basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

SENIOR CERTIFICATE EXAMINATIONS/ NATIONAL SENIOR CERTIFICATE EXAMINATIONS

TOURISM

MAY/JUNE 2026

MARKS: 200

TIME: 3 hours

This question paper consists of 26 pages.

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INSTRUCTIONS AND INFORMATION

Read the instructions carefully before answering the questions.

1. This question paper consists of FIVE sections.
2. Answer ALL the questions.
3. Start EACH question on a NEW page.
4. For QUESTIONS 3.1 and 3.2, round off your answers to TWO decimal places.
5. Show ALL calculations.
6. You may use a non-programmable calculator.
7. Use the mark allocation of each question as a guide to the length of your answer.
8. Write neatly and legibly.
9. The table below is a guide to help you allocate your time according to each section.

SECTION	TOPICS	MARKS	TIME (minutes)
A	Short Questions	40	20
B	Map Work and Tour Planning; Foreign Exchange	50	50
C	Tourism Attractions; Culture and Heritage Tourism; Marketing	50	50
D	Tourism Sectors; Sustainable and Responsible Tourism	30	30
E	Domestic; Regional and International Tourism; Communication and Customer Care	30	30
	TOTAL:	**200**	**180**

SECTION A: SHORT QUESTIONS

QUESTION 1

1.1 Various options are provided as possible 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, e.g. 1.1.21 D.

1.1.1 The role of the World Health Organisation (WHO) is to …

A set global accommodation grading standards.
B provide international guidelines on disease prevention and health.
C approve travel insurance packages.
D issue passports and travel permits.

1.1.2 Tourists visiting malaria-risk areas should take precautions, such as …

A avoiding sunlight at all times.
B wearing heavy winter clothing.
C taking prescribed oral medication.
D consuming unfiltered river water.

1.1.3 A general safety precaution for tourists going out at night is to …

A walk alone in unfamiliar areas.
B leave valuable items on the front seat of the vehicle.
C use well-lit, busy routes and avoid isolated streets.
D ignore directions provided by hotel staff.

1.1.4 A tourist who has goods to declare must proceed to the … at customs in an international airport.

A green channel
B blue channel
C red channel
D duty-free counter

1.1.5 To obtain an international driver's licence, a traveller must …

A complete an online survey and pay airport fees.
B complete an online application through the Automobile Association (AA) website.
C have at least five years of international travel experience.
D submit proof of travel insurance.

1.1.6 Marketing initiatives such as Meetings Africa, Africa Travel Indaba and Tourism Month are managed by …

A UNESCO.
B SATourism.
C ACSA.
D TOMSA.

1.1.7 The South African World Heritage site, *The Emergence of Modern Human Behaviour: The Pleistocene Occupation Sites of South Africa* includes … sites across two provinces.

A 3
B 8
C 14
D 20

1.1.8 The highest mountain in the world is located in …

A Japan.
B China.
C India.
D Nepal.

1.1.9 A factor that contributes to the success of a tourist attraction is …

A providing the tourist with enough spending money.
B providing facilities for tourists with physical challenges.
C good weather while visiting the attraction.
D providing signage in one language only.

1.1.10 A destination located along the Mediterranean coast, popular with high-income tourists:

A French Riviera
B Bahamas
C Mauritius
D Caribbean Islands

1.1.11 The main purpose of a code of conduct in a tourism workplace is to …

A increase staff salaries through structured performance rewards.
B outline expected behaviour and guide staff facing ethical issues.
C reduce the number of workplace regulations required by law.
D replace all existing organisational policies.

1.1.12 The term that BEST describes corporate social investment (CSI) in tourism:

A Offering discounted hotel rooms to increase profit
B Sponsoring only events that promote tourism companies
C Funding activities exclusively for international tourists
D Providing financial or non-financial support to community projects

1.1.13 Responsible tourists are travellers who …

A spend as little money as possible during their trip.
B focus mainly on personal convenience when travelling.
C consider social, economic and environmental impacts of their actions.
D expect destinations to adapt fully to their personal preferences.

1.1.14 An environmental guideline in a code of conduct for tourists would expect tourists to …

A always request luxury amenities regardless of water usage.
B avoid supporting any conservation-related initiatives.
C reduce waste and protect natural surroundings.
D demand off-road access in protected wildlife environments.

1.1.15 A tourism business can appeal to environmentally-conscious visitors by …

A offering single-use plastics for guest convenience.
B highlighting eco-friendly certifications and green practices.
C reducing investment in energy-efficient technology.
D avoiding partnerships with conservation organisations.

1.1.16 Small specialised tourist segments are referred to as … markets.

A source
B core
C niche
D target

1.1.17 A hotel can increase its foreign market share by …

A reducing the variety on the drinks menu.
B increasing the room rates.
C limiting accessibility to pool and spa.
D adapting products to international preferences.

1.1.18 The picture below shows an example of … that may negatively impact the image of South Africa as a tourism destination.



A general unrest
B a natural disaster
C an aircraft accident
D the Covid-19 pandemic

1.1.19 An example of a face-to-face form of customer feedback used by a tourism business:

A Feedback card on a website
B In-person surveys
C Follow-up telephone calls
D Short Messenger Service (SMS)

1.1.20 One of the benefits of hosting a global sporting event, such as the 2026 FIFA World Cup, is the …

A temporary closure of roads to ease traffic congestion.
B training of inexperienced umpires.
C creation of direct and indirect job opportunities.
D illegal sales of match tickets. (20 x 1) (20)

1.2 Give ONE word/term for each of the following descriptions by choosing a word/term from the list below. Write only the word/term next to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK, e.g. 1.2.6 bank buying rate.

termination of service; fringe benefits; deductions; leave; working hours; work ethics; travel benefits; grievance

1.2.1 Approved time away from duty for rest, illness, family responsibilities or other valid reasons according to workplace rules

1.2.2 Benefits provided in addition to basic pay, often improving the quality of life of the worker, e.g. a medical aid, meals or uniforms

1.2.3 Lodging a formal complaint within the workplace due to a violation of an employee's rights

1.2.4 The process followed by employers when ending employment that include notice requirements and valid reasons

1.2.5 The expected times when an employee must be on duty that include rules about overtime, breaks and shift arrangements (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, e.g. 1.3.6 passport.

1.3.1 An example of universal accessibility at an attraction is (ramps for wheelchairs/stairs to the bathroom).

1.3.2 A tourist crossing the (UTC/IDL) will experience a change in the day and date.

1.3.3 (Biltong/Perfume) is regarded a prohibited item when travelling internationally.

1.3.4 (EFT/SWIFT) is used for international payments between banks.

1.3.5 The (FTT/WHO) certifies tourism businesses that practise sustainability. (5 x 1) (5)

1.4 Choose a location from COLUMN B that matches the world icon shown in COLUMN A. Write only the letter (A–F) next to the question numbers (1.4.1 to 1.4.5) in the ANSWER BOOK, e.g. 1.4.6 G.

COLUMN A		COLUMN B
1.4.1		A Agra B Yucatán C Jerusalem D France E London F Istanbul
1.4.2		
1.4.3		
1.4.4		
1.4.5		

(5 x 1) (5)

1.5 Study the information below and answer the questions that follow.

Match the digital clocks (**A**, **B**, **C**, **D**, **E** and **F**) below with the cities named in QUESTIONS 1.5.1 to 1.5.5. Write only the question numbers (1.5.1 to 1.5.5) and the letter (A–F) of the correct digital clock in the ANSWER BOOK, e.g. 1.5.6 G.

NOTE: Daylight saving time is NOT practised in any of the examples below.

WORLD TIMES



A	B	C
05:00	11:00	14:00
D	**E**	**F**
19:00	07:00	06:00

[Adapted from www.chatgpt.ai/capetownclock. Accessed on 23 February 2026.]

1.5.1 Beijing (+8 or 120°E)

1.5.2 Mexico City (-6 or 90°W)

1.5.3 New York (-5 or 75°W)

1.5.4 Moscow (+3 or 45°E)

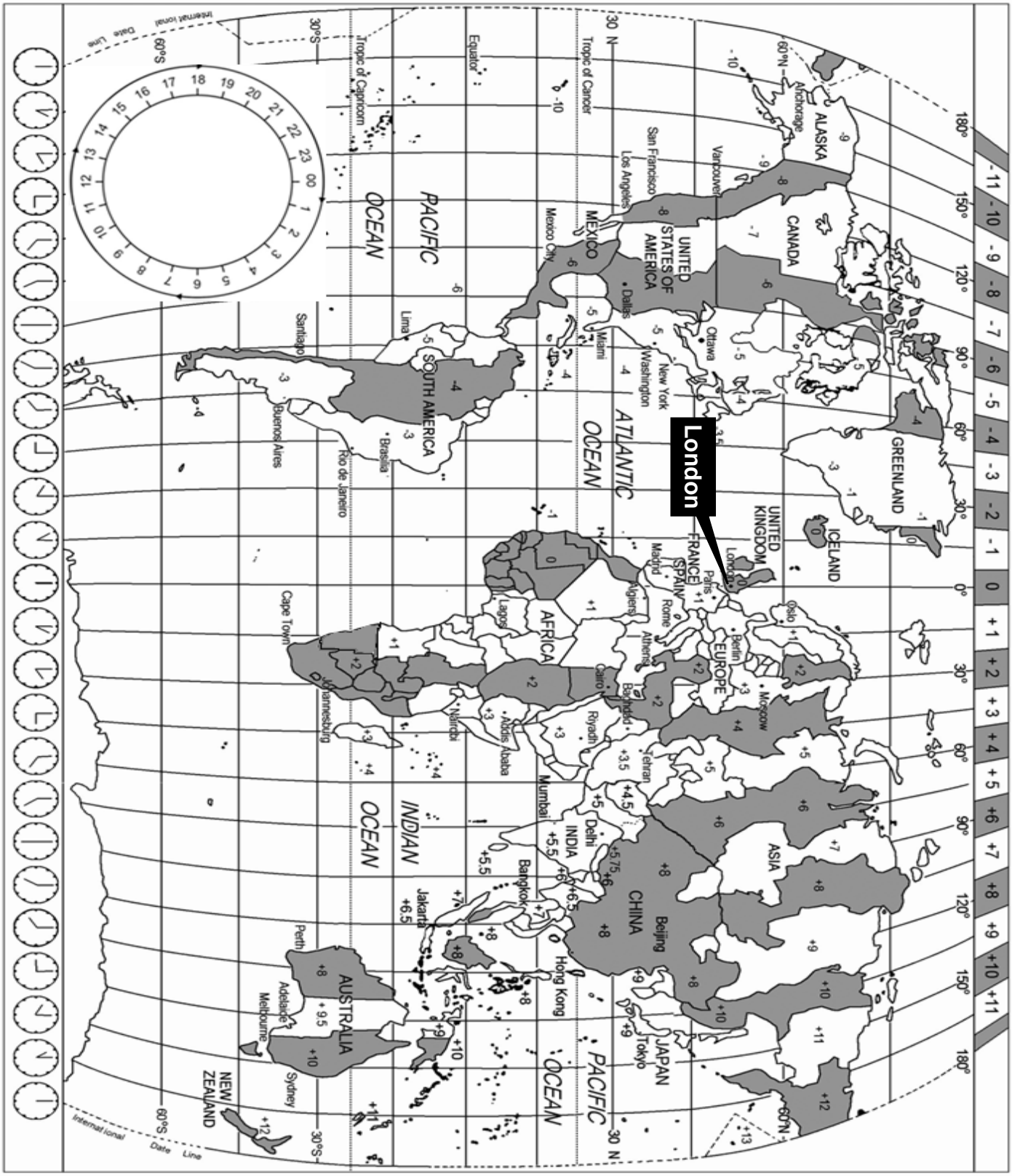
1.5.5 London (0 or 0°) (5 x 1) (5)

TOTAL SECTION A: 40

SECTION B: MAP WORK AND TOUR PLANNING; FOREIGN EXCHANGE

QUESTION 2

Study the World Time Zone map below and answer the questions that follow.



2.1 Read the case study below and answer the questions that follow.

G20 – SOLIDARITY, EQUALITY AND SUSTAINABILITY	
South Africa hosted the G20 Leaders' Summit in November 2025 in Johannesburg. Delegates from G20 member countries travelled from different parts of the world to attend this important global event. It was the first G20 summit to take place on the African continent. The official opening of the summit was at 14:00 on 22 November 2025.	G20 SOUTH AFRICA 2025

[Source: www.g20.gov.za]

A delegate from the United Kingdom travelled from London to Johannesburg to attend the official opening ceremony of the summit.

- The delegate departed on a flight from London at 19:00 on 20 November 2025.
- The flight duration to South Africa was 11 hours.

2.1.1 Complete the sentences below.

(a) The 0° line of longitude is also known as the … (2)

(b) South Africa is located … of the 0° line of longitude. (2)

2.1.2 Explain ONE purpose of the 0° line of longitude in world time zones. (2)

2.1.3 The United Kingdom did not practise daylight saving time (DST) during this period.

Give ONE reason why DST was not practised in the United Kingdom during November. (2)

2.2 2.2.1 Calculate the local time in London when the G20 summit was officially opened in Johannesburg. (3)

2.2.2 Calculate the delegate's time and date of arrival in Johannesburg. (5)

2.2.3 Do you think the delegate from the United Kingdom would have been in time for the official opening of the summit? (YES/NO)

Give ONE reason for your answer. (2)

2.3 Study the picture below and answer the questions that follow.

TRAVELLING TAKING ITS TOLL!



[Adapted from http://chatgpt.com.ai/passenger. Accessed on 10 February 2026.]

2.3.1 Name the travel-related condition that the delegate experienced after the flight from London to Johannesburg. (2)

2.3.2 Refer to the beverage in the picture above.

Give ONE reason why drinking too much of this beverage during a long haul flight is NOT recommended. (2)

2.4 2.4.1 Complete the sentence below by filling in the missing word.

South African passports for adults are usually valid for a period of … years. (2)

2.4.2 State ONE requirement to obtain a South African passport for applicants who are first-time international travellers. (2)

2.5 Study the information below and answer the questions that follow.

G20 SUMMIT 2025: AMENDED CUSTOMS MEASURES*
To ensure the smooth entry and exit of international delegates regarded as 'Very Important Persons' (VIPs) to the G20 summit, amended customs measures were implemented at South Africa's international airports. These temporary measures* included: • Designated entry and exit lanes (queues) were created for use by VIP delegates. • Concessions (Allowances) for special VIP protection teams applied to the carrying of weapons. • Delegates were allowed to bring up to USD10 000 (or equivalent) in foreign notes into South Africa without declaring it to customs. • Amended regulations applied to the import of restricted food items. ***Fictitious (not real) measures** [Adapted from http://chatgpt.com.ai/. Accessed on 10 February 2026.]

2.5.1 Give ONE reason why designated entry and exit lanes (queues) were created for use by VIP delegates. (2)

2.5.2 Discuss ONE reason EACH why customs measures were amended for the:

(a) Carrying of weapons (2)

(b) Import of restricted food items (2)
[32]

QUESTION 3

Study the exchange rate table below and answer the questions that follow.

FOREIGN CURRENCY EXCHANGE RATES TABLE		
CURRENCY	**BBR**	**BSR**
Euro	18,60	18,88
British pound	21,54	21,74
US dollar	15,80	15,99

3.1 3.1.1 Identify the currency that is the strongest against the South African rand. (2)

3.1.2 Explain the concept *exchange rate*. (2)

3.1.3 Refer to the exchange rates for the euro.

Calculate the difference between the TWO rates offered by the bank. (2)

3.1.4 Discuss TWO impacts of a strong rand on inbound tourism. (4)

3.1.5 Job creation is one positive result of the multiplier effect.

Give ONE other example of how the multiplier effect will benefit a community. (2)

3.2 3.2.1 An American tourist arrived in South Africa with USD10 000. He exchanged his currency for South African rand (ZAR) at the OR Tambo International Airport.

Calculate the amount in rand he received. (3)

3.2.2 On his return to the USA, the American tourist had ZAR12 000 left. He exchanged his rands for USD at the OR Tambo International Airport.

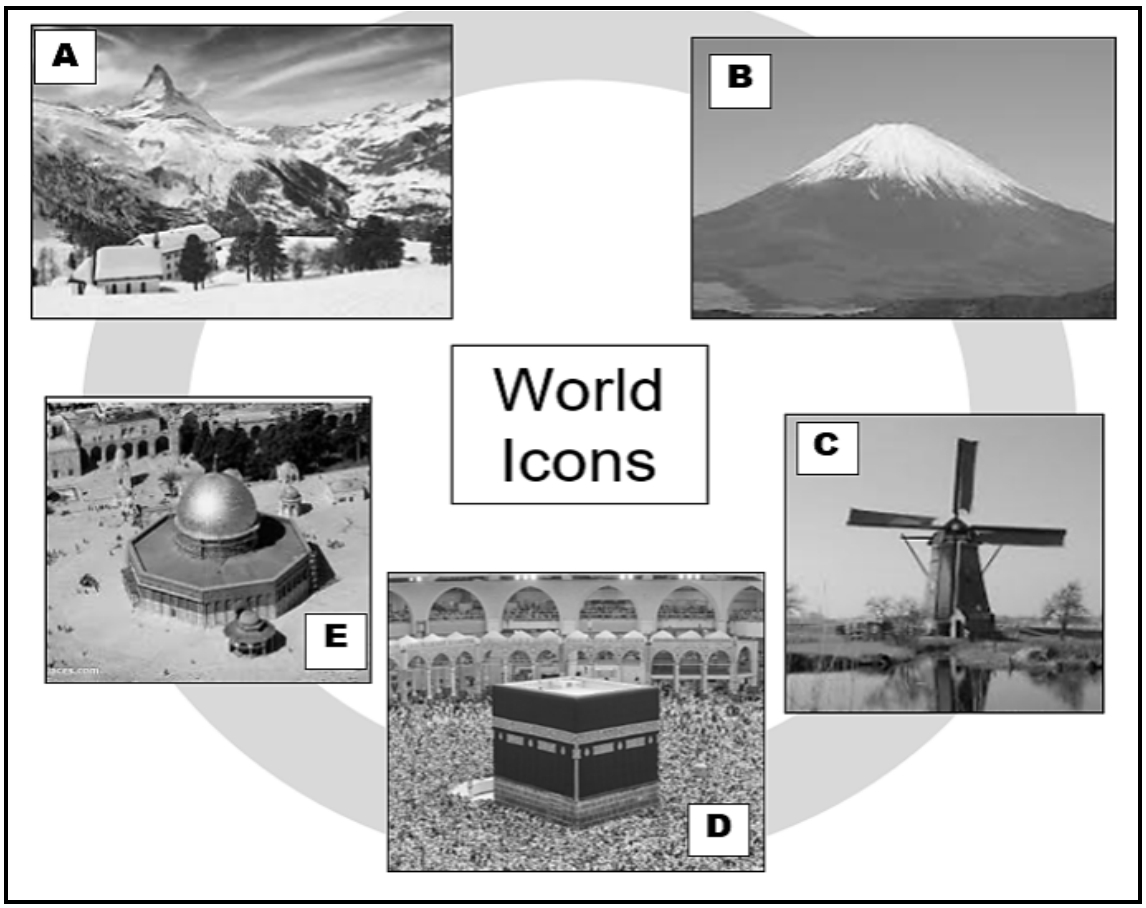
Calculate the amount in USD he received. (3)
[18]

TOTAL SECTION B: 50

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

QUESTION 4

4.1 Study the pictures below and answer the questions that follow.



4.1.1 Identify icons **A**, **B**, **C**, **D** and **E**.

Write only the letter and the name of the icon. (5)

4.1.2 Name ONE icon that is:

(a) A natural icon (2)

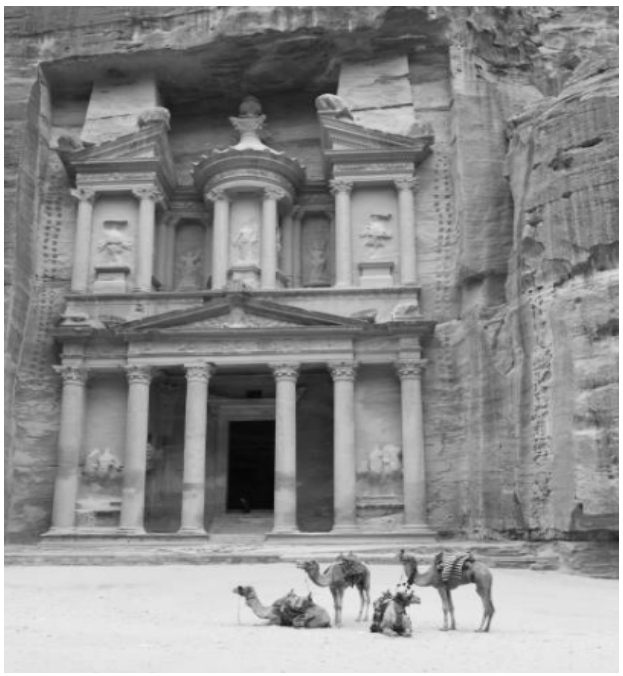
(b) Located in Europe (2)

(c) Located in Asia (2)

(d) Located in Saudi Arabia (2)

4.2 Study the pictures below and answer the questions that follow.

PETRA – SO MUCH MORE THAN MEETS THE EYE!!





The Siq –
entrance to the city



The amphitheatre could seat 8 000 spectators.

Petra means 'rock'. It is also known as the 'Rose City' because of the beautiful red, pink and orange colours of the sandstone. It was originally built in 312 BC and earned another name, the Lost City, because a big part of Petra was rediscovered by the Western world in 1812.

Tourists visiting Petra can experience the many tombs and monuments. The remains of Petra's ancient amphitheatre, dam and water management system can still be seen today. The structures were carved by hand and originally painted in bright colours.

Petra is a huge city that covers an area equal to 50 000 football fields. It will take a tourist about 2–3 days to visit the most important features of Petra.

Many movie scenes were shot on location at Petra, such as *The Mummy Returns*, *Indiana Jones and The Last Crusade*, *The Martian* and the live-action *Aladdin.*

Petra is a UNESCO World Heritage Site and was nominated one of the New Seven Wonders of the World.

[Adapted from www.traveltalktours.com and www.jordan-travel.com]

4.2.1 Name the country where Petra is located. (2)

4.2.2 Petra is a popular location for shooting movie scenes.

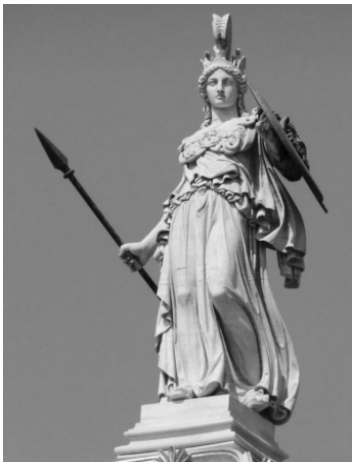
Explain ONE way how this contributes to the success of the attraction. (2)

4.2.3 Discuss ONE benefit of being a World Heritage Site for Petra. (2)

4.3 Study the information below and answer the questions that follow.

THE PARTHENON – FACTS





The Parthenon was built between 447 and 432 BC. The original Parthenon was the first structure to be entirely built with marble in ancient Greece.

Over the centuries it was damaged by wars and looting. In 1687, a large explosion destroyed big parts of the building. At that time, the Parthenon was being used to store gunpowder. Restoration work started in 1975. The repair work is still continuing today.

[Adapted from www.greektravellers.com and www.sunnyathens.com]

4.3.1 Name the city where the Parthenon is located. (2)

4.3.2 Name THREE types of tourists who would be interested in visiting the icon. (3)

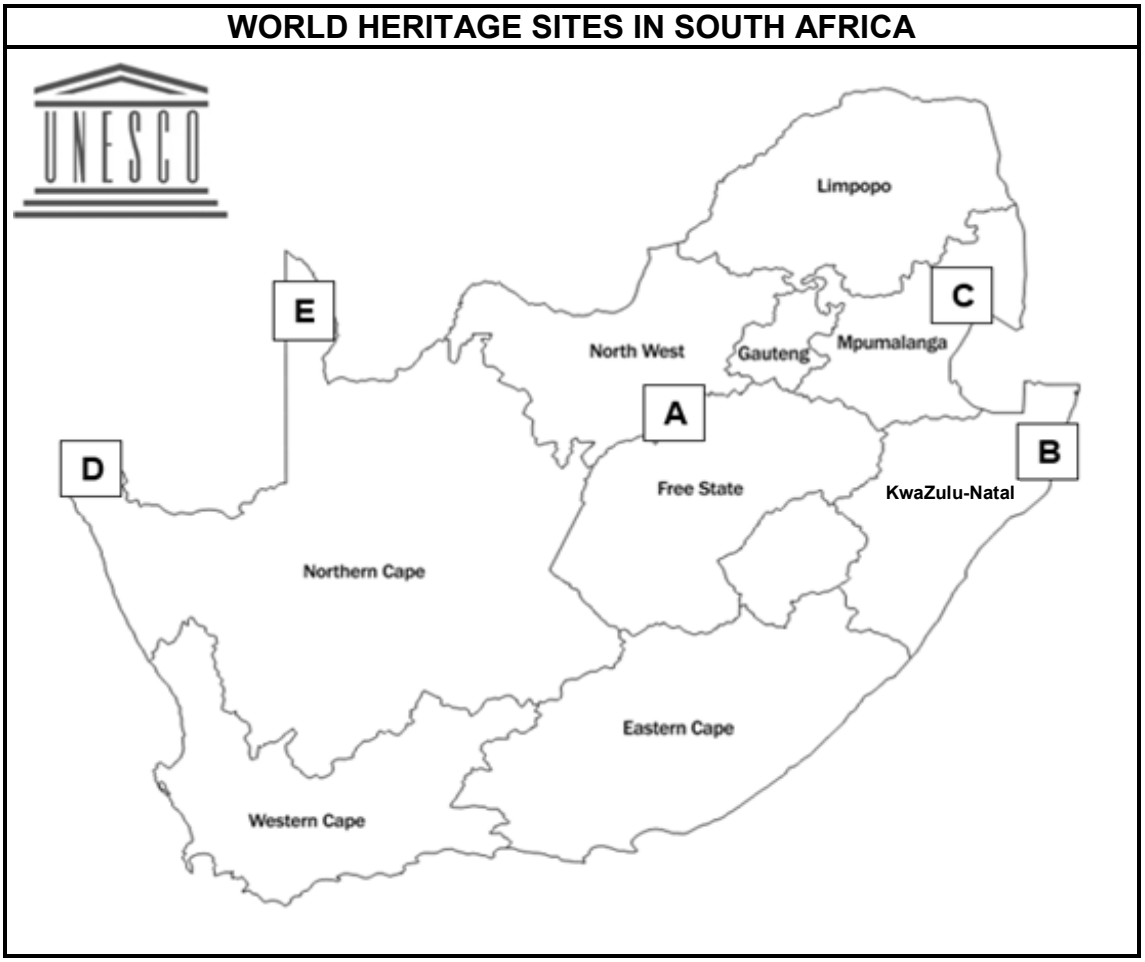
4.3.3 Restoration work is ongoing at the Parthenon.

Explain TWO reasons why the upkeep and maintenance of the Parthenon can contribute to the success of this attraction. (4)
[28]

QUESTION 5

Study the map below and answer the questions that follow.

WORLD HERITAGE SITES IN SOUTH AFRICA



[Adapted from www.d-maps.com]

5.1 UNESCO is the organisation responsible for the declaration of World Heritage Sites.

Write the acronym *UNESCO* in full. (2)

5.2 Match the descriptions of the World Heritage Sites below (QUESTIONS 5.2.1 to 5.2.5) with the locations on the map (**A**, **B**, **C**, **D** and **E**).

5.2.1 These mountains are rich in geological history and contains evidence of early life. (2)

5.2.2 A crater showing the impact where a meteorite struck the Earth millions of years ago (2)

5.2.3 Home to the semi-nomadic Nama population (2)

5.2.4 This site offers the opportunity to view Leatherback Turtles and experience the estuary which is a haven for wildlife and birds. (2)

5.2.5 Tourists visiting this site will be exposed to the San lifestyle, traditions and folklore. (2)

[12]

QUESTION 6

Study the logos below and answer the questions that follow.

MARKETING OF SOUTH AFRICA	
world travel market	TBCSA TOURISM BUSINESS COUNCIL OF SOUTH AFRICA THE LEADING VOICE IN TOURISM
TOMSA Tourism Marketing South Africa Adding Value to Tourism	South Africa SOUTH AFRICAN TOURISM

6.1 Complete the sentence below by filling in the missing word.

A tourism levy of …% is collected from contributing tourism businesses for the marketing of South Africa. (2)

6.2 Arrange the logos of the role players in the correct sequence (Steps 1 to 4) to show the process of funding and marketing of South Africa.

Draw the table below in the ANSWER BOOK and complete it.

STEPS	NAME OF THE ROLE PLAYER
Step 1	
Step 2	
Step 3	
Step 4	

(8)
[10]

TOTAL SECTION C: 50

SECTION D: TOURISM SECTORS; SUSTAINABLE AND RESPONSIBLE TOURISM

QUESTION 7

7.1 Study the information below and answer the questions that follow.

PROFESSIONAL IMAGE	
A hotel's professional image plays a vital role in shaping a guest's first impression and overall experience. Small details communicate the establishment's standards and brand identity.	
HOTEL A	**HOTEL B**
	

[Source: www.gemini.google.com.ai/bathroomamenities. Accessed on 2 January 2026.]

7.1.1 Give ONE word for the items shown in the pictures above. (2)

7.1.2 Explain the meaning of the concept *professional image*. (2)

7.1.3 (a) Identify, in the pictures above, the hotel that is more likely to create a positive 'first impression' for a guest entering the bathroom. (2)

(b) Give TWO reasons for your answer to QUESTION 7.1.3(a). (4)

7.2 Give THREE reasons why it is important for a hotel to put its logo on its product packaging. (6)
[16]

QUESTION 8

8.1 Study the information below and answer the questions that follow.

KHAYELITSHA FOOTBALL FOR HOPE CENTRE



The Khayelitsha Football for Hope Centre is a community sport and learning facility in the township of Khayelitsha near Cape Town.

The centre was developed through a corporate social initiative (CSI) partnership linked to the 2010 FIFA World Cup. This was done to improve the lives of local residents and uses football to bring young people together.



The centre provides a safe place where children can play sport and attend programmes about education and HIV protection, while also protecting the environment. It teaches them important life skills, such as health awareness, teamwork and respect.

The building was designed to be environmentally friendly. It uses solar power, collects rainwater, and has natural cooling so that air-conditioning is not needed. Recycled materials were used in its construction. A food garden was started and fruit trees were planted for the community.

The centre continues to operate as a youth development and community sport facility. However, over time some of the sports grounds could not be used due to maintenance problems, limited funding and municipal service challenges. The activities inside the centre are still continuing. The centre remains an important resource for the community, despite the challenges with the sports grounds.

[Adapted from www.sahistory.org.za/place/khayelitsha-township and www.brandsouthafrica.com]

8.1 Give TWO reasons why the centre in Khayelitsha was built. (4)

8.2 Classify the initiatives at the Khayelitsha Football for Hope Centre under the three pillars of sustainability:

8.2.1 Solar power

8.2.2 Youth programmes

8.2.3 Food garden

8.2.4 Job opportunities (4)

8.3 Give ONE example of a sustainable practice, apart from solar power, implemented in the construction of the centre. (2)

8.4 In your opinion, can the Khayelitsha Football for Hope Centre still be regarded as a sustainable tourism project? (YES/NO)

Give TWO reasons for your answer. (4)
[14]

TOTAL SECTION D: 30

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

QUESTION 9

9.1 Study the information below and answer the questions that follow.

FLOODING IMPACTS TOURISM IN THE KRUGER NATIONAL PARK



In mid-January 2026, intense flooding across South Africa's north-eastern provinces forced the Kruger National Park to close its gates to visitors. The flooding, which also affected neighbouring Mozambique, caused extensive damage to infrastructure in the Kruger National Park, South Africa's flagship park.

After the intense flooding, immediate repairs to damaged areas in the park commenced (started). In February, a SANParks spokesperson confirmed that restoration efforts were ongoing and visitor safety remained their highest priority.

[Adapted from https://news.mongabay.com]

9.1.1 Choose the correct words from those in brackets:

Floods are classified as a/an (political situation/unforeseen occurrence). (1)

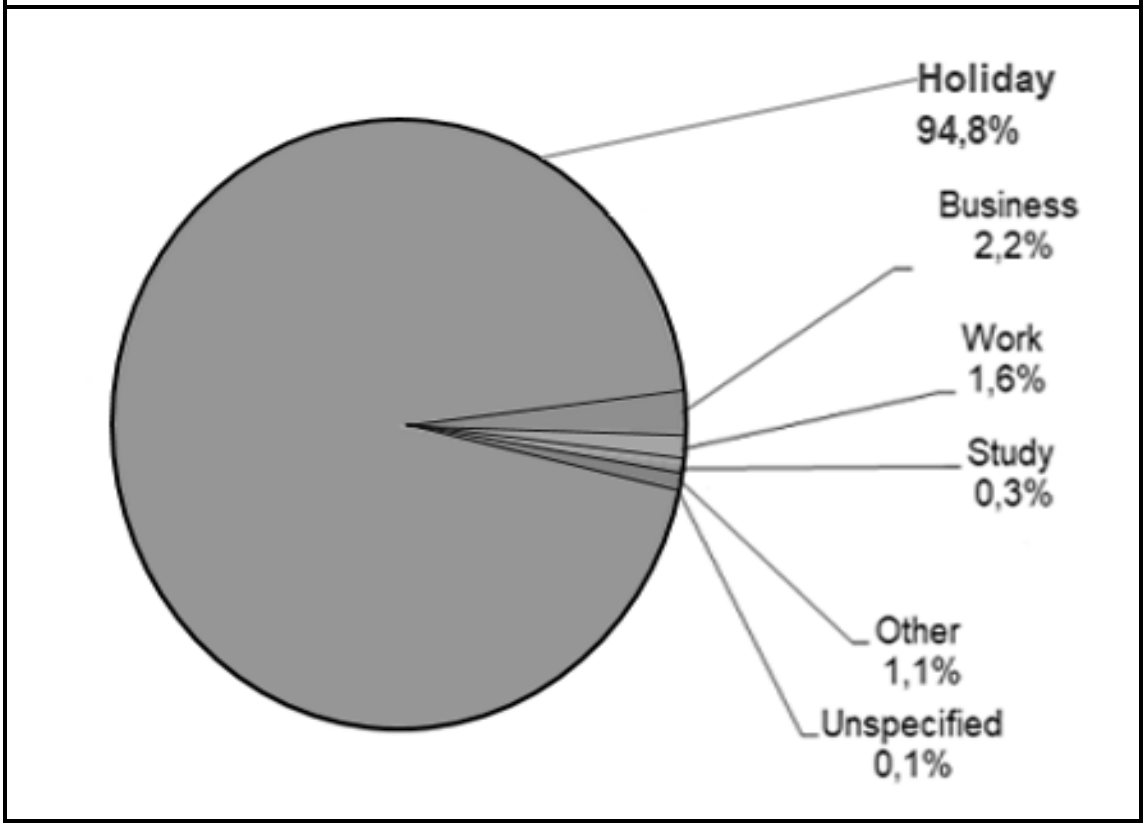
9.1.2 Name the TWO South African provinces that were mostly affected by the flooding in January 2026. (2)

9.1.3 Discuss THREE challenges the Kruger National Park experienced as a result of the flooding. (6)

9.1.4 Recommend TWO ways in which the Kruger National Park can ensure the safety of visitors in the event of a flood. (4)

9.2 Study the information below and answer the questions that follow.

PERCENTAGE DISTRIBUTION OF FOREIGN ARRIVALS TO SOUTH AFRICA BY PURPOSE OF VISIT IN 2024



[Adapted from https://www.statssa.gov.za]

9.2.1 Give TWO reasons why South Africa is regarded as a popular holiday destination. (2)

9.2.2 Refer to the pie chart.

Rank the top THREE reasons for foreign arrivals to South Africa. (3)

9.2.3 Suggest ONE way in which visitor numbers for business purposes to South Africa can be increased. (2)
[20]

QUESTION 10

10.1 Study the pictures below and answer the questions that follow.

TAP AND PAY
CONTACTLESS ELECTRONIC PAYMENTS



[Adapted from http://co-pilot.com.ai/tapandgopayments. Accessed on 7 January 2026.]

10.1.1 Give ONE example of goods and services tourists could pay for at a live sporting event using this payment method. (2)

10.1.2 The form of payment in the pictures is considered safe and secure.

Motivate the statement above. (2)

10.2 Study the picture below and answer the questions that follow.

ANALYSING POSITIVE CUSTOMER FEEDBACK



[Adapted from http://co-pilot.com.ai/analysingcustomerfeedback. Accessed on 7 January 2026.]

10.2.1 Explain the concept *customer feedback.* (2)

10.2.2 The team in the picture above is using an electronic device to analyse customer feedback.

Give TWO examples of online customer feedback methods that the team can access by using the device. (4)
[10]

TOTAL SECTION E: 30
GRAND TOTAL: 200

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