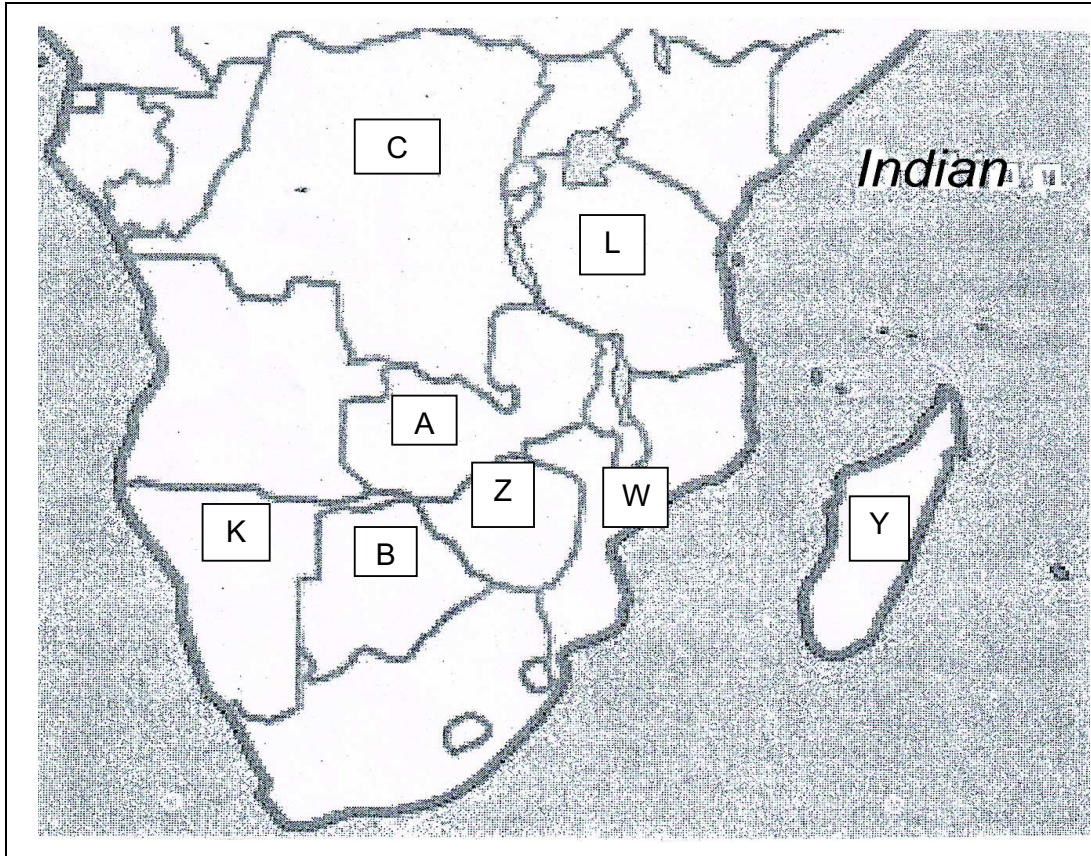


SECTION D: TOURISM GEOGRAPHY, ATTRACTIONS AND TRAVEL TRENDS**QUESTION 6**

6.1 Refer to the map of SADC countries below to answer this question.



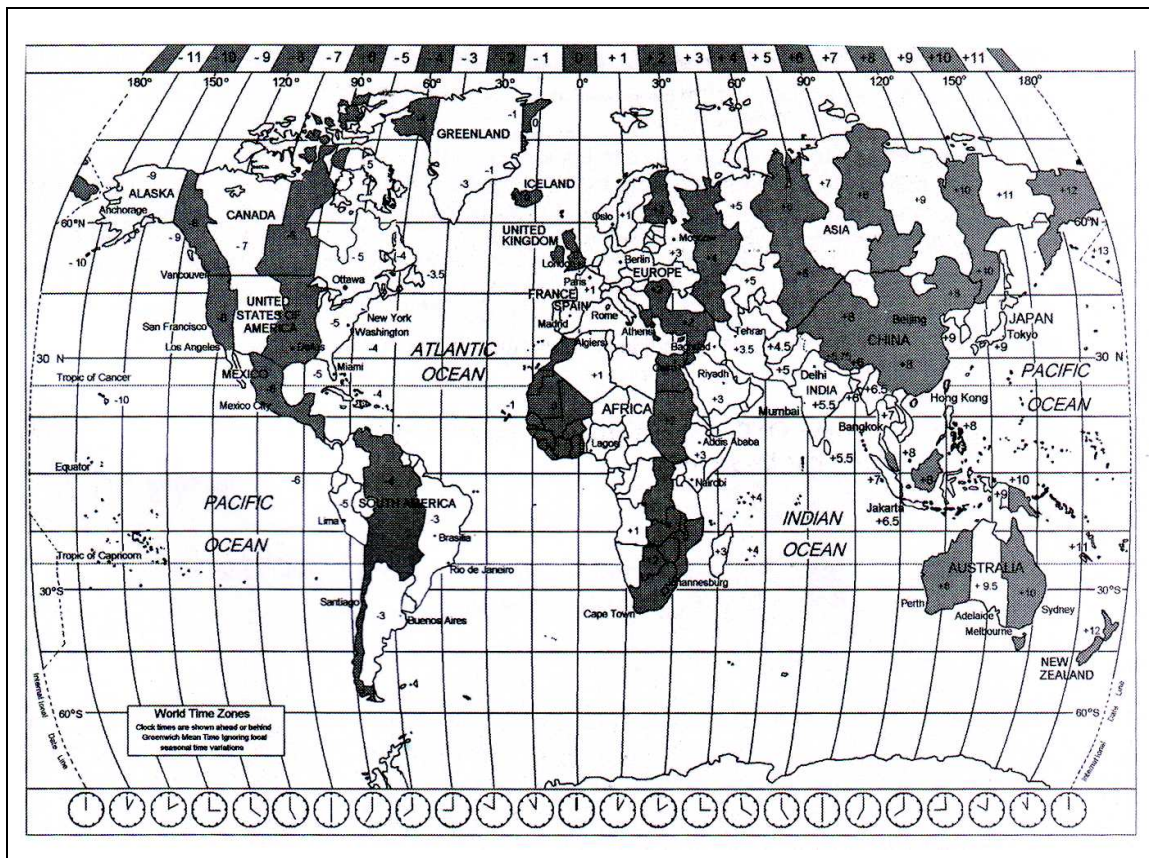
- 6.1.1 Name the countries labelled A, B and C. (3)
- 6.1.2 Give the names of the currencies in use in the countries labelled W, Y and Z. (3)
- 6.1.3 The country labelled K practises DST. (1)
- Write the abbreviation DST in full. (2)
 - Explain why DST is practised. (2)
 - Discuss ONE positive effect DST might have on tourists visiting country K. (2)
- 6.1.4 Name ONE natural attraction in the country labelled L and briefly explain why it is popular with tourists. (3)

6.2 Travel advice and entry documents

- 6.2.1 State THREE sources of travel health and safety information available to tourists. (3)
- 6.2.2 Give TWO reasons why tourism destinations should enforce health restrictions. (2)

- 6.2.3 Recommend THREE precautions against crime to a group of European tourists visiting a famous tourist icon in your area. (3)
- 6.2.4 Name THREE important travel documents that international tourists may be required to have. (3)
- 6.2.5 A German couple has landed at OR Tambo International Airport en route to Harare, Zimbabwe.
 - (a) State the type of travel document that they must show to immigration authorities. (1)
 - (b) Name the relevant authority that issued this travel document to them. (1)

6.3 Calculation of Time and Conversion of Currency
Use the WORLD TIME ZONE MAP to answer the questions.



- 6.3.1 As a well-known supporter of the national rugby team, the Springboks, you have been selected to travel with the team to Auckland, New Zealand to witness their Tri-Nations match against the New Zealand National Team, the All Blacks, in August this year. You will depart from OR Tambo International Airport for Auckland at 18:15 on 12 August. The flying time is eighteen (18) hours. Your spending money in New Zealand is R60 000,00. The expected rate of exchange is R6,34 to \$ NZ1.
- (a) Calculate the time and date you will arrive in Auckland, New Zealand. (3)
- (b) Immediately on your arrival in Auckland, you want to telephone the chairman of the Springbok National Supporters Union that you have arrived safely. Calculate the time in Johannesburg. (2)
- (c) State whether this time is appropriate to call the chairman. Explain your answer fully. Merely saying YES or NO will not earn you any marks. (2)
- 6.3.2 Explain the meaning of +1 next to the arrival time on many flight schedules. (1)
- 6.3.3 Name any TWO places where you may convert your spending money into New Zealand dollars (NZD). (2)
- 6.3.4 Calculate how much you will receive in New Zealand dollars (NZD) rounded off to the nearest NZD. (2)
- [12]**
- 6.4 **Tour Planning**
- 6.4.1 Explain the following concepts as used in the tourism industry:
- (a) A general itinerary (2)
- (b) A personal itinerary (2)

- 6.4.2 Read the case study below and answer the questions based on it.

An elderly couple, Mr and Mrs N. Khumalo from Johannesburg, intend travelling to the Eastern Cape during the December holidays. They will travel in their family car by road to Mthatha where they will visit the Nelson Mandela National Museums in the town and Qunu. They will also pay a courtesy call on Mandela in Qunu and proceed to his birth place, Mvezo. They intend sleeping in Mthatha at the Holiday Inn Garden Court and will continue their journey to East London the following day. In East London, they will have lunch in one of the hotels at the beachfront, rest for about an hour before driving to Mpekweni Beach Resort near Port Alfred to spend the night. The following day, they will drive to Port Elizabeth where they will spend two days visiting various tourist attractions in and around the city. Thereafter, they will return to Johannesburg where their tour began.

- (a) Compile a brief 5-Day, day by day itinerary of Mr and Mrs Khumalo's tour. Start with their arrival in Mthatha on the morning of Day 1.

(7)
[11]

TOTAL SECTION D: 50

SECTION E: CUSTOMER CARE AND COMMUNICATION**QUESTION 7**

7.1 State any FOUR ways in which cultural needs of tourists may differ. (4)

7.2

Market research can be used to gather a wide range of information.

7.2.1 State FOUR reasons why we undertake market research. (4)

7.2.2 Recommend THREE ways in which customer feedback may be obtained. (3)

7.3 Read the advertisement below and answer the questions that follow:



Utopia in Africa
"A B&B Retreat in Nature"

Set above the city of Nelspruit overlooking the Nature Reserve. Close to city/airport. 5 double air-conditioned en-suite rooms with balconies.

Tel: 013 745 7714
Fax: 013 745 7773
utopiaafrica@mweb.co.za

www.utopiainafrica.com

[Adapted from: *GSA Travel Marketing Magazine*, November 2005]

7.3.1 Give the e-mail address of the B&B and give your understanding of e-mail. (3)

7.3.2 Give the website address of the B&B and state why you may need to use this address. (3)

7.3.3 Quote the slogan of this B&B. (1)

[18]

QUESTION 8

- 8.1 You have been provided with funding by Tourism Enterprise Programme (TEP) to establish a B&B in your local area. Suggest FOUR aspects of customer care that you think will make your business a success. (4)
 - 8.2 Discuss the importance of individual contribution to teamwork and its impact on the company. Mention THREE aspects. (6)
 - 8.3 List any TWO items of technology one needs in order to have access to the internet. (2)
- [12]**

TOTAL SECTION E: 30

GRAND TOTAL: 200