip.

As a member of the task team, you will be taking a business class flight from King Shaka International Airport to Gauteng. You were given the option of joining a chartered flight which is a connecting flight from Virginia Airport (private airport just outside Durban) to Pietermaritzburg Airport, but the time schedule does not fit your schedule for the day and hence the reason for you taking a business class flight.

The proposed schedule is as follows, with the modes of transport:

- Day 1-3 – Gauteng (business class flight)
- Day 4-6 – Western Cape (chartered flight)
- Day 7-9 – Eastern Cape (coach to Western Cape)
- Day 10 – Northern Cape (chartered coach)
- Day 11-13 – Mpumalanga and Limpopo (business class flight)
- Day 14-15 – Free State and Northwest Province (Rented vehicle)
- Day 16-19 – KZN (business class flight)

Compile an A5 three-page travel information booklet to assist the team with the following:

- 1.1 Explain the difference between a connecting and a chartered flight. (4)
- 1.2 Explain the difference between Virginia Airport and King Shaka International in terms of physical structure. (4)
- 1.3 Name and provide a brief description of the THREE parts of King Shaka International Airport (6)
- 1.4 Provide the new names (as of February 2021) for:
  - 1.4.1 The city of Port Elizabeth (1)
  - 1.4.2 The international airport in the city where the task team will arrive on day 7. (1)

- 1.5 Use the map of the nine provinces provided to you. Indicate the location of ALL airports required for the domestic flights mentioned in the scenario by using symbols.  
Include the legend or key to scribe the symbols. (8)  
ADDENDUM A: Map of South Africa - Page 9

- 1.6 Name and discuss FOUR ways how travellers should be **considerate** towards other travellers during the flight. (8)

Learn more about soft skills to be considerate, use the links below or read the information in ANNEXURE B – Page 10-12

Link 1: <https://www.aarp.org/travel/travel-tips/transportation/info-2022/flying-etiquette.html>

Link 2: <https://www.boston.com/travel/travel/2019/07/30/things-you-should-never-do-airplane/>

Link 3: <https://mindfultravelbysara.com/en/what-not-to-do-on-plane/>

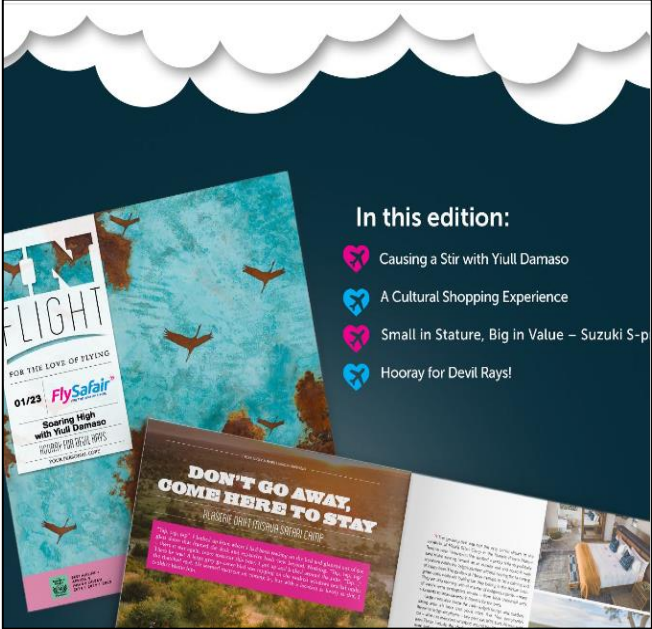
Or watch the movie: <https://www.youtube.com/watch?v=Hn7S1ue6eFs>

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## 2. FLIGHT SCHEDULE, SEATING CONFIGURATION AND BOARDING PASS

- 2.1 Name TWO airlines currently operating in South Africa for domestic flights. (2)

- 2.2 Read the extract below and answer the question that follows:



**FREE TO READ!**  
**The latest edition of InFlight magazine is now available to download.**

Anyone can read InFlight for FREE online, by completing the directions below (we'll keep your info safe, promise!)\* You will receive a personalised link to download InFlight Magazine direct to your device plus a Newsletter reminder!

*\*Information required for audit purposes. Freemagazines is POPI Act compliant. By clicking 'submit', you accept to receive an email link to InFlight Magazine.*

**Enjoy your flight!**

**In this edition:**

- Causing a Stir with Yvull Damaso
- A Cultural Shopping Experience
- Small in Stature, Big in Value – Suzuki S-p
- Hooray for Devil Rays!

**DON'T GO AWAY, COME HERE TO STAY**


**FOR THE LOVE OF FLYING**  
01/23 **FlySafair**  
Soaring High with Yvull Damaso

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

- Give TWO benefits for travellers of receiving the Inflight magazine online. (2)

- 2.3 Read the extract from the FlySafair website below and answer the question that follows:

**Blocked Seat**



Are you looking for more privacy or additional space on that next business trip or romantic weekend getaway? Well, the Blocked Seat is the solution for you. Keep working comfortably with more space and privacy or keep your flight romantic and book the entire row.

While physical distancing through the use of masks should be a sufficient measure, we've also made the opportunity available to customers to ensure that they can employ a degree of social distancing during their journey. As a policy, we will fill window and aisle seats before allocating passengers to the middle seat, but passengers booking on our website can also select our new "Blocked Seat" option to keep the middle seat in their row open.

[Source: [www.flysafair.co.za](http://www.flysafair.co.za)]

The airline has the option of a blocked seat.

Explain how the blocked seat option will be to the benefit of the task team. (2)

- 2.4 The task team needs to arrive in Cape Town at 11:00 on Friday. Choose the most appropriate flight for them considering their preferences as VIP guests. Use ADDENDUM C on Page 13

Draw a table and provide the following information for the flight:

- Preferred Airline
  - Flight Number
  - Price per person
  - Elapsed /Flight Time
- (4)

- 2.5 Create an electronic boarding pass for one of the task team members, using the information gathered in QUESTION 2.4

(4)  
[14]

- 3 Self-reflection

**Once you have completed the Tourism Skills Assessment task, please complete the following reflection activity.**

- 3.1 Which of Question 1 or Question 2 did you like completing the most? Give the reasons for your preference
- 3.2 Which part of completing the Tourism Skills Assessment task did you struggle with the most and why?
- 3.3 Recommend how you would improve this Tourism Skills Assessment task, giving details of the improvement
- 3.4 List the insights that completing this Tourism Skills Assessment task brought to you.

(4)  
[4]

**TOTAL [50]**

**TOURISM SKILLS ASSESSMENT TASK (TSA)**  
**ASSESSMENT INSTRUMENT**  
**2023 TASK 1 Grade 11 - Term 1**



*(Each learner must receive his/her own copy of the assessment instrument)*

Name of school:	Name of teacher:	<b>50 Marks</b>
Name of learner:	Date:	

<b>1</b>	<b>Information booklet</b>								
<b>1.1</b>	<b>Criteria</b>	<b>2</b>	<b>4</b>			<b>(4)</b>	<b>T</b>	<b>M</b>	
	<b>The difference between a connecting and chartered flight.</b>	Only explained either the connecting or chartered flight.	The difference between a connecting and chartered flight is clearly explained						
<b>1.2</b>	<b>Criteria</b>	<b>2</b>	<b>4</b>			<b>(4)</b>	<b>T</b>	<b>M</b>	
	<b>Difference between Virginia Airport and King Shaka International in terms of structure</b>	Only explained the structure of either Virginia Airport or King Shaka International	Explained both Virginia Airport and King Shaka International in terms of structure						
<b>1.3</b>	<b>Criteria</b>	<b>0</b>	<b>1 - 2</b>	<b>3 - 4</b>	<b>5 - 6</b>	<b>[6]</b>	<b>(6)</b>	<b>M</b>	
	<b>Name and brief description of the 3 parts of King Shaka International Airport</b>	The learner did not attempt to give the description of the airport	Poor effort to describe the airport	An average description of the airport with the 3 sections mentioned	An excellent description of the airport with the 3 sections mentioned correctly				
<b>1.4</b>	<b>Criteria</b>	<b>0</b>	<b>1</b>	<b>2</b>					
	<b>New names for the city of Port Elizabeth and the International Airport were named.</b>	No attempt to give the names of the city or the airport	One of the questions were answered	Both questions were answered correctly	<b>(2)</b>	<b>T</b>	<b>M</b>		
<b>1.5</b>	<b>Map of the 9 provinces with symbols indicating the location of ALL airports required for the domestic flights.</b>	A legend must be completed with symbols/icons for airports. Airports ✓ ✓ ✓ ✓ ✓ ✓ (one mark for each airport correctly indicated on the map) Legend ✓ ✓				<b>(8)</b>	<b>T</b>	<b>M</b>	
<b>1.6</b>	<b>Name and discuss FOUR ways how travellers should be considerate towards other travellers during the flight</b>	<b>0</b>	<b>1-2</b>	<b>3-4</b>	<b>5-6</b>	<b>7-8</b>	<b>(8)</b>	<b>T</b>	<b>M</b>
		Unable to name and discuss how travellers should be considerate towards other travellers during the flight	Satisfactorily named and discussed ONE way how travellers should be considerate towards other travellers during the flight,	Satisfactorily named and discussed TWO ways how travellers should be considerate towards other travellers during the flight,	Satisfactorily named and discussed THREE ways how travellers should be considerate towards other travellers during the flight,	Satisfactorily named and discussed FOUR ways how travellers should be considerate towards other travellers during the flight,			
							<b>[32]</b>	<b>T</b>	<b>M</b>

2	<b>FLIGHT SCHEDULE, SEATING CONFIGURATION AND BOARDING PASS</b>										
2.1	Name TWO airlines currently operating in South Africa for domestic flights.✓✓				(2)	T	M				
2.2	Give TWO benefits of receiving the Inflight magazine online.✓✓				(2)	T	M				
2.3	Explanation of how the blocked seating will the benefit the task team. ✓✓				(2)	T	M				
2.4	<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width:25%;">Preferred airline ✓</td> <td style="width:25%;">Flight Number ✓</td> <td style="width:25%;">Price per person✓</td> <td style="width:25%;">Flight Time ✓</td> </tr> </table>				Preferred airline ✓	Flight Number ✓	Price per person✓	Flight Time ✓	(4)	T	M
Preferred airline ✓	Flight Number ✓	Price per person✓	Flight Time ✓								
2.5	Award 4 marks for any FOUR of the following information: <ul style="list-style-type: none"> <li>• Name of passenger</li> <li>• Flight number</li> <li>• Seat number</li> <li>• Boarding gate</li> <li>• Departure time</li> </ul>				(4)	T	M				
					<b>[14]</b>	<b>T</b>	<b>M</b>				
3.	<b>Self-Reflection</b>										
<b>Criteria</b>	<b>0</b>	<b>1</b>	<b>2-3</b>	<b>4</b>	(4)	T	M				
<b>Complete the self-reflection questions</b>	Unable to give a preference and reasons for preference. Unable to indicate which part they struggled with. Unable to recommend improvement or to list insights.	Able to give some Preference but no reason and able to indicate some parts they struggled with. Able to recommend a bit of improvement or list a few insights.	A clear preference with some reasons and able to give a fair number of parts they struggled with. Able to recommend some improvement or list more than a few insights.	Well-written preference with reasons, and able to give clear indications of all the parts they struggled with. Able to recommend good Improvements or list many good insights.							
					<b>[4]</b>	<b>T</b>	<b>M</b>				
<b>TOTAL</b>					<b>[50]</b>	<b>T</b>	<b>M</b>				



ADDENDUM A: Map template Question 1.5



## ADDENDUM B: Articles Question 1.6

### LINK 1:

<https://www.aarp.org/travel/travel-tips/transportation/info-2022/flying-etiquette.html>

### **A Guide to Proper Airplane Etiquette**

Follow these 10 rules for a smoother flight and friendlier skies, manners experts say

**By Christina Lanzito**, January 26, 2022

What's gotten into airplane passengers lately? In 2019, the Federal Aviation Administration investigated 146 cases of [bad behaviour](#); in 2021 it initiated investigations into 1,081 incidents, out of a total of 5,981 reports of unruly passengers last year.

The first rule of respectful travel is to accept the rules: Observe mask mandates, boarding processes and carry-on restrictions. Beyond that, there are steps you can take to make travel a little more pleasant for everyone and avoid conflict. Ramsey and Jacqueline Whitmore, a former flight attendant and the founder of the Protocol School of Palm Beach in Florida, offer their guidance.

#### **1. Be prepared.**

This is especially true at [airport security](#). "You know you're going to have to take your shoes and your jacket off," says Ramsey. "So don't wait till you put your bag on the belt before you start doing those things and hold everybody up."

#### **2. Greet the flight attendants.**

When you're getting on the flight, acknowledge the flight attendants. Speak to them, smile at them — even with a mask on, people can still see a smile in your eyes," Ramsey suggests

#### **3. Don't hog the overhead bins.**

"I've noticed that some people as soon as they see a space, shove their bag in as quickly as they can and hope they're not going to get caught, even if they're at the back of the plane," says Ramsey. "You need to put your bag over your own seat." And don't shove coats and extra bags up there, either, she adds.

#### **4. Be sensitive to your seatmate.**

"Acknowledge this person with a greeting as you're starting off and then you can read the other person to see whether they want to talk or not," Ramsey suggests. "But most people really want to find some peace and quiet. If the other person is chatty, politely excuse yourself. That's the time to bring out your book or put your headphones on and just say, 'Excuse me, I'm going to read my book now.'"

#### **5. Give the middle passenger a break.**

Let that person in the middle seat have the armrests. "That's really the only thing that middle person has," says Whitmore. "They don't have the view or the access to the aisle."

#### **6. Don't bring stinky food on board.**

Sometimes people bring on the smelliest, most awful things with them," says Ramsey. "I think people should try to stay away from anything that's going to have a strong odour."

#### **7. Think before you recline.**

It can be uncomfortable to sit straight up on the airplane, Whitmore notes. "But you also need to be mindful of how your behaviour affects other people. You shouldn't keep your seat reclined during mealtime, for instance. And if someone behind you is trying to do some work on their laptop and asks you to move the seat up a little bit, then try your best to comply."

### **8. Control the kids.**

Traveling with young companions? “Make sure they’re not bothering other passengers, like kicking the seat in front of them,” says Ramsey. “That will really get the ire of the person in front of you.”

### **9. Watch the alcohol.**

Because [drinking lowers inhibitions](#), it can fuel conflict. Be aware that you aren’t allowed to consume alcohol you bring aboard, and that airline staff are prohibited from allowing onboard anyone who appears to be intoxicated.

### **10. Don’t escalate a conflict.**

If another passenger is behaving badly, don’t get in an argument. In most cases, you should notify a flight attendant and follow the directions of airline staff.

### **LINK 2:**

<https://www.boston.com/travel/travel/2019/07/30/things-you-should-never-do-airplane/>

## **Flight attendants share 9 things you should never do on an airplane**

By [Kristi Palma](#) July 30, 2019

Do you kick off your shoes when flying? Do you clip your nails in your seat?

Three flight attendants offer nine tips for what you should never, ever do on an airplane.

### **1. Don’t walk around without shoes.**

“The one thing [passengers] should never do — which they always do — is walk around the plane with no shoes and socks on,” said Stefany Jones. “And they send their kids to the bathroom with no shoes and socks on. The plane shakes. When I tell you that’s not water on the floor, I mean that’s not water on the floor.”

### **2. Don’t tend to your personal hygiene.**

“We get people who want to brush their hair in their seat, floss in their seat, trim nails in their seat,” said Alana Billingsley. “It’s kind of gross. And of course, they will just let all of that stuff fall to the floor. That’s part of why we say not to walk barefoot.”

### **3. Don’t touch a flight attendant.**

“I don’t think passengers mean anything by it, but we’re often being tapped on the shoulder and being tapped in different places when people want attention,” said Allie Malis. “You can ring the call light or maybe just say, ‘Excuse me.’ It may seem innocent, but it happens so much to us that sometimes we feel a little poked and prodded, and our personal space has been invaded.”

### **4. Don’t ask a flight attendant to lift your luggage.**

“The public doesn’t understand that we are not supposed to lift bags,” Jones said. “We’re only supposed to assist. A pocketbook or a small bag, yes. But a suitcase or a heavy suitcase, no, we’re not supposed to lift those bags. Because we could get injured. When we say no, it’s not to be mean. It’s for safety.”

### **5. Don’t be too loud.**

“Be considerate of other people as far as noise levels,” Billingsley said. “A lot of times people will let their kids play video games that make noises and songs. So, bringing headsets is huge.”

**6. Don't bring your untrained pet.**

"Don't bring an untrained animal with you in the cabin," Malis said.

Though she hasn't personally witnessed any of the following, Malis said fellow flight attendants have shared stories of dogs urinating, defecating, growling, and biting on flights. You can look up your airline's pet policy before you fly.

**7. Don't use the call button during inappropriate times.**

Unless there's an emergency, don't use the flight attendant call button when the seat belt sign is on, because it's unsafe to be up, and that goes for all of us," Jones said.

**8. Don't wait until you board to use the bathroom.**

If possible, use the bathroom in the airport before you board, Malis said.

"Boarding is a really difficult time," she said. "It's probably one of the most chaotic times. There's only one aisle and there's, [for example], 160 people getting on a flight. It's really hard to swim upstream during boarding."

**9. Don't be unprepared.**

If you prepare for your flight properly, you will likely be a happier traveller, Billingsley said.

Pack a sweater in case you get cold and snacks in case you get hungry, she said.

"We're all in this tight tube together, so if you're cranky, other people are going to feel that energy," she said.

**LINK 3:**

<https://mindfultravelbysara.com/en/what-not-to-do-on-plane/>

**What Not to Do on a Plane: Things to Avoid Doing**

**Flying allows us to visit some amazing destinations** thousands of miles away. It opens up a world of opportunities that wouldn't be otherwise possible.

But flying isn't without its issues – some people are scared, and most people find the whole airport experience stressful.

**Don't make stupid jokes**

**Unless you want to annoy your fellow passengers** or cause offence, you should **avoid making any jokes about accidents** or the safety of the plane. The phobia of flying is serious. Even if you're around people who aren't scared, joking about such things is only likely to upset someone. If you've got to sit next to them for the next eight hours, it's not the best idea.

**... place your feet or arms in the way**

A sure way of your flight being ruined is having someone's feet appear next to you, or someone hog the armrest with their entire arm. You wouldn't want it to happen to you, so don't do it to someone else.








**... forget to listen to the safety briefing**

It might be boring to listen to, but what else are you going to do? You might as well **pay attention to the safety briefing**. It contains the information that could one day save your life. At the very least, take a few moments to figure out where the nearest emergency exit is and how many rows away it is from your seat. In an emergency, if the cabin is dark or smoky, you can count the rows by touching the seats as you make your way toward an exit.

**... recline without thinking**

Everyone understands that **planes aren't the most comfortable** and it's tempting to recline your seat to try and improve the situation. But by doing so, you're only making the person behind you more uncomfortable.

## ADDENDUM C: Flight schedules Question 2.4

	Departure FlySafair FA200	7:45 Johannesburg (JNB)	2h10 Direct Nonstop	9:55 Cape Town (CPT)	R1619.00 per passenger Economy
	Departure SAA SA303	18:05 Johannesburg (JNB)	2h10 Direct Nonstop	20:15 Cape Town (CPT)	R1669.00 per passenger Economy
	Departure FlySafair FA203	8:30 Johannesburg (JNB)	2h10 Direct Nonstop	10:40 Cape Town (CPT)	R1670.00 per passenger Economy
	Departure FlySafair FA203	17:55 Johannesburg (JNB)	2h10 Direct Nonstop	20:10 Cape Town (CPT)	R1719.00 per passenger Economy
	Departure Lift Airline GE101	7:00 Johannesburg (JNB)	2h10 Direct Nonstop	9:10 Cape Town (CPT)	R1829.00 per passenger Economy
	Departure SAA SA306	6:15 Johannesburg (JNB)	2h10 Direct Nonstop	8:25 Cape Town (CPT)	R1899.00 per passenger Economy
	Departure CemAir Pty RJ 900	18:00 Johannesburg (JNB)	2h15 Direct Nonstop	20:25 Cape Town (CPT)	R1969.00 per passenger Economy