



Province of the
EASTERN CAPE
EDUCATION

TOURISM

GRADE 12

MULTIPLE CHOICE QUESTIONS

TERM 2 TOPICS:

- **TOURIST ATTRACTIONS**
- **FOREIGN EXCHANGE**
- **TOURISM SECTORS**

All the multiple choice questions in this document were sourced from previous NSC and EC provincial question papers.

This document consists of 25 pages.

Four options are provided as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number.

TOPIC: TOURIST ATTRACTIONS

CONTENT: FAMOUS WORLD ICONS AND ATTRACTIONS:

NOV 2014 NSC

1.1.1 The Grand Canyon is located in the ...

- A UK.
- B USA.
- C SADC.
- D EU.

1.1.2 This icon is found in London:

- A Auschwitz
- B Niagara Falls
- C Big Ben
- D Algarve

1.1.3 This religious icon is found in Jerusalem in Israel:



- A Mecca
- B The Wailing Wall
- C The Blue Mosque
- D The Taj Mahal

NOV 2015 NSC

1.1.4 The French Riviera is located ...

- A along a major European river.
- B along the Mediterranean Sea.
- C at the Eiffel Tower.
- D at the Sydney Opera House.

- 1.1.5 A reason why Petra is regarded as an icon:
- A It is a structure built in the shape of a ship.
 - B It is the ruins of a Greek temple.
 - C It is one of the Great Pyramids of Giza.
 - D It is an ancient city carved out of rock cliffs.
- 1.1.6 Many South Africans have climbed this mountain peak which is the highest in the world:
- A Everest
 - B Kilimanjaro
 - C Fuji
 - D Moria

NOV 2016 NSC

- 1.1.7 This icon was built to divide a city into two separate cities:
- A Great Wall of China
 - B Auschwitz
 - C Berlin Wall
 - D Kremlin

NOV 2017 NSC

- 1.1.8 Gondolas and canals are associated with this city:
- A New York
 - B Johannesburg
 - C Moscow
 - D Venice
- 1.1.9 Buckingham Palace is the residence of the ... royal family.
- A Scottish
 - B Welsh
 - C Irish
 - D British
- 1.1.10 An ancient structure in Jordan carved out of solid rock:
- A Everest
 - B Petra
 - C Niagara
 - D Mecca

NOV 2018 NSC

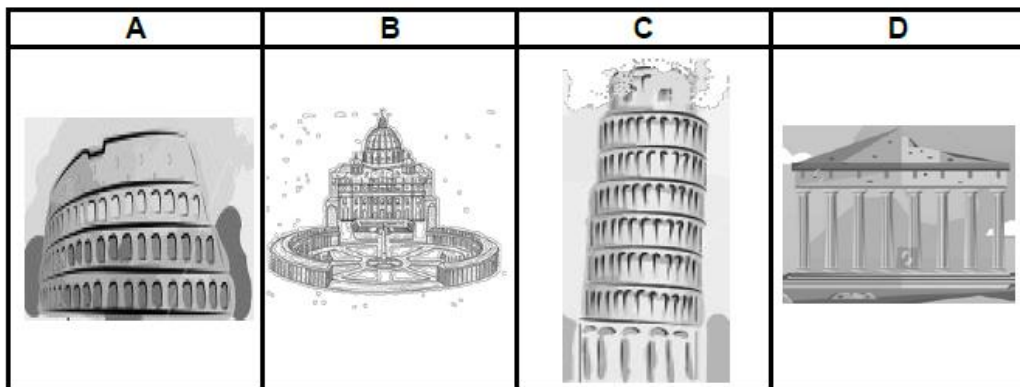
1.1.11 The difference between an attraction and an icon:

- A An attraction is a feature tourists want to experience while an icon is a symbol representing a destination.
- B An attraction is a symbol attracting tourists while an icon is an attraction that attracts cultural tourists only.
- C An attraction represents a destination whilst an icon contributes to the economy of the country.
- D An attraction is a new experience at a destination while an icon is an existing attraction at a destination.

1.1.12 The Jungfrau-Aletsch is a mountain range found in this country:

- A Japan
- B India
- C Brazil
- D Switzerland

1.1.13 The TWO icons found in Rome:



- A Icon A and icon B
- B Icon A and icon C
- C Icon C and icon D
- D Icon B and icon D

1.1.14 A stretch of coastline with golden beaches and world-class golf courses:

- A Floating Markets
- B Algarve
- C Blue Mosque
- D Petra

FEB-MARCH 2015 NSC

1.1.15 The Alcazar, a large stone castle which is built in the shape of the bow of a ship, is located in ...

- A Portugal.
- B Poland.
- C Switzerland.
- D Spain.

FEB-MARCH 2016 NSC

1.1.16 The picture below shows a world-famous icon.



- A The Pyramids
- B Auschwitz
- C The Swiss Alps
- D The Algarve

FEB-MARCH 2017 NSC

1.1.17 The Great Pyramids of Giza are ...

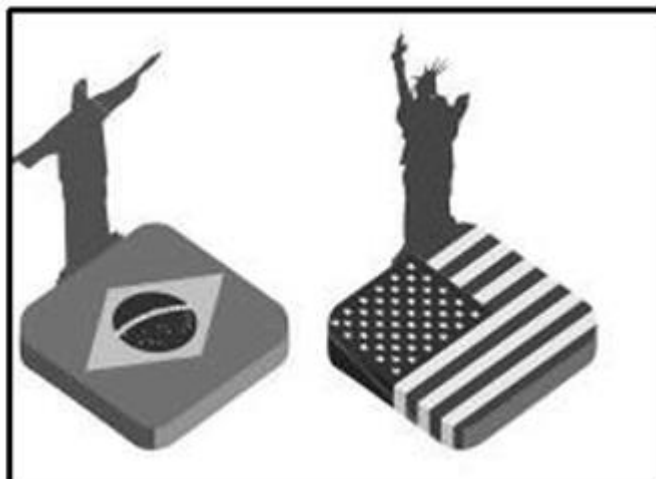
- A tombs.
- B fortresses.
- C churches.
- D aquariums.

1.1.18 The Kremlin is significant because it is ...

- A a religious site in Mecca where Muslim pilgrims visit.
- B where the ancient Romans fought against gladiators.
- C linked to very important historical events in Russia.
- D the temple of a lost civilization in South America.

FEB-MARCH 2018 NSC

- 1.1.19 A mountain peak in the Swiss Alps:
- A Jungfrau-Aletsch
 - B Machu Picchu
 - C Auschwitz
 - D Alcazar of Segovia
- 1.1.20 The Dome of the Rock and the Wailing Wall attract many tourists to this country:
- A India
 - B Ireland
 - C Indonesia
 - D Israel
- 1.1.21 When visiting Arizona in the USA, tourists may want to see the ...
- A Statue of Liberty.
 - B Niagara Falls.
 - C Grand Canyon.
 - D Corcovado.
- 1.1.22 The Sydney Opera House is an Australian icon because of its unique ...
- A roof structure.
 - B ceiling paintings.
 - C marble walls.
 - D blue tiled roof.
- 1.1.23 The continents represented by the icons in the pictures below:

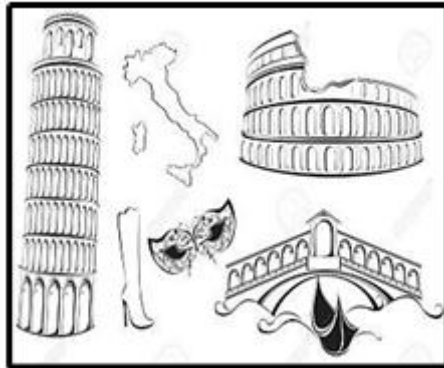


- A Africa and Australia
- B South America and North America
- C Asia and Australia
- D Europe and Asia

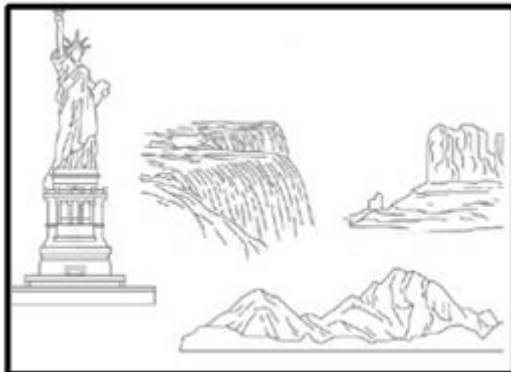
MAY-JUNE 2018 NSC

1.1.24 The icons found in France:

A



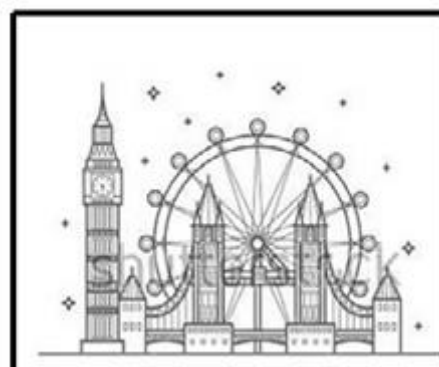
B



C



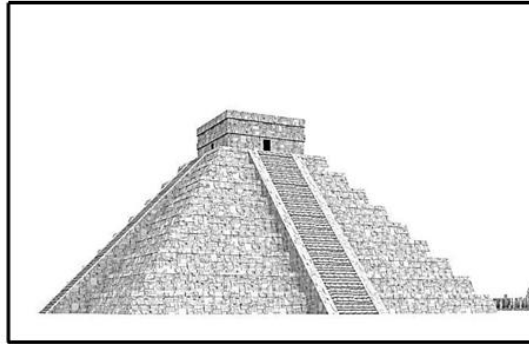
D



1.1.25 The highest mountain peak in the world which is part of the Himalayas:

- A Mount Fuji
- B Swiss Alps
- C Mount Everest
- D Ayers Rock

1.1.26 The country where the icon below is located:



- A Brazil
- B Argentina
- C Rio De Janeiro
- D Mexico

1.1.27 The site where one of the largest genocides (mass killing of people) occurred during World War II:

- A Berlin Wall
- B Kremlin
- C Auschwitz
- D Red Square

MAY-JUNE 2019 NSC

1.1.28 Layers of rock exposed by the flow of the Colorado River over many years created this icon on the following continent:

- A South America
- B North America
- C Africa
- D Europe

1.1.29 At this icon tourists can enjoy the experience of shopping for locally produced fruit and vegetables as well as sampling locally cooked foods:

- A Switzerland
- B Mecca
- C Floating markets
- D Chichen Itza

SEPT 2014 EC

- 1.1.30 This world icon is the best example of humanity's cruelty to its fellow humans during war:
- A Berlin Wall
 - B The Colosseum
 - C The Kremlin
 - D Auschwitz
- 1.1.31 This world icon in Nepal has also been declared a UNESCO World Heritage Site:
- A The Algarve
 - B Mount Everest
 - C The Parthenon
 - D Venice

SEPT 2015 EC

- 1.1.32 Mecca, the most sacred city of the Islam faith, is located in ...
- A Turkey.
 - B Saudi Arabia.
 - C Jordan.
 - D Israel.

SEPT 2016 EC

- 1.1.33 A sightseeing tour in a traditional, flat-bottomed gondola watercraft, is one of the highlights when visiting this city in Italy:
- A Venice
 - B Rome
 - C Florence
 - D Pisa

SEPT 2017 EC

- 1.1.34 The Black Forest is located in ...
- A Switzerland.
 - B Germany.
 - C Russia.
 - D Turkey.
- 1.1.35 This world icon is one of the seven new wonders of the world:
- A Machu Picchu
 - B Eiffel Tower
 - C The Sphinx
 - D Big Ben

1.1.36 ... is the ruined remains of a large, ancient Mayan city.

- A Taj Mahal
- B Cuzco
- C Vatican City
- D Chichen Itza

SEPT 2018 EC

1.1.37 This religious icon is located in Istanbul, Turkey:



- A Chichen Itza
 - B The Dome of the Rock
 - C The Blue Mosque
 - D Mecca
- 1.1.38 No trip to the Netherlands would be complete without visiting ONE of the country's iconic ...
- A archaeological sites.
 - B windmills.
 - C canyons.
 - D floating markets.
- 1.1.39 The Berlin Wall ...
- A was named one of the seven new wonders of the world in 2007.
 - B is a place of prayer for Jews from all over the world.
 - C is symbolic of the division between democracy and communism during the Cold War.
 - D is the world's longest human-made defensive structure.

SEPT 2019 EC

1.1.40 This icon is located in ...



- A China.
- B Thailand.
- C Jordan.
- D India.

1.1.41 Portugal's most popular region for holidaymakers:

- A Segovia
- B The Parthenon
- C The Algarve
- D The Riviera

1.1.42 This world icon is famous for its layered bands of red rock revealing millions of years of geological history:

- A The Grand Canyon
- B Mount Everest
- C Machu Picchu
- D Petra

CONTENT: FACTORS CONTRIBUTING TO THE SUCCESS OF A TOURIST ATTRACTION:

NOV 2014 NSC

1.1.43 A tourism attraction can ensure its success by ...

- A improving the ethical behaviour of its staff members.
- B disregarding the safety and security plans of the attraction.
- C luring customers away from other attractions with unrealistic promises.
- D allowing tourists to disobey the rules as long as profit is made.





NOV 2017 NSC

1.1.44 Universal access refers to the ability ...

- A of people with special needs to access tourist attractions.
- B of people with special needs to access unlimited websites on the Internet.
- C to use biometric scanning in order to access the Internet.
- D to access tourism resources for research.

NOV 2018 NSC

1.1.45 The symbol below shows an attraction is universally accessible:

- A 
- B 
- C 
- D 

FEB-MARCH 2016 NSC

1.1.46 will contribute to a positive experience for tourists at an attraction.

- A Introducing interactive smartphone activities
- B Increasing the entrance fees
- C Increasing the distance between tourists and the items on display
- D Withholding interesting facts about the attraction

FEB-MARCH 2017 NSC

1.1.47 The success of an attraction is determined by ...

- A good management practices.
- B global health regulations.
- C counterfeit goods.
- D immigration laws.

FEB-MARCH 2018 NSC

1.1.48 The photograph below shows ...



- A continental access.
- B the clean-our-beaches campaign.
- C a warning against shark attacks.
- D universal access.

MAY-JUNE 2018 NSC

1.1.49 A factor that contributes to Machu Picchu being a successful tourist attraction:

- A Machu Picchu limits the number of tourists visiting the attraction.
- B Tourists to Machu Picchu are offered free accommodation.
- C Tourists on wheelchairs are not allowed to visit Machu Picchu.
- D Machu Picchu does not advertise their tourist packages.

MAY-JUNE 2019 NSC

1.1.50 A characteristic of a successful tourist attraction:

- A It is part of tourists' must-see list as an attraction to be visited.
- B It is one of the Seven Wonders of the World visited by many tourists.
- C It has a positive impact on the local community and the environment.
- D It has been voted as one of the top destinations in the world by *Trip Advisor*.

SEPT 2017 EC

1.1.51 A crime prevention measure to ensure the success of an attraction:

- A Providing high-quality pathways
- B Availability of lockers
- C Regular signage checks
- D Providing emergency medical assistance

1.1.52 An example of universal accessibility at an attraction:

- A The restaurant offers kosher dishes.
- B Toilet facilities are provided for people in wheelchairs.
- C Staff members are able to communicate with visitors in a variety of international languages.
- D All of the above

SEPT 2018 EC

1.1.53 A characteristic of a successful tourist attraction:

- A Receives more visitors than their targeted number of visitors
- B Has a website
- C Staff speak and understand English
- D Has a logo

SEPT 2019 EC

1.1.54 ... will contribute to universal accessibility for tourists at an attraction.

- A The installation of fire alarms
- B The introduction of Braille signage
- C The non-availability of sliding doors
- D The removal of elevators

TOPIC: FOREIGN EXCHANGE**NOV 2015 NSC**

1.1.55 The following European countries have accepted the euro as their unit of currency:

- A Great Britain, Greece and Italy
- B Italy, Germany and the Netherlands
- C Sweden, Italy and Greece
- D Sweden, Switzerland and Greece

1.1.56 The rand is regarded as stronger when it performs as follows against the euro:

- A €1 to R9,09
- B €1 to R10,09
- C €1 to R8,77
- D €1 to R14,09

NOV 2016 NSC

1.1.57 The currency that offers the best exchange rate when buying ZAR:

- A 1 British pound = ZAR21,50
- B 1 euro = ZAR15,34
- C 1 Canadian dollar = ZAR11,39
- D 1 US dollar = ZAR14,91

NOV 2017 NSC

1.1.58 The yen is the currency used in this country:

- A Japan
- B Thailand
- C China
- D Russia

NOV 2018 NSC

1.1.59 A bank will use the ... when a South African tourist at OR Tambo International Airport exchanges R5 000,00 to euro:

- A bank buying rate
- B bank investment rate
- C bank repo rate
- D bank selling rate

FEB-MARCH 2017 NSC

1.1.60 A South African outbound tourist, who has local currency, visits a foreign exchange bureau before departing on his holiday. The bank will use the ... rate when conducting the transaction.

- A bank buying
- B bank selling
- C foreign exchange
- D rand equivalent

MAY-JUNE 2018 NSC

1.1.61 ... fluctuations in the exchange rate will impact on outbound tourists who purchase foreign currency just before their international flights.

- A Daily
- B Monthly
- C Quarterly
- D Annual

MAY-JUNE 2019 NSC

1.1.62 The picture below indicates a drop in the value of the rand against major currencies. This has ...



- A a negative impact on the buying power of inbound international tourists.
- B a positive impact on the buying power of inbound international tourists.
- C a positive impact on the buying power of outbound South African tourists.
- D no impact on the buying power of outbound South African tourists.

SEPT 2014 EC

1.1.63 Mr Naidoo is travelling to London and will exchange R50 000 for GBP (GB£). The exchange rate at the time of the forex transaction is 16,45. How many pounds will he receive?

- A £3 039,51
- B £816 000,00
- C £3 063,72
- D £822 500,00

SEPT 2015 EC

1.1.64 A traveller exchanges ZAR 20 000 for USD when the exchange rates are as follows:

CURRENCY	BBR	BSR
US Dollar (USD)	10,49	10,82

How much will the traveller receive in USD?

- A \$209,80
 - B \$1 848,42
 - C \$216,80
 - D \$1 906,57
- 1.1.65 An Australian tourist who is visiting South Africa spends his money on accommodation, transport and activities while on holiday. This tourist is making a contribution to South Africa's ...
- A BBBEE.
 - B ZAR.
 - C GDP.
 - D BSR.

SEPT 2016 EC

1.1.66 When a South African traveller returning from London exchanges £25 for the local currency, the bank will exchange the amount using the ...

- A inflation rate.
- B bank selling rate.
- C fluctuation rate.
- D bank buying rate.

SEPT 2018 EC

1.1.67 A South African traveller exchanges ZAR 4 000 for foreign currency before his departure. The bureaux de change will do the transaction using the ...

- A GDP.
- B BSR.
- C BBR.
- D Euro.

- 1.1.68 The £ is the currency that is used when travelling in ...
- A Rio de Janeiro
 - B London.
 - C Berlin.
 - D Sydney.
- 1.1.70 The monetary value of all the goods and services produced over a specific time, usually a year, in a country is known as the ...
- A multiplier effect.
 - B fluctuation rate.
 - C GDP.
 - D buying power.

TOPIC: TOURISM SECTORS

CONTENT: PROFESSIONAL IMAGE IN THE TOURISM INDUSTRY

NOV 2014 NSC

- 1.1.71 These factors create a positive image of the staff of a company:
- A Grooming, personal hygiene and a petrol allowance
 - B Monthly income, good communication skills and positive interaction with customers
 - C Good communication skills, temporary staff and positive interaction with customers
 - D Grooming, personal hygiene, good communication skills and positive interaction with customers
- 1.1.72 To be able to interact in a friendly manner with customers is a/an ... skill for an employee in the tourism industry.
- A technical
 - B computer literacy
 - C vocational
 - D interpersonal

NOV 2015 NSC

- 1.1.73 These external features contribute to a professional image for businesses in the tourism industry:
- A Profit margins, tax status, banking details
 - B Management policies, leave policies, bonuses to staff
 - C Website, marketing material, product packaging
 - D Wellness programmes for staff, salary levels, profit analysis

NOV 2017 NSC

1.1.74 One of the criteria used by the TGCSA to determine the professional image of an accommodation establishment:

- A Democracy
- B Physical appearance
- C Number of staff
- D Multiplier effect

FEB-MARCH 2017

1.1.75 The term used when one takes care of one's personal appearance in order to create a professional image:

- A White washing
- B Green washing
- C Branding
- D Grooming

FEB-MARCH 2018 NSC

1.1.76 The calendar below is used as the ... of a business or organisation.



[Adapted from www.southafrica.net]

- A legal documents
- B marketing material
- C customer services
- D product packaging

MAY-JUNE 2018 NSC

1.1.77 Laura is a chef at a restaurant. The most appropriate dress code to accommodate her core duties would be:

A



B



C



D



1.1.78 A factor that contributes to the professional image of a tourism business:

- A Environmental policies
- B Bereavement policies
- C Retirement policies
- D Procurement policies

MAY-JUNE 2019 NSC

1.1.79 An example of a ... belonging to a tourism-related business.



- A contract
- B slogan
- C vision
- D logo

SEPT 2015 EC

1.1.80 Identify ONE of the following which is NOT an example of corporate identity.

- A Logo
- B Company website
- C Company stationery
- D Posters

SEPT 2016 EC

1.1.81 Identify the factor that is LEAST likely to contribute to the professional image of a tourism business:

- A Physical appearance of the company
- B Interaction of the staff with customers
- C Type of vehicle that the receptionist drives
- D Company stationery

SEPT 2017 EC

1.1.82 Tsogo Sun Hotel staff that are looking professional in their uniforms are contributing to the hotel group's ...

- A corporate image.
- B triple bottom line.
- C BBBEE charter.
- D customer service policy.

SEPT 2019 EC

- 1.1.83 Which of the following is the LEAST likely to reflect the professional image of a company?
- A Physical appearance of the business
 - B Number of staff members
 - C Customer service policies
 - D Stationery and marketing material

CONTENT: CONDITIONS OF EMPLOYMENT**NOV 2014 NSC**

- 1.1.84 In a contract of employment, one of the fringe benefits for a cabin attendant is ...
- A annual leave.
 - B maternity leave.
 - C discounted travel.
 - D monthly remuneration.

NOV 2015 NSC

- 1.1.85 50% discount on selected accommodation establishments is an example of ... in the tourism workplace.
- A remuneration
 - B fringe benefits
 - C medical benefits
 - D deductions

NOV 2016 NSC

- 1.1.86 A code of conduct guides the behaviour of staff members in a business. The code of conduct is developed by the ...
- A trade unions and staff.
 - B managers and staff.
 - C staff members and the public.
 - D general public and management.

NOV 2018 NSC

- 1.1.87 A payment made to an employee for work done:
- A Remuneration
 - B Bartering
 - C Trading
 - D Transaction

1.1.88 An example of a fringe benefit for cabin crew at an airline:

- A Monthly salary
- B Severance pay
- C Uniform allowance
- D Reduced tax

FEB-MARCH 2016 NSC

1.1.89 An employee who is promoted to a new position within the same company, may be required to sign ...

- A a new contract of employment and an application for annual leave.
- B an application for annual leave and a code of conduct.
- C a new contract of employment and a code of conduct.
- D an application for annual leave and a termination of service form.

1.1.90 Information on overtime can be found in the ... section of the contract of employment.

- A leave and deductions
- B travel benefits
- C uniform allowances
- D working hours

FEB-MARCH 2018 NSC

1.1.91 The public sector responsible for dealing with employee disputes (disagreements) in the hospitality and tourism industry:

- A Department of Transport
- B Department of Health
- C Department of Home Affairs
- D Department of Labour

MAY-JUNE 2018 NSC

1.1.92 Human rights in the tourism industry can be explained as ...

- A steps taken during wage negotiations in the workplace.
- B treating all individuals in a respectful and fair manner.
- C a tourism company gaining economic benefits for itself.
- D consumer responsibilities when shopping at the mall.

1.1.93 Compulsory information included in an employment contract:

- A Previous employer
- B Personal values
- C Tax refunds
- D Core duties

MAY-JUNE 2019 NSC

1.1.94 A signed agreement between employer and employee containing information on working hours, job description and conditions of service:

- A Contract of partnership
- B Contract of ownership
- C Contract of permanency
- D Contract of employment

SEPT 2014 EC

1.1.95 Which ONE of the following will not be included in the conditions of employment that an employee in the hospitality industry must sign upon starting work?

- A Remuneration
- B Travel benefits
- C Personal hygiene and grooming
- D Professional accountability

CONTENT: THE PURPOSE AND VALUE OF A CODE OF CONDUCT**NOV 2014 NSC**

1.1.96 A code of conduct demands this type of integrity:

- A A good value system
- B Development of skills
- C Acquiring qualifications
- D Finding a new career path

NOV 2017 NSC

1.1.97 The most ethical (right) way for the captain of a cruise liner to deal with the situation below is to ...



- A leave the ship first, as the captain of the ship.
- B first ensure the safety of his crew members.
- C ensure that all passengers and crew leave the ship before him.
- D abandon (leave) the ship immediately after issuing a warning.

NOV 2018 NSC

1.1.98 An example of ethical staff behaviour:

- A Inform the supervisor when you will be absent from work.
- B Granting unlimited discounts to family and friends.
- C Not paying an employee for all the extra hours worked.
- D Taking credit for work that is not considered your own.

FEB-MARCH 2015 NSC

1.1.99 A code of conduct in the workplace:

- A Spelling out working conditions for employees
- B Giving guidelines on customer behaviour
- C Guiding employers on punishment procedures
- D Guiding employees on ethical behaviour

FEB-MARCH 2017 NSC

1.1.100 Ethical behaviour in a business is addressed in the ...

- A code of conduct.
- B remuneration policy.
- C fringe benefits.
- D travel benefits.

FEB-MARCH 2018 NSC

1.1.101 As part of the code of conduct, the Hilton Hotel group does NOT allow its employees to accept gifts from guests or suppliers. This practice ensures that employees maintain ...

- A good communication skills.
- B professional appearance.
- C leadership qualities.
- D professional accountability.

MAY-JUNE 2019 NSC

1.1.102 A code of conduct promotes ... within the workplace.

- A e-learning
- B union meetings
- C honest activities
- D wage negotiations

SEPT 2014 EC

1.1.103 A document that provides guidance on acceptable behaviour or protocol in the work place:

- A Contract of employment
- B Code of conduct
- C Environmental and customer service policies
- D Basic conditions of employment