



**education**

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Department:  
Education  
**PROVINCE OF KWAZULU-NATAL**

**TOURISM 2019**

# **TUTOR MANUAL**

**GRADE 12**

The main focus of this intervention programme is aimed at addressing the Internal Moderator's report findings and recommendations which identified the following topics that requires special attention:

- Basic calculations
- Time zones
- Foreign Exchange
- Tourism Attractions and Icons
- Heritage Sites
- Graph interpretation

This material will give a summary of the ATP. It will also give samples of questions that can help both progressed and high flyers on challenging topics.

## **ATP SUMMARY**

### **Tour planning**

- ❖ Itinerary – is a detailed plan of the tourist's journey.
- ❖ Tourist profile – is an indication of the tourists' wants and needs.
- ❖ Element of a client profile
  - Name, Gender, Age, Budget, Nationality, Location, Occupation, Purpose of visit, Type of tourist, Special needs
- ❖ Route planning – Why it is important when compiling a tour plan?
  - It saves time, so that they can spend less time on travelling and more time on activities and attractions.
  - It is logical and easy to follow
  - Its economical
- ❖ Importance of having a budget in place when preparing a tour plan
  - To be able to know all the different costs that they will have when they embark on their journey.
  - A budget will help the tourist plan their trip effectively.
- ❖ Aspects /element of an itinerary
  - Accommodation
  - Transport
  - Attractions and activities
  - Meals
  - Budget
  - Number of people travelling
  - Route to be taken
  - Time of year
  - No. of days

### **Mapwork**

### **Concepts:**

- ❖ Time zone – is a region on the earth where all the countries have adopted the same standard time, usually referred to as the local time.
- ❖ Greenwich – is the base from which all time is calculated.
- ❖ Equator – is an imaginary line around the Earth that is the same distance from the North and South Poles.
- ❖ Season- is any of the four seasons of the year created by the annual change in the weather.
- ❖ Standard time- is the uniform time that is used by all countries using the same line of longitude.
- ❖ Local time – is the actual time according to the position of the sun.
- ❖ Elapsed time also known as flying time – is the time spent on a flight.

### Time calculations

#### Step 1

- ❖ Identify time zones of countries in question.

#### Step 2

- ❖ **SSS**            **DSA**      to find the time difference in time

#### Step 3

- ❖ Is a country with a question mark **AHEAD** or **BEHIND**?
- ❖ If a country with a question mark is **AHEAD** you **ADD** difference.
- ❖ If a country with a question mark is **BEHIND** you **SUBTRACT** the difference.

#### Step 4

- ❖ You Always **ADD** the flight time when calculating the **ARRIVAL**.
- ❖ You Always **SUBTRACT** the flight time when calculating the **DEPARTURE**.

#### Step 5

- ❖ When calculating the **ARRIVAL TIME** you **ADD 1hr of DST** if the country in question is practising DST at that time.
- ❖ When calculating the **ARRIVAL TIME** you **SUBTRACT 1hr of DST** if the country with time (departure country) is practising DST at that time.
- ❖ When calculating the **DEPARTURE TIME** you **SUBTRACT 1hr of DST** if the country in question is practising DST at that time.
- ❖ When calculating the **DEPARTURE TIME** you **ADD 1hr of DST** if the country with time is practising DST at that time.

### Daylight Saving Time

- ❖ Daylight Saving Time is the practice of adjusting the clock one hour ahead in summer.

### Reasons for practising daylight saving time/ Benefits of practising DST

- ❖ It increases productivity
- ❖ Boosts tourism as more people are able to engage in outdoor activities.
- ❖ Helps to reduce crime
- ❖ Helps save energy as fewer lights are needed during working hours.

### Impacts of DST on travel planning

- ❖ A tourist must be able to calculate the correct time of arrival in a country practising DST.
- ❖ The tourist might miss a connecting flight by 1 hour if DST was not considered.
- ❖ To publish timetables and travel schedules with the correct times.

### Jet lag

- ❖ Jet lag is a physical condition caused by crossing many time zones during the flight.
- ❖ Jet fatigue is the discomfort one feels from being in a confined space for a long time.

### Symptoms

- ❖ Disturbed sleeping patterns
- ❖ Headache
- ❖ Lack of energy

### How to prevent jet lag?

- ❖ Change the sleeping routine
- ❖ Drink lots of fluids, especially water
- ❖ Rest during the flight by taking short naps.
- ❖ Avoid alcohol and caffeine
- ❖ Keep active by walking around the cabin in order to stretch your hands and legs.

## HEALTH AND SAFETY

### Precautions and vaccinations

1. **Malaria** – an infectious disease caused by being bitten by a mosquito carrying the parasite.
  - ❖ **Symptoms** – flu-like symptoms, headaches, vomiting
  - ❖ **Prevent** – Take anti-malaria tablets, use a mosquito repellent
  
2. **Cholera** – is a bacterial infection that passes into the body when one drinks infected water.
  - ❖ **Symptoms** – Diarrhoea, vomiting, dehydration
  - ❖ **Prevent** – use sealed bottled water, boil water before using it.
3. **Compulsory vaccinations and recommended vaccinations**
  - ❖ **Compulsory vaccinations** are regulated according to identified threats found in some countries. To contain the spreading of a high risk disease.
  - ❖ **Recommended vaccinations** are just precautionary measure to ensure the health of individual tourists and are optional. Are not a measure for high risk diseases.

### Places where tourists can get healthcare information:

- ❖ Internet
- ❖ Travel clinics
- ❖ Travel agencies

- ❖ Tourism Information offices
- ❖ Airports
- ❖ Libraries
- ❖ Travel magazines
- ❖ Travel websites

## **SAFETY TIPS**

### **On the street**

- ❖ Do not display your valuables
- ❖ Do not accept lifts from strangers.
- ❖ Use credit cards or carry small amounts of cash.

### **In the car**

- ❖ Do not give lifts to strangers.
- ❖ Never display your valuables in the car.
- ❖ Drive within the speed limit of the road.

### **In the hotel**

- ❖ Do not leave your luggage unattended.
- ❖ Keep your room door locked at all times.
- ❖ Check who is at the door before opening it.
- ❖ Check your credit card if you use it in the hotel.

### **At the airport**

- ❖ Always keep your bags where you can see them.
- ❖ Make sure all your bags have locks.
- ❖ Do not allow anyone to check your bags except for designated security officers.
- ❖ Don't carry goods through customs of a stranger.

### **In public places**

- ❖ Be aware of your surroundings.
- ❖ Become familiar with the local police services.
- ❖ Ensure you use registered qualified guides.

### **After dark**

- ❖ Avoid isolated places at night.
- ❖ Always travel in groups.
- ❖ Use well-known public transport.
- ❖ Ensure that your cell phone is charged.

## TRAVEL DOCUMENTATION

### 1. Passport

- ❖ **Passport** is a legal document that allows a person to leave or enter another country.
- ❖ Issued by the Department of Home Affairs
- ❖ Valid for 10 years adult, 5 years child
- ❖ Requirements: A completed Application from
  - Proof of identity
  - Two size photographs

### 2. Visa

- ❖ **A visa** is an endorsement on a passport that gives a traveller permission to be in another country for a specified period.
- ❖ Issued by Consulate or Embassy
- ❖ Requirements: Valid passport
  - Specific visa fee
  - Return air ticket
  - Two passport sized photographs
  - Proof of sufficient financial means
- ❖ Visa to apply for to gain access to England and France – Schengen visa
- ❖ Types of Visas – Uni-visa and Multi-visa
  - Advantages of using Schengen visa / multi-visa**
    - Saves money because you only pay for one visa.
    - Saves time because you don't visit different embassies to apply for the different visas.

### 3. International Driver's Permit/Licence

- ❖ IDP can be obtained from **AA (Automobile Association)**
- ❖ Requirement needed to obtain International Driver's Permit: Valid driver's licence, 2 photographs, Fees, Identity document, Application form, Proof of residence.
- ❖ **Functions of IDP**
  - Provides translation of the South African driver's licence in several different languages.
  - Helps the tourist to rent a vehicle in another country and obtain travel insurance.

### 4. Health certificate / Yellow Fever certificate

- ❖ Health certificate can be obtained from **TRAVEL CLINICS**

## CUSTOMS AND IMMIGRATION

- ❖ **Customs office** - is the authority that is responsible for monitoring the movement into and out of border areas.
- ❖ **Customs** - is the check point where luggage is checked for the carrying of any illegal or prohibited goods.
- ❖ **Immigration** - is the check point where all travel documentation is checked.

- ❖ **Green Channel** – channel at which nothing need to be declared.
- ❖ **Red Channel** – channel at which goods need to be declared.
- ❖ **Duty free goods** – goods that don't have tax added to their price.
- ❖ **Restricted goods** – goods that can be carried by following strict rules that govern the carrying of these items.
- ❖ **Prohibited goods** – goods that cannot be carried by the passenger under any circumstances.

## **FOREIGN EXCHANGE**

- ❖ **GDP – Gross Domestic Product** is a total value of all goods and services produced in a country in one year.
- ❖ **Currency** – another name for money.
- ❖ **Foreign currency** – money from another country.
- ❖ **Exchange Rate** – the value of one currency expressed in terms of another.
- ❖ **Foreign exchange** – the process of converting one currency to another currency.
- ❖ **Fluctuations** – the process whereby the value of money changes from time to time. Changes in the value of the exchange rate follow an upwards or downwards (strengthen and weakens) trend over an extended period of time.
- ❖ **BBR – Bank Buying Rate** is the rate used by the bank to buy foreign currency.
- ❖ **BSR – Bank Selling Rate** is the rate used by the bank to sell foreign currency.

## **Benefits of a healthy GDP**

### **A healthy GDP results in**

- ❖ Job creations
- ❖ Skills development
- ❖ Infrastructure development
- ❖ Great output of export
- ❖ Attract investment

### **How tourism contribute to the GDP of the country**

- ❖ Using tourism products and services results in increase of taxes and levies which contribute to the GDP.
- ❖ Standards of living will be improved through money directly and indirectly earned by tourism.
- ❖ It will set the multiplier effect into motion, creating job and entrepreneurial opportunities thereby improving the standards of living.
- ❖ It contributes through infrastructural development.
- ❖ Skills development can be encouraged.

### **Causes for the Rand Fluctuation**

- ❖ Economic upsets
- ❖ Strikes
- ❖ Labour unrest
- ❖ Global Events

- ❖ Seasonality
- ❖ Political changes

### **The Impact of weak rand on Inbound and outbound tourism**

- ❖ **Inbound**- Increase of foreign visitors to South Africa. Increase in tourism spending- more value for money. Increase in length of stay.
- ❖ **Outbound**- Fewer South Africans choose to travel overseas because it is expensive. Tourists spend less at international destinations. More choose to travel domestically – increase in domestic travel.

### **Advantages of using EUR in European countries**

- ❖ To simplify travelling and spending in neighbouring countries.
- ❖ To become a strong currency in the global market place, currency is stronger than other currencies.
- ❖ To strengthen the regional economy.

### **ICONS**

- ❖ An icon is a significant feature of a country that makes that country famous all over the world.
- ❖ An attraction could be anything that causes tourists to visit a destination.

### **Ways in which increasing number of visitors to a particular icon or attraction lead to economic growth in South Africa**

- ❖ The tourism services providers make a profit, setting the multiplier effect into motion.
- ❖ Leads to increase in job opportunities, infrastructure development, rise of new businesses and expansion of existing establishments,
- ❖ Citizens benefit directly or indirectly due to the increased number of tourists entering the country.
- ❖ Earn valuable foreign exchange.

### **Factors contributing to the success of a tourist attraction**

- ❖ Excellent marketing at both local and international level
- ❖ Sustainable and responsible management plans
- ❖ Efficiency and ethical behaviour of staff and management
- ❖ Positive experience of visitors
- ❖ Safety and crime prevention
- ❖ General appearance and upkeep of the attraction
- ❖ Considering the needs of people with disabilities and universal access

### **Characteristics of a successful tourist attraction**

- ❖ Actual visitor number exceed target number
- ❖ Repeat visits
- ❖ Income generated exceeds target figures
- ❖ Positive impact on the local community and the environment

## WORLD HERITAGE SITES

### UNESCO

UNESCO – United Nations Educational, Scientific and Cultural Organisation

#### Main aim of UNESCO

- ❖ To contribute to peace and security in the world and by bringing the nations of the world together.
- ❖ To declare and protect world heritage sites.

#### Functions of UNESCO

- ❖ Constant monitoring to maintain and protect the status of the World Heritage Sites.
- ❖ Provide support in terms of management plans.
- ❖ Promote co-operation and development
- ❖ Assistance with upgrading of facilities in the event of an unforeseen occurrence.
- ❖ Encourage people to nominate sites to be included in the World Heritage Site list.

#### 1. Cradle of Humankind (Fossil Hominid Sites) – Cultural site

- ❖ Declared in 1999
- ❖ Found in Gauteng and North West Province and Limpopo
- ❖ Contains evidence of fossil remains dating back millions of years.
- ❖ Criteria: (iii)(vi)
- ❖ **Criterion (iii):** The nominated serial site bears exceptional testimony to some of the most important Australopithecine specimens dating back more than 3.5 million years.
- ❖ **Criterion (vi):** The serially nominated sites are situated in unique natural settings that have created a suitable environment for the capture and preservation of human and animal remains that have allowed scientists a window into the past.

#### 2. Robben Island – Cultural site

- ❖ Declared in 1999
- ❖ Found in Western Cape
- ❖ Buildings on Robben Island bear unusual evidence to our history.
- ❖ It was once used as a hospital, military base and prison.
- ❖ Robben Island symbolises freedom and democracy over oppression stemming from our history of apartheid which signifies universal significance.
- ❖ Criteria: (iii) (vi)
- ❖ **Criterion (iii):** The building of Robben Island bear eloquent witness to its sombre history.
- ❖ **Criterion (vi):** Robben Island and its prison buildings symbolise the triumph of the human spirit, of freedom and of democracy over oppression.

#### 3. Mapungubwe Cultural Landscape – Cultural site

- ❖ Declared in 2003
- ❖ Found in Limpopo Province

- ❖ Represents the Iron Age and is the site where the golden rhinoceros was found.
- ❖ Criteria: (ii)(iii)(iv)(v)
- ❖ **Criterion (ii):** Contains evidence of human cultural activities, over a period of time that led to cultural and social changes between the AD 900 and 1300.
- ❖ **Criterion (iii):** Remains in the area serve as evidence to the growth and decline of the culture/ civilisation which existed in the Mapungubwe state.
- ❖ **Criterion (iv):** Mapungubwe served as a powerful trading state through East African ports with Arabia and India.
- ❖ **Criterion (v):** The remains in the Mapungubwe graphically illustrate the impact of climate change and record the growth and then decline of the Kingdom of Mapungubwe as a clear record of a culture that became vulnerable to irreversible change.

#### 4. Isimangaliso Wetland Park – Natural site

- ❖ Declared in 1999
- ❖ Found in KwaZulu Natal
- ❖ Criteria: (vii)(ix)(x)
- ❖ **Criterion (vii):** The site is geographically diverse with superlative scenic vistas along its 220km coast.
- ❖ **Criterion (ix):** This site contains sensitive ecosystem from Africa's marine, wetland and savannah environments.
- ❖ **Criterion (x):** A coastal site with the largest biodiverse estuarine system in the Southern Hemisphere.

#### 5. Cape Floral Region Protected Areas – Natural Site

- ❖ Declared in 2004
- ❖ Found in Western Cape and Eastern Cape Provinces
- ❖ Criteria: (ix)(x)
- ❖ **Criterion (ix):** Representing ongoing ecological and biological processes associated with the evolution of the unique Fynbos biome / the fynbos species are only found in this area of South Africa, the only habitat for this flora in the world.
- ❖ **Criterion (x):** It is one of the richest areas for plants when compared to any similar sized area in the world. It is one of the world's 35 biodiversity hotspots.

#### 6. Vredefort Dome – Natural site

- ❖ Declared in 2005
- ❖ Found in Free State and North West Provinces
- ❖ Meteorite hit the earth thousands of years ago creating the largest meteorite impact site in the world.
- ❖ Criteria: (viii)
- ❖ **Criterion (viii):** Vredefort Dome is the oldest, largest, and most deeply eroded complex meteorite impact structure in the world.

#### 7. UKhahlamba Drakensberg Park – Mixed site

- ❖ Declared in 2000

- ❖ Found between KwaZulu Natal
- ❖ A high-altitude site with rolling grasslands, steep-sided river valleys, rocky gorges and examples of rock art.
- ❖ Criteria: (i)(iii)(vii)(x)
- ❖ **Criterion (i):** It is the largest and most concentrated group of rock paintings in Africa south of the Sahara.
- ❖ **Criterion (iii):** The San people lived in the mountainous area for more than four millennia, leaving behind them a corpus of outstanding rock art, providing a unique testimony which throws much light on their way of life and their beliefs.
- ❖ **Criterion (vii):** A high-altitude site with rolling grasslands, steep-sided river valleys, rocky gorges also contribute to the beauty of the site.
- ❖ **Criterion (x):** The property contains significant natural habitats for in situ conservation of biological diversity.

#### **8. Richtersveld Cultural and Botanical Landscape – Cultural site**

- ❖ Declared in 2007
- ❖ Found in Northern Cape
- ❖ Criteria: (iv)(v)
- ❖ **Criterion (iv):** An outstanding example of a landscape which illustrates an important stage in human history of the Nama people.
- ❖ **Criterion (v):** Cultural site protects the living heritage of the Nama people.

#### **9. = Khomani Cultural Landscape – Cultural Site**

- ❖ Declared in 2017
- ❖ Found in Northern Cape
- ❖ Criteria: (v)(vi)
- ❖ **Criterion (v):** The large expanse of sand contains evidence of human occupation from the Stone Age to the present and is associated with the culture of the formerly nomadic =Khomani San people and the strategies that allowed them to adapt to harsh desert conditions.
- ❖ **Criterion (vii):** Bears testimony to the way of life that prevailed in the region and shaped the site over thousands of years.

#### **10. Barberton Makhonjwa Mountains – Natural Site**

- ❖ Declared in 2018
- ❖ Found in Mpumalanga Province
- ❖ Criteria: (viii)
- ❖ **Criterion (viii):** Represents the best preserved succession of volcanic and sedimentary rock dating back 3.6 to 3.25 billion years, when the first continents were starting to form on the primitive Earth.

#### **THE VALUE OF THE WORLD HERITAGE SITES TO SOUTH AFRICA'S TOURISM INDUSTRY**

- ❖ Gain prestige- making a country proud of the achievement. More people deciding to visit the country.
- ❖ People show added care for the heritage and learn to conserve for future generations
- ❖ Increased revenue for a country.
- ❖ Increased job opportunities.

- ❖ Infrastructural improvement
- ❖ Uplifts the overall standard of an area.

## **Marketing South Africa as a tourism destination**

### **Role of SA Tourism in marketing South Africa internationally as a destination of choice for tourists**

- ❖ Marketing activities showcase our country as a choice destination at various global travel trade shows.
- ❖ Vigorous advertising
- ❖ Their international offices help to extend marketing.

### **Tourism event that takes place at the ITB Berlin**

- ❖ Travel trade show/ Travel trade exhibition

### **Role that SAT plays at the ITB Berlin**

- ❖ SA Tourism is responsible for marketing South Africa.
- ❖ Show-casing the various tourism products and services available in South Africa.

### **Ways which South Africa is advantaged by SA Tourism's activities at the ITB Berlin.**

- ❖ It creates opportunities for South African tourism businesses and provincial tourism authorities to market at an international tradeshow.
- ❖ Awareness of South Africa as a value-for-money long-haul destination for the Germany and European markets and other delegates at the ITB.

## **TOMSA**

- ❖ TOMSA – Tourism Levy South Africa

### **Sectors contributing to the TOMSA levy**

- ❖ accommodation sector, car rental companies, tour operators

### **Relationship between TOMSA AND SA Tourism**

- ❖ SAT can use the funds raised by TOMSA to promote the South Africa locally and internationally.

### **Way in which TOMSA collects money from tourism businesses in South Africa to fund SATourism's marketing activities.**

- ❖ Tourism businesses add a voluntary 1% tourism levy to tourists' bills which is then paid over to TOMSA through TBCSA who are the administrators of TOMSA.

### **Involvement of the Tourism Business Council of South Africa (TBCSA) in TOMSA's operations**

- ❖ Levies are paid by the tourists which are paid to TBCSA who are the administrators of TOMSA.

### **The elements found on South Africa's brand logo**

- ❖ The South African flag is used and is an internationally recognised representation associated with SA.
- ❖ The country's name is written out in full, leaving no room for confusion.
- ❖ Slogan: Inspiring new ways.
- ❖ The colours of the South African flag.

### **The importance of marketing South Africa as a destination of choice**

- ❖ Ensures that South Africa competes in and taps into a highly competitive market place.
- ❖ It showcases the attractiveness of South Africa.
- ❖ It results in an increase in inbound tourism.

### **PROFESSIONAL IMAGE**

- ❖ **Professional image** – is the image you project through your appearance, attitude, behaviour and morals.
- ❖ **Contract of employment** – is an agreement between the employer and the employee which describes the rights and responsibilities required for the job.
- ❖ **A code of conduct** – is a set of rules that guide behaviour in a work place.
- ❖ **The document that stipulate the laws under which an employee is employed** – *Basic Conditions of Employment Act (No. 75 of 1997)*

### **The importance of signing the contract of employment before starting a new job**

- ❖ Contract of employment protects the employer and the employee.
- ❖ It defines the conditions under which the employee is employed.

### **What is included in a contract of employment?**

- ❖ Working hours
- ❖ Core duties
- ❖ Remuneration (salary)
- ❖ Travel benefits
- ❖ Leave
- ❖ Fringe benefits (are other benefits that an employee can enjoy while being employed at that company. E.g. cell phone costs, petrol allowance, vehicle purchase discounts, discounted travel and medical insurances)

Employees get 3 days of Family Responsibility leave.

### **The value of a code of conduct**

- ❖ A code of conduct guides the conduct of staff in a business.
- ❖ It promotes integrity in the workplace
- ❖ It guides staff on ethical matters in the workplace.
- ❖ Encourages employees to act responsibly.

### **What is included in a code of conduct?**

- ❖ The behaviour of employees when at work
- ❖ Confidentiality
- ❖ Use of company assets
- ❖ Honesty
- ❖ Appropriate dress

- ❖ Integrity of staff
- ❖ Obeying of laws and regulations
- ❖ Substance abuse

### **The importance of personal appearance to employees.**

- ❖ It is a reflection on the environment in which they work.
- ❖ It can create a sense of trust in the business or vice versa

### **How a business can portray the professional image**

- ❖ The company name, logo and slogan
- ❖ The company stationery
- ❖ The physical appearance of the business
- ❖ Promotions and communication with customers and the website or social media sites.
- ❖ Marketing material and product packaging
- ❖ Credentials and awards
- ❖ Employee appearance and conduct
- ❖ Environmental policies
- ❖ Customer service policies

### **How the employees can maintain the professional image/ how the staff can contribute to the professional image of the company?**

- ❖ Adhere to company policy, adhere to dress code, smile – it brings in the money, Personal appearance – be well groomed/ neat, Punctuality- manage time effectively, Behaviour and attitude- note posture/ approach. Have extensive knowledge. Acquiring excellent communication skills.

### **Consequences of a negative conduct**

- ❖ Customers will support the opposition.
- ❖ Negative word of mouth may result in fewer customers.
- ❖ Decreasing profit margins
- ❖ Loss of employees

### **Intervention strategies to management that can improve the negative conduct of employees**

- ❖ The employees can undergo additional training sessions.
- ❖ The employees can work under supervision until the conduct is acceptable.
- ❖ The employee can get a written warning.
- ❖ Disciplinary procedures can be started.

## **THE THREE PILLARS OF SUSTAINABLE TOURISM**

**Sustainable** – something which can be kept in the same condition or a better condition for the future.

**Social – People**

**Environmental – Planet**

**Economy – Profit**

**Environment (planet)** – how socially responsible the company is with regard to the natural environment.

**Economy (profit)** – how responsibly the company acts in terms of ownership, procurement, employment.

**Social (people)** – what effect the company has on its employees and the communities in which it operates.

### 1. Environment (Planet)

- ❖ **Resource management – businesses should make sure that they conserve energy and water. This can be done by:**  
switching off lights and appliances when not in use, use solar heating for hot water, collect rainwater in a tank to water the garden and grounds, not wasting water by allowing taps and pipes to leak, using water-saving showers and toilets, use washing
- ❖ **Waste management** – If a business wants to control the amount of waste it generates, it should make sure that it obeys the three principles of **reduce, recycle and re-use**
- ❖ **Litter and pollution control – businesses should make sure that they limit the amount of pollution it causes. This can be done by:**  
Encourage all staff to pick up litter when they see it.  
Avoid polluting streams and rivers with chemicals and rubbish.  
Avoiding extremely bright lights, as light pollution can also cause problems, particularly in game reserves.
- ❖ **Environmentally friendly buildings- This can be done by:**  
Using building material that is not harmful to the environment.  
Making sure that the buildings are well insulated so that they keep cool in summer and warm in winter, thus minimising the need for heating and air-conditioning.
- ❖ **Promotion of indigenous flora and control of alien plants-**  
Plant indigenous plants in the grounds, which need less water to grow.

### 2. Economy (Profit)

- ❖ Ownership – offer shares to employees
- ❖ Employment – job vacancy for local people
  - Fair wages and working conditions
  - Provide skills training programmes for staff.
  - Practices must be transparent
  - Provide staff with incentives and bonuses linked to performance or service levels.
  - Procurement of local goods and services – buy local goods and services

### 3. Social (People)

- ❖ Stakeholders to be part of decision making
- ❖ Provide training & empowerment of staff
- ❖ **Corporate Social Investment (CSI)** – is a way in which a tourism business can give back to the local community in which it operates.
- ❖ **Forms of CSI:**
  - adopting a local school
  - Provide bursaries to local school learners

- ❖ **Corporate Social Responsibility (CSR)** – is where a business engages in a project from time to time, more as a marketing initiative.(e.g. the business will help set up a mobile clinic or library for a community not necessarily where they operate from)

### **Responsible tourism and tourists**

**Responsible tourism** – is to reuse, recycle tourism product

**Responsible tourism** – is an approach to the management of tourism, aimed at maximising economic, social and environmental benefits and minimising costs to destinations.

### **Codes of conduct for tourist behaviour**

- ❖ A code of conduct is a set of rules, which are written down, on how people are expected to behave.

### **How can a tourist destination attract environmentally conscious tourist.**

- ❖ The business must have a responsible travel and/or environmental policy.
- ❖ The business must stimulate the local economy by buying local products and services.
- ❖ Have a recycling programme in place.
- ❖ Practise the triple bottom – line approach
- ❖ Responsible marketing of businesses
- ❖ Encourage visitors to use water sparingly
- ❖ Do not buy or sell products made from endangered species, e.g. hard woods, shells from beach traders
- ❖ Going green
- ❖ Developing partnerships
- ❖ Joining FTT
- ❖ Promoting emerging and local businesses

### **Types of responsible tourist behaviour that visitors should exhibit when visiting an attraction.**

- ❖ Use water and energy sparingly.
- ❖ Recycle, reduce and re-use.
- ❖ Avoid an form of pollution
- ❖ Do not vandalise.
- ❖ Leave only footprints.

### **Benefits that responsible tourism behaviour has for a community**

- ❖ It ensures that visitors and local communities alike share the benefits of tourism and travel equally.
- ❖ It creates a sense of pride.
- ❖ It promotes greater understanding of and appreciation for fair and equitable business practice.

## Fair Trade Tourism

**FTT (Fair Trade Tourism)** - is a non-profit organisation that promotes sustainable tourism development in Southern Africa and beyond.

**The aim of FTT** is to make tourism more sustainable by ensuring that the people who contribute their land, resources, labour and knowledge to tourism are the ones who reap the benefits.

This is done by growing awareness about responsible tourism to travellers; assisting tourism businesses to operate more sustainably; and by facilitating a Fair Trade Tourism certification programme across Southern Africa.

Tourism businesses that adhere to the FTT standard use the FTT label as a way of signifying their commitment to fair and responsible tourism.

### FTT six principles

1. **Fair share**- all participants involved in a tourism activity should get their fair share of the income, in direct proportion to their contribution to the activity.
2. **Democracy (fair say)** – all participants involved in a tourism activity should have the right and opportunity to participate in decisions that concern them.
3. **Respect** – both host and visitor should have respect for human rights, culture and environment (safe working conditions and practices, protection of young workers, promoting gender equality, HIV/AIDS awareness).
4. **Reliability** – the services delivered to tourists establish mechanism of accountability (ownership must be clearly defined, sharing of profits, benefits and losses must be **transparent**, employees and other participants should be able to access information that concern them).
5. **Sustainability** – the tourism businesses should strive to be sustainable.

### Fair Trade good practices:

- ❖ Fair Wages and working conditions
- ❖ Products must be obtained from local producers
- ❖ Have respect for human and environmental rights
- ❖ Reliability and Transparency
- ❖ Practicing sustainability

## GLOBAL EVENTS

- A global event is something that all countries know of and affect or change the whole world.

### HOW DO WE DETERMINE WHETHER AN EVENT HAS THE STATUS OF BEING CLASSIFIED AS A GLOBAL EVENT?

- It involves multi-country participation.
- It draws large crowds from all over the world.
- It generates multi-country interest.
- Has major global media attention.
- The event requires proper planning and preparation.
- Large sum of money is invested in the event.

**Sporting events:** 2010 FIFA World Cup (football), Wimbledon (tennis), Comrades Marathon (running), Tour de France (cycling), Olympic Games (all sporting codes).

**Non- Sporting Events:** G8 Summit, Summits on climate change, Miss Universe and Miss World), World Conferences.

### **POSITIVE IMPACTS OF GLOBAL EVENTS ON INTERNATIONAL TOURISM**

- **ECONOMIC-** Increased foreign revenue, increased business transactions and therefore increased profits, Creation of employment opportunities, Skills developments, Publicity via media experiences at the destination, Creations of other investment opportunities.
- **SOCIAL** – Communities are uplifted through skills development and job creation, communities are able to showcase their cultures.
- **ENVIRONMENTAL** – More money is invested in protecting the environment, more funding becomes available as profits made from the event, physical and natural environment are upgraded to enhance its tourism attractiveness.

### **NEGATIVE IMPACTS OF GLOBAL EVENTS ON INTERNATIONAL TOURISM**

- **ECONOMIC** – Large sums of money are invested in preparation for the event, increased employment is only temporary, many people over-invest and once the event is over the investment is not sustainable, Negative publicity if something goes wrong.
- **SOCIAL** - Cultural disrespect can result in conflict situations, increase in criminal activity, a superficial image is created about the destination for the duration of the event.
- **ENVIRONMENTAL** – Mass tourism can result in increased stress on the natural environment, air pollution from increased demand for transport, litter created by the event creates more pressure on the environment, and the natural environment can be cleared away for infrastructure development.

### **THE IMPACT OF HOSTING A GLOBAL EVENT ON DOMESTIC TOURISM OF THE HOST COUNTRY.**

**POSITIVE** – Domestic tourists see it as an opportunity to participate in such unique event, Pride in their country and the need to support the event.

**NEGATIVE** – Major construction in infrastructure may make it inconvenient for people to travel, Prices are usually higher due to increased demand, Places may be fully booked, and congestion and overcrowding may discourage domestic tourists.

### **THE IMPACT OF HOSTING A GLOBAL EVENT ON THE ECONOMY OF THE HOST COUNTRY**

#### **POSITIVE**

- Creation of employment opportunities
- Attracts investment
- Wide scale of infrastructural development
- Increased foreign revenue
- Increased marketing for the host country
- All tourism sectors tend to benefit from the influx of tourists

- Skills development and entrepreneurial opportunities for locals
- It will set the multiplier effect into motion
- Will result in positive GDP growth
- Increased publicity/ positive image
- International publicity and exposure

## **NEGATIVE**

- Increased levels of crime
- Increased pollution/ traffic congestion
- Negative media coverage if the event proves to be unsuccessful
- Exploitation of cultures and surrounding environments
- Disruption of daily commuting patterns of the local people
- Overcrowding with international and domestic visitors flocking to the city.

## **Political situation**

- ❖ **Political situation** – is any event that involves the countries government and the way in which the country is run.
- ❖ **Types of political situations**
  - Acts of terrorism
  - Protests
  - Xenophobia
- ❖ **The impact this situation have on international tourism and the economy of the affected country**
  - Tourists may chose not to visit the country which will decrease foreign revenue.
  - Investors will pull out
  - Jobs will be lost due to fewer tourists visiting the country.
  - The negative WOM/media coverage may discourage potential tourists from visiting the country.

## **Unforeseen circumstances**

- ❖ **An unforeseen circumstance** - is an event that cannot be predicted in advance.
- ❖ **Types of unforeseen occurrences**
  - Natural disasters
  - Economic upsets
  - Accidents
  - Diseases
- ❖ **The impact this unforeseen occurrence have on international tourism and the economy of the affected country**
  - Tourists may choose not to visit the country which will decrease foreign revenue.
  - The country may lose potential investors.
  - Jobs will be lost due to fewer tourists visiting the country.
  - Loss of profits may lead to retrenchments.

## **Why it is important for SA Tourism to have statistics**

- ❖ To provide for the needs and wants of customers.
- ❖ To monitor travel trends.
- ❖ To gather information in order to market South Africa as a preferred destination.

### **Reasons why the European markets visit more in South Africa (more number of tourists from these countries)**

- ❖ Favourable exchange rate for them (South Africa is a VFM destination)
- ❖ Travelling time is convenient
- ❖ Business opportunities
- ❖ South Africa is considered a safe destination compared to other major destinations.
- ❖ Our climate attracts tourists

### **Reasons why other countries don't like to visit South Africa (least number of tourists from these countries)**

- ❖ We are not a VFM destination for them.
- ❖ Travelling time is too long
- ❖ Attractions we have may be similar to what they provide.
- ❖ Our climate may not be appeal to them

### **Ways that SA Tourism can use to encourage inbound tourism from a least visiting country**

- ❖ Intensive marketing programmes
- ❖ Offering incentives to tourists
- ❖ Research their specific needs and develop packages around those research.
- ❖ Examine possibility of offering direct flights
- ❖ Dropping visa regulations for tourists

## **CUSTOMER FEEDBACK**

- ❖ **Customer feedback:** is the process of collecting information from customers regarding the satisfaction or dissatisfaction they feel with a product or service.

### **The purpose of customer feedback**

- ❖ To gain information on what they are doing right, what they are doing wrong, how they can improve and how they can attract more customers.

### **Types of customer feedback:**

- ❖ Surveys, Questionnaires, Feedback cards, Follow-up calls, sms services, web-based responses, mystery customer.

### **Analysing customer feedback**

1. Study and capture the feedback data to determine the extent of customer satisfaction.
2. Identify the most common complaints
3. Decide on an action plan
4. Start the intervention process

## **Ways how feedback methods help to improve the level of service delivery of tourism businesses**

- ❖ Feedback gathered from clients is used to evaluate service delivery.
- ❖ To ensure satisfaction levels of customers are established.
- ❖ The message that the tourism business cares about its customers are established,
- ❖ The information captured can be used to improve service delivery levels at the business.
- ❖ Quick feedback and problems are addressed immediately.

## **Intervention plans that should be implemented to improve service delivery** **OR**

### **Suggest strategies that can be used to improve service**

- ❖ Staff sent for regular training courses to improve service delivery skills.
- ❖ Training methods adopted to improve the speed of service.
- ❖ Offer incentives to employees to maintain good work ethics.
- ❖ Continuous feedback from customers.

### **Negative impacts that poor review could have on a business**

- ❖ Loss of customers
- ❖ Loss of business profitability
- ❖ Loss of income
- ❖ Negative publicity due to negative word of mouth
- ❖ Loss of repeat visit

### **Impacts of excellent service on business profitability**

- ❖ More money for the business.
- ❖ The business gets a better reputation.
- ❖ Increased customer satisfaction.
- ❖ Customer loyalty
- ❖ Repeat business
- ❖ Positive word-of-mouth

## **CHALLENGING TOPICS**

### **1. TIME ZONES**

The policy statement for Tourism indicates that an educator should spend TWO weeks (i.e. 8hours) on World Time Zones and the Calculation of World Times when traveling between countries.

#### **TESTING YOURSELF**

- (a) Can you use the 24-hour clock?
- (b) Can you read and interpret a world time zone map?
- (c) Can you locate cities using latitude and longitude?
- (d) Do you know what UTC (formerly GMT) is and the International Date Line (IDL)?

(e) Do you understand Daylight Saving Time (DST) - reasons for the application of this practice? The impact of DST on travel planning?

(f) Can you do Time Zones calculations (direct and through case studies)?

(g) Can you talk about Jet Lag – symptoms, causes and prevention?

**TEST YOUR TERMINOLOGY:** *Do you know what each of these terms mean?*

Time zones	Prime Meridian	Daylight Saving Time	24 hour clock
Local time	Universal Time Coordinate	British Summer Time	Coordinates
Standard time	Longitude	International Date Line	Jet lag
Imaginary lines	Latitude	Northern Hemisphere	Dehydration
Meridian	Greenwich Mean Time	Southern Hemisphere	Deep Vein Thrombosis
Rotate	North Pole	South Pole	Long haul flights

**BACKGROUND KNOWLEDGE NECESSARY TO UNDERSTAND THIS SECTION:**

- The earth rotates from west to east (anticlockwise) on its own axis on its journey around the sun.
- The shape of the earth is geoid - flattened at the poles and bulges at the equator.
- It takes the earth 24 hours to complete one rotation.
- The earth rotates through 360 degrees in 24 hours.
- One can conclude that the earth rotates through 15 degrees in 1 hour (Divide 360 degrees by 24 hours) hence there is a time difference of one hour for every degrees of longitude in an east- west direction.
- As a result of rotation - the sun rises first in the eastern countries and later in the western countries.
- Use a globe to illustrate all of the above. A torch would be useful to explain the alternation of day and night. (Seek the help of the Geography Educator)

- Show learners the important lines of latitude and longitude on the globe. Then transfer this skill of identification to a world time zone map.
- Time is calculated using lines of longitude. - all places on the same line of longitude have the same standard time.
- Lines of longitude east of 0 degrees are expressed as degrees E and those west of 0 degrees as W.
- The 0 degrees line of longitude with the line of longitude directly opposite it on the earth (180 degree Line - also known as the International Date Line) divides the earth into eastern and western hemispheres.
- The Equator divides the earth into Northern and Southern Hemispheres.

## **TERMS & CONCEPTS**

### **1.1. TIME ZONES:**

Refers to a specific area on the earth's surface that takes its time from a particular line of longitude e.g. South Africa takes its time from 30 degrees east longitude.

The whole of South Africa is one time zone. Some countries are large (east to west extent) and use more than one time zone - examples are USA, Russia, Australia.

### **1.2. UNIVERSAL TIME COORDINATE: (UTC)**

Time is taken from 0 degree line of longitude. This line of longitude runs through the town Greenwich (Observatory) near London - it is also known as the Greenwich Meridian or the Prime Meridian.

As one travels west from UTC, the time becomes earlier; as one travels east, the time becomes later.

To indicate time ahead of UTC, use "+", e.g. a country 30°E will be 2 hours ahead of UTC, therefore UTC +2. To indicate time behind UTC, use "-", e.g. a country 30°W will be 2 hours behind of UTC, therefore UTC -2.

The hours a country is ahead of or behind UTC is called the Standard Time (local time) for that specific country.

### **1.3. GREENWICH:**

The Royal Observatory in Greenwich, London established that the earth rotates on its axis on its path around the sun. As a result the 0 degree line of longitude was called the Greenwich Meridian. (GMT)

### **1.4. HEMISPHERES:**

The Equator divides the earth into the northern and southern hemispheres. The Greenwich Meridian divides the earth into eastern and western hemispheres. For example Durban is situated in the Southern and Eastern Hemispheres.

### **1.5. EQUATOR:**

The Equator is the most important line of latitude and divides the earth into northern and southern hemispheres. It is often referred to as the 0 degree line of latitude.

## **1.6. SEASONS:**

The earth rotates and revolves at the same time. **Rotation** is the spinning movement of the earth on its own axis. **Revolution** is the movement of the earth in its path around the sun. Rotation takes 24 hours while revolution takes 365 and a quarter days.

The earth's axis is tilted at approximately 23 and half degrees. This tilt together with the Earth's movements and position in relation to the sun determines the seasons.

## **1.7. STANDARD TIME:**

It refers to the time zone that a country is using. South Africa has decided to use the 30 degree east line of longitude. South Africa is two hours ahead of UTC (i.e. South Africa is +2 hours of UTC - see time zone map). The time zone of a country is fixed by law.

## **1.8. LOCAL TIME:**

Refers to the geographical time of a place according to the position of the sun. A good example is the Western Cape - it is closer to the 15 degree east line of longitude but takes its standard time from 30 degrees east line of longitude. In the Western Cape the sun rises later and sets later.

## **1.9. INTERNATIONAL DATELINE: (IDL)**

The IDL is found at the 180 degree line of longitude. It does not follow this line perfectly from north to south. There are numerous zigzags along its path from north to south. It avoids land to prevent the confusion by dividing a town / country into two. One either gains or loses a day (depending in which direction one is coming from) when crossing the IDL. Countries along the IDL determine which side of the line they wish to follow.

## **1.10. 24 HOUR CLOCK:**

The 24 clock is used to prevent confusion with morning and afternoon. (Educators must teach learners how to use the 24 hour clock.) In the final exam paper a 24 hour clock is usually provided.

## **1.11. LATITUDE AND LONGITUDE:**

Latitude and longitude are imaginary lines on the earth's surface. They are drawn on maps / globes to make the location of places easier. Latitudes are lines drawn on maps from east to west / west to east. They are measured in Degrees north and south of the equator. The equator is the most important line of latitude. Latitudes are also called parallels. Longitudes are lines drawn on maps from north to south. They are measured in degrees east and west of the Greenwich Meridian. Lines of longitude are used to determine / calculate time. Longitudes are also called meridians.

## **1.12. DAYLIGHT SAVING TIME:**

Also known as *summer time* in some locations. DST is the practice of moving clocks ahead usually, but not always, by 1 hour. Daylight saving time is most often implemented in the spring and ends in late autumn.

The benefit of daylight saving time is that by moving the clock ahead by 1 hour, sunset will happen later in the day thus creating more daylight for people to take advantage of. By having more daylight later in the day the theory is that less energy will be used for lighting, more people will go shopping after work because it is still daylight, people will have more recreation time later into the night and so on.

When daylight saving time ends and the clocks are moved back to the original time, the time is then referred to as *Standard Time*.

Most time zones have abbreviations. By looking at the abbreviation you can often tell if the time is based on standard time or daylight saving time. Example: PST stands for Pacific Standard Time while PDT stands for Pacific Daylight Time.

There are exceptions. Since some regions prefer to use the term Summer Time, the S in the abbreviation can sometimes refer to Summer rather than Standard. Example: CET stands for Central Europe Time while CEST stands for Central Europe Summer Time.

Different regions around the world follow different rules as to when daylight saving time begins and ends. The rules are, for the most part, established well in advance but some countries start and end their daylight saving time with less than one week's notice.

There are numerous factors that can impact when daylight saving time begins and ends:

- The **latitude** of location.
- Religious holidays (**Ramadan** — **Islamic countries**) or festivals (**Carnival** — **Brazil**).
- Whether the location is in the northern (**North America, Europe**, etc) or southern (**Australia, New Zealand**, etc) hemisphere.

### **BENEFITS OF DST:**

- Practicing DST saves on electricity usages
- Extra time for leisure activities
- Decreases crime
- Recreational areas and tourism establishments also make money
- Fewer accidents- people travel whilst there is light
- More time to spend with family

### **JET LAG AND JET FATIGUE:**

1. Jet fatigue is mainly tiredness, disorientation and headaches. Jet fatigue can occur even if not many time zones were crossed.
2. It is caused mainly by changes in routine, spending long hours in cramped seat- unable to move about.
3. Jet lag is a physical condition a traveler experiences when crossing many time zones.
4. The body's clock goes out of routine - the body's natural cycle is upset- body processes and time no longer correspond with each other.

### **SYMPTOMS OF JET LAG**

**Fatigue and disorientation** - becoming tired and disoriented for few days after arriving. Other symptoms include lack of concentration and motivation, especially for any activity that requires some effort or skill, like driving, reading, or discussing a business deal.

**Interrupted sleep** - Crossing time zones can cause you to wake up during the night or make it difficult to get to sleep. Your built-in body rhythms have been disturbed and it can take many days to readjust to the new time zone. In fact, NASA estimates that you'll need one day for every time zone crossed to get back to your normal rhythm and energy levels. So a five hour time difference means that you'll need five days to get your body back to normal.

**Confusion and fuzziness** - Having to go back to check two or three times to see if your hotel room was left locked or unlocked. That is typical of the effects reported by flight crews suffering from jet lag.

**Getting uptight** - "Losing it" is another symptom reported by flight crews. And that helps explain why long distance flights can get very tedious toward the end. Then there's going through customs and immigration, then getting to your hotel - a real challenge. In addition to the above symptoms of jet lag, the syndrome is made even worse by some common physical problems caused by being cooped up in an aeroplane for hours.

**Dehydration** - That dry air aboard your aircraft can give you headaches, irritate your nostrils and dry your skin. In addition, you'll be more susceptible to any colds, coughs, sore throats and flu that may be floating around the aircraft.

**Uncomfortable legs and feet** - Swollen limbs can be extremely uncomfortable. In some cases, it could actually prevent you from wearing your normal shoes for up to 24 hours after you land.

**Overall health problems** - A report from the World Health Organization directly links jet lag to problems like diarrhoea caused by microbes contaminating your water or food, affecting about 50% of long distance travellers. "Factors like travel fatigue, jet lag, a change in your diet, a different climate, and lowered immunity may aggravate the problem by lowering the traveller's resistance. And making passengers more susceptible to infection, or even poisoning," the World Health report points out.

## **WHAT CAUSES JET LAG?**

**Crossing time zones** - The main, but not the only cause of jet lag is crossing time zones. Usually going east is worse than going west. Children under three don't seem to suffer jet lag as badly, as they are more adaptive. Adults who adjust readily to changes of routine also seem less susceptible to jet lag.

**Your pre-flight condition** - If you're over-tired, excited, stressed, nervous, or you drank too much before the flight, you are setting yourself up for a good dose of jet lag. How many times have you heard travellers say "Don't worry, I'll catch up on the flight"? Well you don't. The wise traveller who wants to get the most out of a trip has a good night's sleep prior to departure.

**Dry atmosphere** - The air aboard passenger jet aircraft is dry. To people who normally live in more humid conditions the change can be striking. The dryness can cause headaches, dry skin and dry nasal and throat membranes, creating the conditions for catching colds, coughs, sore throats or the flu. Drinking plenty of water helps, and some frequent flyers take a bottle of water with them. Some airlines supply water frequently to passengers, but others only have a small water fountain near the toilets. Coffee, tea, alcoholic drinks and fruit juices are not recommended. Water is what your body wants.

**Cabin pressure** - The aircraft's pressure at high altitudes may result in swelling, tiredness and lethargy.

**Stale air** - Providing a constant supply of fresh air in the cabin costs the airlines a lot of money, and some airlines are more willing to oblige than others. The air supply in business and first-class is often better than in economy class. Lack of good air makes you tired and irritable and can cause headaches.

**Alcohol** - The impact of alcohol on the body is 2-3 times more potent when flying. One glass of wine in-flight has the effect of 2-3 glasses on the ground. This mean you can get off the plane with a huge hangover that simply compounds the effects of jet lag.

**Food and drink** - Airline coffee and tea have a higher caffeine content and are harsh on the stomach. Orange juice can also be harsh - if you don't normally drink really strong coffee, tea or orange juice, don't try it while flying. Also go easy on the frequent meals served in-flight because sitting in a cramped position puts extra pressure on your stomach. Be ware of risky foods served on some airlines in certain parts of the world, including salads, cold meat and fish. According to WHO, 50% of international travellers get stomach problems, so dietary care is important while flying.

**Lack of exercise** - One of the worst aspects of long haul flying. Do stretching exercises in your seat, especially for the legs, and if possible go for walks up and down the aisle. If you have a spare seat next to you, try to get your feet up. Get off the plane whenever possible at stopovers and do some exercises (don't worry what others think). If there is an opportunity during a ground stop, take a shower - it freshen you, tones the muscles and gets the blood circulating again.

**N.B. Jet lag cannot be prevented; however there are ways of reducing its effects.**

The following precautions can be taken:

- . Ensure that you are relaxed. Rest and exercise before a flight would help.
- . Keep calm - airports and all the associated activities can be very stressful
- . Take medication that is available to treat jet lag- ask a travel doctor / travel clinic

The following steps can be taken during the flight:

- . Drink plenty of liquids especially water.
- . Rest during the flight - take a forty wink. Sleeping aids such as earplugs, neck rests etc. are useful.
- . Avoid caffeine such as coffee & tea
- . Avoid alcohol
- . Walk around cabin area- stretch the arms and legs.
- . Be cautious - do not eat too much - not necessary to eat all the meals offered.

**RULES TO FOLLOW WHEN CALCULATING TIME ZONES:**

1. Always use the 24 hour clock.
2. All places to the east of GMT are ahead(+)
3. All places to the west of the GMT are behind (-)
4. The (+) and (-) signs means ahead and behind. It does not refer to positive and negative as in Mathematics.
5. When two countries are situated in the east or on the west side of the Prime Meridian you must always subtract the two time zones because the places are close by.
6. You will add the two time zones if one country is situated in the east and the other in the west because they are far apart from each other.
7. You must work with two countries / places at a time.

**STEPS TO FOLLOW WHEN DOING TIME ZONE CALCULATIONS:**

1. Write down the time zones of the two places / countries.
2. Determine the time difference (TD)
3. Write down the time that is given to you in the question and the time difference.
4. Decide whether you will minus TD or add. Always start from the known country /city to the unknown country / city. If you move forward / to the right / to the east, you will add the time difference. If you move backward / to the left / west, you will subtract the difference.
5. The answer from step 4 and then write down the elapsed time. If the arrival time is required you will add the elapsed time / if the departure time is required you will minus.
6. If your answer is more than 24 hours, then minus 24 hours from your answer as it is now a new day and date.
7. Determine whether the country is using DST. You will either add or subtract one hour.

### **EXAMPLE: 1**

It is 11: 00 in Durban (South Africa). Determine the time in New York (U.S.A.)  
Identify the time zones for both the cities.

Durban is + 2; New York is - 5.  
Time difference = + 2 -5  
= 7 hours  
Time at New York =11:00 -7hrs  
= 04: 00 on the same day.

### **ACTIVITY: 2**

1. Explain your understanding of the concept jet lag.
2. List FIVE physical effects of jet lag on the body.
3. Suggest FIVE steps that a tourist can take to minimize the effect of jet lag.
4. Differentiate clearly between jet fatigue and jet lag.

### **ACTIVITY: 4**

1. The Springbok Rugby Team will depart from O.R. Tambo International Airport on Sunday 16 July 2019 at 14: 00 to Sydney. The flight will take approximately 19 hours and 45 minutes. State the date and time of arrival in Sydney.

### **ACTIVITY: 5**

4. A CEO of a large tourism business departs from Port Elizabeth and arrives in Tokyo (Japan) at 15:00 on 14 June 2019 for a tourism conference. The flying time was 23 hours. Calculate the time and date that this flight departed from Port Elizabeth, South Africa.

5. Flight SA 407 departs from King Shaka International Airport at 17:00 for Atlanta, U.S.A. on 26 June 2019. The flying time is 16 hours. Calculate the time and date when the plane will arrive at Atlanta. The U.S.A. practices daylight saving time.

6. Thulani is a sales representative for a major toiletry company in South Africa. He has been invited to attend a sales conference in Paris. He was unable to secure a direct flight to Paris. He departs from King Shaka International Airport on a flight to Cairo (Egypt) on 15 July 2019 at 09:15. He takes a connecting flight from Cairo to Paris at 19: 00 on the same day. The flying time from Durban to Cairo is 7 hours and from Cairo to Paris is 4 hours. Calculate the time of arrival at Paris.

## FOREIGN EXCHANGE (FOREX)

### Terminology

**Bank Selling Rate** - Is a rate at which banks uses to convert local currency into foreign currency.

**Bank Buying Rate** - is a rate at which a bank uses when converting foreign currency into local currency.

**Currency** – another name for money

**Local Currency** - Currency used in the certain country [for South Africa it is **ZAR**]

**Foreign Currency** - Currency that is not of the country, the other countries currency [US Dollar in **SA** is a Foreign Currency]

**Gross Domestic Product** – is the sum of the market values, or prices, of all final goods and services produced in an economy during a period of time.

**Exchange Rate** – the value of one currency expressed in terms of another.

**Foreign exchange** – is the trading of one currency for another.

**Fluctuations** – the process whereby the value of money changes upwards or downwards from time to time.

**BBR – Bank Buying Rate** is the rate used by the bank to buy foreign currency.

**BSR – Bank Selling Rate** is the rate used by the bank to sell foreign currency.

Country	Currency	Code	Symbols
South Africa	Zuid Afrikaner Rand	ZAR	R
Japan	Yen	JPY	¥
United States	Dollar	USD	\$
Europe	Euro	EUR	€
Great Britain	Great British Pound	GBP	£
Australia	Australian Dollar	AUD	AU\$
India	Indian rupee	INR	R

**BSR – divide. Example:** When converting R10 000 to US Dollar ( \$) than we will **Divide (÷)** with a rate on **BSR**.

**BBR – multiply.** When converting foreign to **ZAR** , we use BBR and we will **Multiply (x)**

**NB// Always use two decimal digits after comma.**

**When is the rand weak?** It is when it costs more to buy foreign currency

The rand against the major currency is weak when the value is great per unit of the foreign currency

Example: £ 1 = R24

That means if a tourist comes to SA will earn more for his/her currency.

- It will make SA the cheapest destination and affordable for Inbound tourist (International tourist coming to SA).  
NB// we multiply foreign currency which means it is an advantage for inbound tourist .
- For outbound this disadvantages them to go to major currency countries like Britain as they get less money in exchange for ZAR.

**When is the Rand strong?** It is when it costs less to buy foreign currency

The rand is strong when competing against the major currency and its lower

Example: £ 1 = R8,20

For inbound tourist,

- SA will become expensive to visit and they will spend less and they might even divert to other countries when the currency favours their major currency.

For outbound (tourist visiting other countries from SA ) will afford the standard of living in the major currency countries like USA , Britain etc.

### **Impact of a Weak Rand**

- Tourist gets more rand when exchanging their currency
- More tourist visits SA / increase number of arrivals
- Tourist will spend more money
- Increase economy
- Jobs creation
- SA becomes a cheaper destination and affordable for tourist

### **Impact of a Strong Rand**

- Tourists get less rand when exchanging their money.
- It's deter or divert tourist to choose another destination, where the local currency is weak
- They will spend less since they are spending cautious
- No increase in economy.

## ADVANTAGES OF A WEAK RAND

- More money for exported goods
- Increase in the amount of money coming to South Africa (Development and improvement in Public Sector)
- Extra money to expand business and develop their business
- Increases the rate of employment.

## ADVANTAGES OF A STRONG RAND

- Petrol prices decreases (as oil is purchased in Dollars)
- Decrease Transport cost ( essential items such as basic needs, food decreases)
- Interest rates decreases ( people will pay less on loans and they can afford to explore Domestic Tourism)
- Imported goods becomes cheaper
- Inflation rate decreases ( all goods becomes more affordable)

## GRAPHS

### Definition:

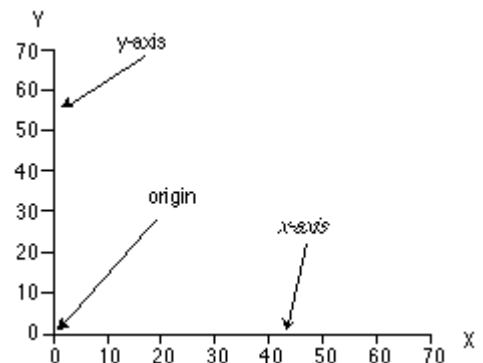
Graphs are visual representation. They are used to organize information, show patterns and relationships. They are used to measure one set of data against another. The components being compared or measured are called variables/axis. Example, if the content requires a representation of the length of stay per province, the length of stay will be an axis and the provinces will be the other.

### Elements of a Graph

We use graphs to give us a picture of the relationships between variables.

### *How do we construct graphs?*

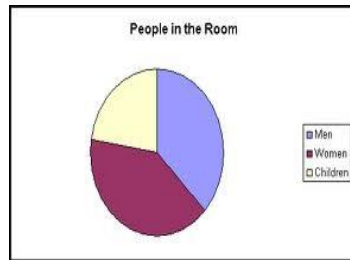
- A graph is a visual representation of a relationship between two variables,  $x$  and  $y$ .
- A graph consists of two axes called the  $x$  (horizontal) and  $y$  (vertical) axes. These axes correspond to the variables we are relating.
- The point where the two axes intersect is called the *origin*. The origin is also identified as the point  $(0, 0)$ .



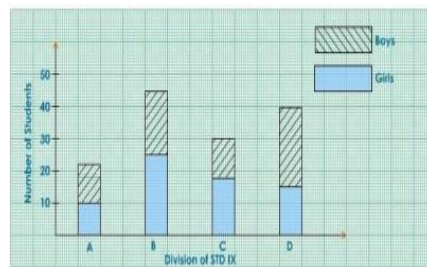
## TYPES OF GRAPHS

There are many kinds of graphs, the ones that are commonly used in Tourism are:

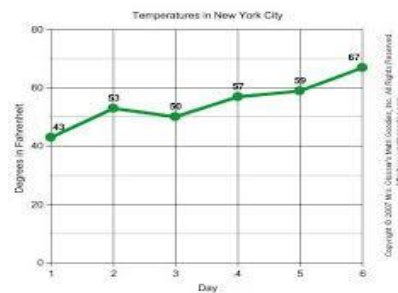
### 1. Pie graph



### 2. Bar graph

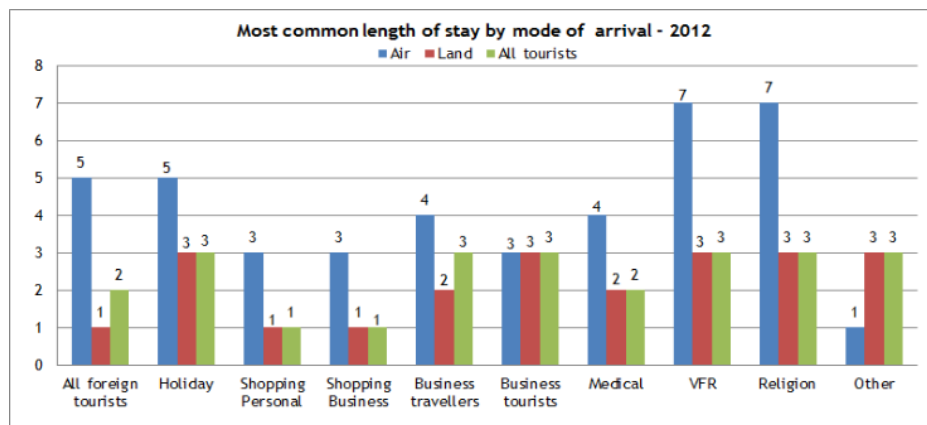


### 3. Line graph



## INTERPRETATION OF A GRAPH

**Identify what the graph represents.** Most graphs will have a clearly labelled x-element, spaced along the graph's horizontal axis, and a clearly labelled y-element, spaced along the graph's vertical axis. The graph's title should also tell you exactly what it's about.



What is the title of the above graph? - ***Most common length of stay by mode of arrival***

**Check the scale for each graph element.** This applies to both line graphs and bar graphs. For example, if you're looking at a graph that shows reason for traveling and length of stay per type of tourists. The graph's y-axis might represent number of staying over in days; you won't know which scale numbers apply until you check the graph. (Refer to the above graph)

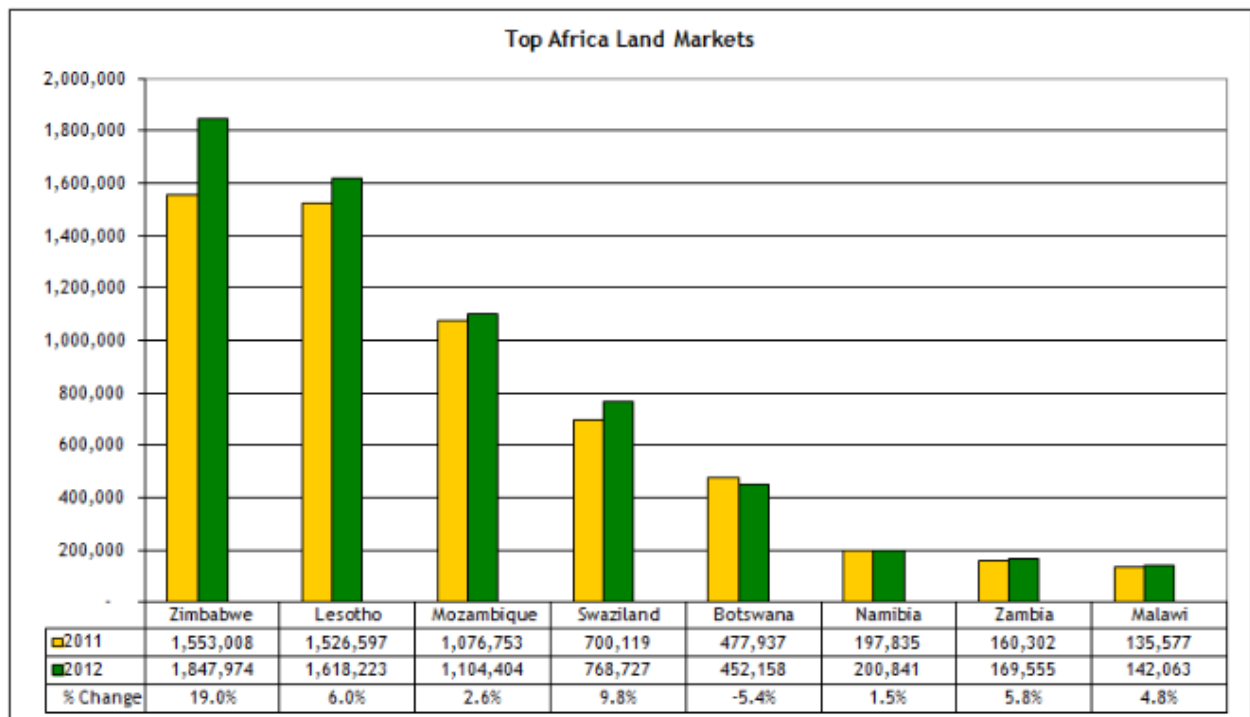
**Read directly information provided by the graph** - Remember the data provided will give you meaning of what the graph is all about. Read both axis (x & y)

**Locate the graph element you want information on.** For example, you might want to know what the longest stay is of a tourist, referring to the above graph its 7days. Checking who stays longer, according to the graph above it is VFR and many salmon Religion.

Note in the above graph ("x") axis is tourist and ("y") axis number of days



Understand the legend as well, Blue is Air, Red is Land, Green is all tourists.

In a pie graph consider the number of slices and different sizes of slices will be informed by the data provided.



# ICONS

## Australian Icons

	<p><b>Sydney Opera House</b></p> <p>Designed by architect Jorn Utzon from Denmark, work started on it in 1959, with 10,000 builders employed. The Opera House's sails were built using cranes made specifically for the job in France. The building is 185m long and 120m wide. The highest roof point is 67m above sea-level - the same as a 22-storey high building. The roof is covered with more than one million tiles. The architectural style is Expressionist Modernism – which involves innovative form and use of novel materials. The world's most well-known and instantly recognizable live music venues. The House hosts 3,000 events every year. You won't go hungry or thirsty at the Sydney Opera House: it has three restaurants, a café, an espresso bar, and opera and theatre bars.</p>
	<p><b>Ayers Rock</b></p> <p>A huge chunk of sandstone, the rock is huge. A World Heritage site, Ayers Rock also goes by the Aboriginal name of <u>Uluru</u>. Visitors can climb <u>Uluru – Ayers Rock</u> as well as explore the base of it, which is around 10kms by footpath. The trip up takes a good couple of hours there and back. It's best to observe the rock during sunrise and sunset, when its terracotta colour changes into a violet/blue tinge. The area around the formation is home to a variety of springs, <u>waterholes</u>, rock caves, and <u>ancient paintings</u>. Uluru is notable for <u>appearing to change colour</u> at different times of the day and year, most notably when it glows red at <u>dawn</u> and <u>sunset</u>.</p>

## South American Icons



### Chichen Itza

Means “at the mouth of the well of Itza “, is the 2nd most visited archaeological site of Mexico today. A large [pre-Columbian city](#) built by the [Maya people](#). Chichen Itza was one of the largest Maya cities and it was likely to have been one of the mythical great cities. The city may have had the most diverse population in the Maya world, a factor that could have contributed to the variety of architectural styles at the site.



### Machu Picchu

A mountain or prominence with a broad base which ends in sharp peaks is a 15th-century [Inca](#) site located 2,430 metres (7,970 ft) [above sea level](#). It is situated on a mountain ridge above the Valley. It is the most familiar icon of [Inca civilization](#). The Incas built the estate around 1450, but abandoned it a century later at the time of the [Spanish Conquest](#). The Incan built structure has been deemed the “Lost Cities”. Machu Picchu is vulnerable to threats. While natural phenomena like earthquakes and weather systems can play havoc with access, the site also suffers from the pressures of too many tourists. Most of the outlying buildings have been reconstructed in order to give tourists a better idea of what the structures originally looked like, the restoration work continues to this day. Machu Picchu was built in the classical Inca style, with polished [dry-stone walls](#).



### Statue of Christ the Redeemer

Located at the peak of the 700-metre (2,300 ft) [Corcovado](#) mountain in the [Tijuca Forest](#) National Park overlooking the city of Rio. A symbol of Brazilian Christianity. The statue was constructed in France, and was transported, piece by piece, to Rio de Janeiro. Thanks to sun, rain and storms, **Christ the Redeemer** has no eyebrows, lips or fingers. The chosen statue is meant to show that Christ loves all and will embrace all that come to him. In 2003 there were escalators, elevators and walkways installed.

## North American Icons



## Niagara Falls

Located on the border of Ontario, Canada and New York, USA. The Niagara Falls is made up of 3 waterfalls, the American Falls, the Bridal Veil Falls and the Horseshoe Falls. The Niagara Falls is a source of [hydropower](#), producing large amounts of electricity. It is illegal (and not very smart) to go over the Niagara Falls. A popular tourist destination, boosted by a number of movies featuring the falls. The Niagara Falls State Park is the oldest state park in the United States (1885).



## Grand Canyon

Found in the US state of Arizona. The Colorado River runs through the Grand Canyon, it has been eroding its steep sides for millions of years. The different types of rock visible in the Grand Canyon make it an important site for geological research. The Grand Canyon became a national park in 1919. Sightseeing, hiking and rafting are popular activities in the area.





## Statue of Liberty

Located on Liberty Island, in the New York harbour, USA. It commemorates the American Declaration of Independence and was a gift from the people of France. The official name of the Statue of Liberty is 'Liberty Enlightening the World'. The statue has been closed for renovation a number of times. The seven rays of the Statue's crown represent the seven seas and continents of the world. There are 25 windows in the crown, which symbolize gemstones and the heaven's rays shining over the world. Total weight of the Statue of Liberty is 225 tons. Chains and a broken shackle lie at the Statue's feet, which

	symbolises the Statue as a woman free from oppression and servitude.
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## European Icons

	<h3>Colosseum</h3> <p>It remains the <b>largest amphitheater in the world</b> and is considered to be <b>Rome's most popular tourist attraction</b>. Standing as the iconic symbol of <b>Ancient Rome</b>, this monument that once hosted the inhuman "games" of man vs. beast, has over <b>80 entrances</b> and can accommodate about <b>50,000 spectators</b>. The Colosseum in Italy only took <b>9 years to build using over 60,000 Jewish slaves</b>. Many natural disasters devastated the structure of the Colosseum, but it was the <b>earthquakes of 847 AD and 1231 AD</b> that caused most of the damage you see today. Built for three reasons- as a <b>gift to the Roman Citizens</b> from the Flavian Dynasty to increase their popularity, <b>to stage various forms of entertainment</b>, and to <b>showcase Roman engineering techniques to the world</b>. Executions of Christians or Criminals provided popular midday entertainment. As many as 5000 animals were slaughtered in one day - wild animals were killed to the point of extinction.</p>
	<h3>Vatican City</h3> <p>The full name of the country is the State of Vatican City, and it is the spiritual and governing centre of the Roman Catholic Church. Tall stone walls surround most of Vatican City. The <a href="#">Vatican is an absolute monarchy</a>. Full legislative, judicial and executive authority resides with the <a href="#">pope</a>.</p> <p>It is the smallest country in the world with the smallest population. The Vatican City is a UNESCO World Heritage Site. <b>The <a href="#">Vatican Museums</a> contain one of the largest art collections in the world</b>, with over 9 miles of pieces. <b>St. Peter's Basilica</b> is the world's second-largest Christian church. The Vatican Palaces consist of several connected buildings with over 1,000 rooms. Within the palaces there are apartments, chapels, museums, meeting rooms and government offices. <b>The Sistine Chapel</b></p>

is a separate structure from the basilica, designed to be the pope's chapel.



### **Leaning Tower of Pisa**

It is a bell tower in Pisa, Italy. It is world famous for its prominent tilt to one side. The tower's foundations were built on soft subsoil which had difficulty supporting the tower's weight (14,500 ton). After restoration work between 1990 and 2001 this angle was reduced to 3.97 degrees. There are 294 steps on the north side of the tower and 296 steps on the south side. Germans used the tower as a lookout during World War II. The leaning Tower of Pisa is a medieval architecture, in Romanesque style. Once the tower began to lean the construction was halted for 100 years. It is a symbol of national pride.



### **Venice**

Venice sits on an archipelago, which is basically a group of small islands. The city has 118 islands altogether. Instead, its structures are supported by a series of wooden platforms. These platforms are secured by additional wooden structures placed in the sea. Venice has 177 canals and over 400 bridges. The city has 350 gondolas. Depopulation remains one of the most serious issues facing Venetian society. The progressive sinking of the town, with more frequent (high water) and the increasing maintenance costs of its houses, old, often in bad conditions and constantly under attack by damp are some of the reasons contributing to depopulation.





## Berlin Wall

The Berlin Wall was constructed as a way of preventing East Germans from entering West Germany. The west side of the Berlin wall was covered in graffiti. The East side was not. The wall evolved from a temporary border of barbed wire fencing to a heavily fortified, concrete barrier with numerous guards, tank traps and other obstacles. The end of the Berlin Wall also helped to put an end to the Cold War. The official date of the fall of the Berlin Wall is November 9th, 1989. Actual demolition did not begin until June 13<sup>th</sup>, 1990. Between these dates the border controls still existed but were less strict.



## Black Forest

This is a wooded mountain range in Baden-Württemberg, south-western Germany. The name Black Forest comes from the general dark colour of the numerous pine trees that grow in this region. The Black Forest is famous for the cuckoo clocks and Black Forest gateau. The forest mostly consists of firs; the main industry is tourism. This forest has suffered serious damage from acid rain and is only a fraction of the size it used to be. Many people say that they call it the black forest mountains because when on the mountain, in the wooded areas, it seems dark from the shadows of all the trees. The black forest is a rural region. About 60 percent are covered with forests, criss-crossed by hiking trails. Rivers and creeks build lovely valleys, glacial and artificial lakes invite for water sports.



## Parthenon

Dedicated to goddess Athena Parthenos – the [Greek](#) goddess of wisdom, courage and warfare; the Parthenon is a temple located on the Acropolis, a hill overlooking the city of Athens, Greece. Parthenon in Athens is considered to be the finest example of Doric-style construction. Many treasures would have been displayed in the building, but the glory of the



Parthenon was the gigantic statue of Athena designed by Phidias and made out of chryselephantine (elephant ivory) and gold. In 1687, during a battle with the Venetians, an explosion tore through the building and caused much of the damage seen today. There was also a damaging fire in ancient times.



### Eiffel Tower

The tower was constructed with latticed wrought iron. The structure is composed of four immense arched legs, set on masonry piers that curve inward until joining in a single, tapered tower. The Eiffel Tower was originally built as the entrance arch for the World's Fair in 1889. It is named after Gustave Eiffel, whose company was in charge of the project. The Eiffel Tower is 324 metres in height (including antennas) and was the tallest man made structure in the world for 41 years before being surpassed by the Chrysler Building in New York. The Eiffel Tower was designed to be wind resistant, swaying only a few inches in the wind. Visitors can climb up stairs to the first two levels or take a lift which also has access to the third and highest level. Repainting the tower, which happens every seven years, requires 60 tons of paint. There are lightbulbs used on the Eiffel Tower to make it sparkle every night. The tower's three platforms are home to two restaurants, several buffets, a banquet hall, a champagne bar and many unique gift shops.



### French Riviera

Warm sunny days, elegant resorts and gambling through the night, this long stretch is found along the beautiful **Mediterranean Sea**. A narrow coastal strip between the Alps and the Mediterranean, extending, roughly, from La Spezia (Italy) to Hyères (France). Famous for its scenic beauty and for its mild winter climate, and dotted with fashionable resorts, hotels, and villas, the Riviera is a major international playground. Also called the Côte d'Azur [azure coast], has the famous resorts of Nice, Cannes, Saint-Tropez, and Monte Carlo (in Monaco). Flowers for export and for use in the perfume industry are grown throughout the region. A panoramic highway runs along the Riviera from end to end; The French

Riviera is a major [yachting](#) and cruising area with several marinas along its coast.



### Swiss Alps

The Alps provide awe-inspiring and majestic views. Since the Alps are made of high mountains spanning for several hundreds of miles, they are a natural venue for countless ski slopes and related **resorts**. The Alps are located in **Middle-Southern Europe**. If you want to go in and out of Italy via ground transport, you have to cross the Alps, and it's been like that all along. The Alps are the highest mountain range in Western Europe. Their highest peak, Mont Blanc, is also the highest point in Western Europe.



### Windmills

The Netherlands has a considerable amount of their land below sea level, wind and watermills are used to pump the water beyond the dikes and into the sea. Windmills have since become a symbol for Dutch ingenuity in overcoming their struggle with water. Dutch windmills were traditionally used for corn & grain milling, saw milling, and land drainage. Nowadays these windmills are used mainly as tourist attractions. The typical Dutch windmill, also called the tower type, has a huge tower of stone, brick, or wood. Windmills in Holland can be seen in a wide range of settings. From the countryside, where they are more common, to the center of cities alongside modern day factories. Some windmills in The Netherlands have been converted into houses. The waffle pattern of the wooden windmill blades (or "sails") acts as a frame and in low wind conditions, a canvas covering can increase resistance, like a sail, increasing turning power.



## Auschwitz

Known as the largest and most notorious of all the Nazi death camps. It also housed a group of bathhouses where countless people were gassed to death, and crematory ovens where bodies were burned. The majority of those being sent by the Nazis to Auschwitz were Jews. Those detainees considered unfit for work, including young children, the elderly, pregnant women, were immediately ordered to take showers. However, the bathhouses to which they marched were disguised gas chambers. As 1944 came to a close and the defeat of Nazi Germany by the Allied forces seemed certain, the Auschwitz commandants began destroying evidence of the horror that had taken place there. Buildings were torn down, blown up or set on fire, and records were destroyed.




## The Algarve



The Algarve is the southernmost region of [mainland Portugal](#). The first people in the Algarve were traders and Estate stewards that established their colonies on the coasts. The 1755 earthquake, which was very close to Lagos, destroyed much of the Algarve. The tremors of destruction were felt everywhere and many important monuments were lost. Despite all the adversities, the Algarve was rebuilt and made it what it is today: a wonderful resort by the sea!



## Bullfights

It is a traditional spectacle of [Spain](#), in which one or more [bulls](#) are fought in a bullring. Although a [blood sport](#), by definition, some followers of the spectacle prefer to view it as a 'fine art' and not a sport, involves professional [toreros](#) (of whom the most senior, who actually kills the bull, is called a [matador](#)) who execute various formal moves which have a meaning. The close proximity places the bullfighter at some risk of being gored or trampled by the weakened bull. It is said that the total number of people watching bullfights in Spain reaches one million every year. This is a show, basically a dance

	<p>with death - one wrong move and the Matador could be pierced with the horns of the bull. It is the Matador's job to make this dance dramatic and enjoyable for the audience. The Matador must demonstrate his superiority over the bull. Once this is achieved the bull is ready to be killed.</p>
	<p><b>Alcazar of Segovia</b></p> <p>One of the most distinctive castle-palaces in Spain by virtue of its shape – like the bow of a ship. The Alcázar was originally built as a fortress but has served as a royal palace, a state prison, a Royal Artillery College and a military academy since then. It is currently used as a museum and a military archives building.</p>

	<p><b>Big Ben</b></p> <p>The Clock Tower is also known as <b>Big Ben Tower</b>, and is sometimes erroneously referred to as <b>St. Stephen's Tower</b>. Big Ben chimes every 15 minutes and the sound can be heard for a radius of up to 5 miles. Big Ben is the nickname for the Great <a href="#">Bell</a> of the <a href="#">clock</a> at the north end of the <a href="#">Palace of Westminster</a> in <a href="#">London</a>, and often extended to refer to the clock and the <a href="#">clock tower</a>. The tower is officially known as the Elizabeth Tower, renamed as such to celebrate the <a href="#">Diamond Jubilee of Elizabeth II</a>. Big Ben is actually the name of the huge bell, but most people use it to refer to the clock and the tower as well. It is the world's largest chiming clock with four faces. The clock's time is adjusted every year with an old British penny. If the clock is fast, a penny is added to the pendulum, and if the clock is slow, one is removed.</p>
	<p><b>Buckingham Palace</b></p> <p>Buckingham Palace is The Queen's official London residence, Buckingham Palace has 775 rooms. These include 19 State rooms, 52 Royal and guest bedrooms, 188 staff bedrooms, 92 offices and 78</p>



bathrooms. There are 1,514 doors and 760 windows in the palace. The windows are cleaned every six weeks. The balcony of Buckingham Palace is one of the most famous in the world where the Royal Family appear on the balcony. Buckingham Palace has its own chapel, post office, swimming pool, staff cafeteria, doctor's surgery and cinema. Changing the Guard takes place on the forecourt of Buckingham Palace at 11.30am (on alternate days during autumn and winter). In this ceremony the soldiers who have been on duty at Buckingham Palace and St. James's Palace are relieved by the 'New Guard'.



### **Tower of London**

The Tower was founded by William the Conqueror towards the end of the 1066. The Tower of London is a 900-year-old castle and fortress. Throughout its history, the tower has served many purposes: it housed the royal mint (until the early 19th century), a menagerie (which left in 1835), a records office, an armory and barracks for troops. Until the 17th century, it was also used as a royal residence. There are over 23,500 jewels there today. The total value of the jewels is estimated to exceed £20 billion. Executions took place within the Tower of London. During the 1200's a royal zoo was founded at the Tower of London and remained there for 600 years. It was filled with exotic animals such as polar bears, lions, kangaroos, ostriches and elephants. During WW2, the Tower was used as a Prisoner Of War camp. "Beefeaters," guard the tower today.



### **Tower Bridge**

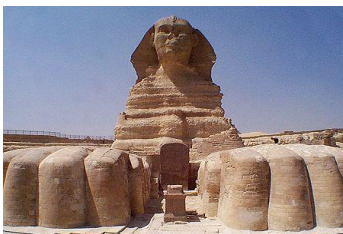
Tower Bridge (built 1886–1894) is a combined bascule (see-saw) and suspension bridge in London, England which crosses the River Thames. It is close to the Tower of London, from which it takes its name, and has become an iconic symbol of London. Tower Bridge remains open on a daily basis 11 000 tons of steel was used to construct the framework for Towers and Walkways. Cornish granite and Portland stone cover the steel structure of Tower Bridge. The bridge consists of two bridge towers tied together at the upper level by two horizontal walkways. Tower Bridge became available to hire for parties and receptions.

## African Icons



### Great Pyramids of Giza

The Great Pyramid of Giza was built as a tomb for the Egyptian pharaoh Khufu. It took approximately 20 years to build and has three burial chambers inside. The Great Pyramid of Giza is the oldest of all Seven Wonders of the World. This pyramid is the only one in Egypt known to have passages inside that go up and go down. There has been no writing or hieroglyphics found inside the Great Pyramid of Giza. The pyramid is estimated to have around 2,300,000 stone blocks that weigh from 2 to 30 tons each. The interior temperature is constant and equals the average temperature of the earth. The Great Pyramid is the most accurately aligned structure in existence and faces true north. The four faces of the pyramid are slightly concave (hollow), the only pyramid to have been built this way.



### Sphinx

The Sphinx is an immense stone sculpture of a creature with the body of a lion and the head of a human. The greatest monumental sculpture in the ancient world, it is carved out of a single ridge of limestone. Despite the hard quality of the stone of the head, the face is badly damaged, and not only by natural erosion. The nose is missing altogether and the eyes and the areas around them are seriously altered from their original state. Repairs to the Sphinx have been made over the centuries. The Sphinx is considered to be one of the largest single-stone statues in the world. It is one of the few constructions of ancient Egypt that have no inscriptions on its surface, until today not a single symbol has been found on the Sphinx. No texts, writings, inscriptions or symbols of any kind have been discovered indicating as to who built the Great Sphinx of Egypt.

## Middle-Eastern Icons



### Dome of the Rock

A shrine located on the [Temple Mount](#) in the [Old City of Jerusalem](#). The Dome of the Rock is built on the place where, according to Muslim's belief, Muḥammad ascended to heaven. The Dome is built on the place where, according to Jews, Abraham offered Isaac as a sacrifice. The Dome is octagonal in shape. Its most distinct feature is the gold dome. The Dome of the Rock is now one of the oldest works of [Islamic architecture](#).

Only Muslims are allowed to enter the shrine.

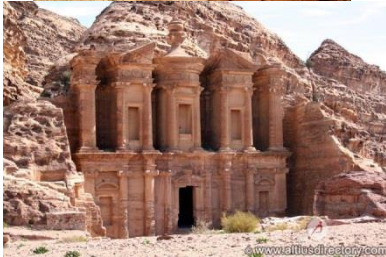
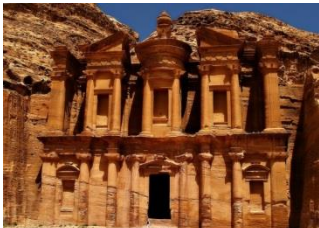


### Wailing Wall

Most people believe that the Wailing Wall got its name because millions of Jews cry at its foot over the destruction of the Temple. This Wall indeed is the ruin of the Temple, but its name is not related to it. Time to time the Wall gets covered with small water drops, which greatly resemble tears. The Wailing Wall architecture is also amazing. It is made out of huge stone blocks and nothing holds them together. The structural strength is obtained through exact and careful block stacking. Every year tourists from all over the world leave over one million notes in the Wall's cracks, making their petitions to God.

The Wailing Wall or [Western Wall](#) is in Jerusalem. The wall is considered to be a sacred site by Jews, and thousands of people make pilgrimages there each year. Many Muslims believe that the wall has no relation to ancient Judaism. When the small pieces of papers become too numerous — more than 1 million are placed each year — they are removed and buried. The Wailing Wall can be visited at any time of the day. Visitors typically are thoroughly searched for security purposes. Women of any religion, out of respect for Judaic law, should

wear modest clothing. There are separate entrances for men and women, although they can regroup at the Wall. An underground tunnel runs along the length of the wall.



## Petra

[Petra](#) is a historical and archaeological city located in southern Jordanian. The city has managed to 'wow' the world with its elaborate stone-cut architecture as well as water system. The city is also fondly referred to as the 'Rose city' due to the colour of the stone out of which it is carved. The structures on most of the Petra Archaeological site have been weakened by the salt that is blown from the dead sea and which crystalizes on the building's columns. Petra is home to over 800 carved tombs. Petra is more popular for its 800 individual monuments that include buildings, tombs, baths, funerary halls, temples, arched gateways, and colonnaded streets, that were mostly carved from the sandstone. Petra has been an UNESCO World Heritage Site since 1985. The red-tinted mountains surrounding Petra on its three sides make it look like a fortress.



## Mecca

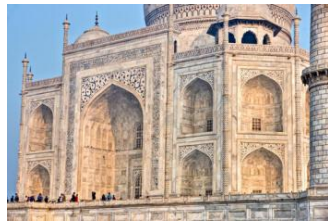
The birthplace of Prophet Muhammad. Most loved place of Almighty Allah. Surrounded by dry hills and mountains Non-Muslims aren't permitted to enter because it is a holy city to the Muslims. A pilgrimage to Mecca is required of all Muslims at least once in their lifetime. The focal point of Mecca is the Ka'bah, the "House of God", it is covered in a gold-embroidered black fabric. The Pilgrims circle the Ka'bah seven times and may also try to touch or kiss its cornerstone. It is the holiest place in the Islamic world. It was here that Muhammad the Prophet Muslims prayed five times per day, each time bowing down to face Mecca.

## Asian Icons



### Great Wall of China

Rather than being one long continuous wall, the Great Wall of China is made up of a number of different sections. Its main purpose was protection against attacks and invasions from the north. The Great Wall of China is the longest structure ever built by humans. A large number of workers have lost their lives while building the wall. The Great Wall is wide enough in some places to drive a car over it. During its construction, the Great Wall was called “the longest cemetery on earth” because so many people died building it.



### Taj Mahal

The Taj Mahal in India was built by a grief-stricken emperor Shah Jahan. Shah Johan lost Mumtaz Mahal, when she died giving birth to their 14h child. Construction of the Taj Mahal began one year later and it was built to be the final resting place of Mumtaz Mahal. Different types of marble from all over the world were used to build this mausoleum. Passages from Quran have been used as decorative elements throughout the complex. The Taj Mahal took approximately 20 years and approximately 20,000 workers to complete. There were also about 1000 elephants used to transport the materials needed for construction The colour of Taj Mahal appears to change colour depending on the time of day. Although the Taj Mahal was built for Mumtaz Mahal, Shah Jahan was also laid to rest in the tomb alongside his late wife.



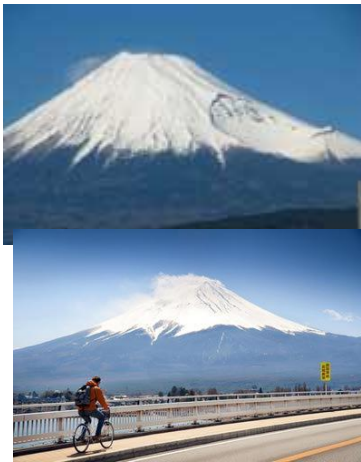
### Blue Mosque

Quite a famous building in the country, the Blue Mosque—also called the Sultanahmet Mosque—has gained popularity perhaps because of its six minarets. As you approach the mosque as its exterior has not even a hint of blue... it makes sense when you walk inside and see the striking blue tiles that adorn the ceiling.

The mosque’s interior has over 20,000 blue tiles that line its high ceiling. It is said that people going to the



Blue Mosque should enter from the west entrance; this is so that there is more drama in seeing the structures. By doing so, they would be able to appreciate the breath-taking details of the mosque. However, it is encouraged that non-worshippers enter from the north entrance in order to keep the sacredness of the place. As much as the mosque is a sight to behold, it is also a functioning mosque. Worshippers still use the structure for prayers.



### **Mount Fuji**

Mount Fuji, one of the world's most beautiful mountains, is Japan's most popular attraction. It's loved for its beauty and symmetry. Springtime is perhaps the most beautiful time of the year to see Fuji. The snow-covered mountain is framed by pink cherry blossoms. The official season to climb Mount Fuji is in July and August when the weather is mild and most of the snow has melted, the climbing season is very short. Mount Fuji is the most climbed mountain in the world. It is an active stratovolcano with a towering symmetrical volcanic cone. Mount Fuji's last eruption occurred from December 16, 1707 to January 1, 1708.

The first person to climb this mountain was a monk in the year 1663.



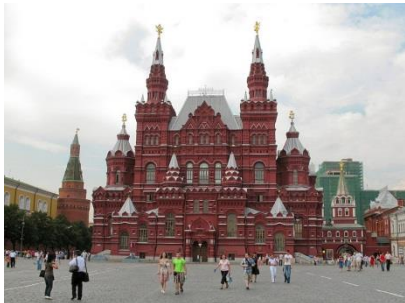
### **Mount Everest**

Mount Everest, also known in Nepal as Earth's highest mountain. Mt Everest is located in the Himalayas mountain range on the border of Nepal and Tibet (China). Dangers that await climbers on Mt Everest include high winds, bad weather and altitude sickness. Plants and animals struggle to survive under the extreme conditions of Mt Everest but birds have been seen at high altitudes. Mount Everest has two main climbing routes, the southeast ridge from Nepal and the north ridge from Tibet.



## Kremlin

The Kremlin walls were built over the years 1485 to 1495. Kremlin means 'fortress' in Russian. The Kremlin Armoury is now a museum; it contains many treasures and weaponry. The Kremlin is the biggest medieval fortress built during the 14th-15th centuries. Today the Kremlin contains 4 palaces and 4 Cathedrals. The Kremlin was inducted into the UNESCO's World Heritage List in 1990. The Tsar Cannon, the largest cannon ever built, and the Tsar Bell, the world's largest bell is along with the building and monuments.



## Red Square

Built directly east of the Kremlin, Moscow's historic fortress and the centre of the Russian government, Red Square is home to some of the country's most distinctive and important landmarks. An important public marketplace and meeting place for centuries. Over the centuries, Red Square served the function of a central marketplace as well as a meeting place for the Muscovite masses. The square saw countless speeches, demonstrations, parades and other large gatherings. Even after the fall of the Soviet Union; Red Square remains an important centre of Russia's cultural life and a top tourist destination. In 1990, UNESCO designated Red Square as one of its World Heritage sites.

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### **CONCEPT WORLD HERITAGE SITE:**

Heritage sites are found in all countries around the world. These local sites are areas of local importance and significance. Some of these sites are not only important and significant to their country but are considered important and significant to the history of the world.

A World Heritage Site is a cultural and/ or natural heritage site that is considered to be of outstanding value to humanity across the globe/ world. Hence these sites should be identified, protected and preserved.

World Heritage Sites belong to all the peoples of the world, irrespective of where the site is located.

### **THE ROLE OF UNESCO:**

**UNESCO:** United Nations Educational, Scientific and Cultural Organisation

This organisation forms part of the United Nations. Within UNESCO there is a division called the Heritage Council. This Council is responsible for the management of World Heritage Sites around the globe. The role of UNESCO is to:

- Encourage countries to ensure the protection of their natural and cultural heritage.
- Persuade people to name sites for inclusion on the World Heritage List.
- Help countries to conserve World Heritage Sites.
- Encourage countries to develop management plans and reporting systems on the state of conservation of their World Heritage Sites.
- Provide emergency assistance for World Heritage Sites in immediate danger.
- Help to create and build public awareness for World Heritage Site Conservation.

**NB:** the learner must be able to recognise the logo/flag of UNESCO. Refer to your textbook for pictures / photographs.

### **TYPES OF WORLD HERITAGE SITES**

UNESCO has placed World Heritage Sites into TWO categories namely cultural and natural. World Heritage Sites can either be cultural or natural or a combination of both categories. Sites that are a combination of cultural and natural sites are referred to as Mixed World Heritage Sites.

### **CULTURAL WORLD HERITAGE SITES:**

These sites are:

- Monuments

- Groups of buildings and sites with historical, aesthetic, archaeological, scientific, ethnological or anthropological value

### **NATURAL WORLD HERITAGE SITES:**

These sites are:

- **Sites with outstanding physical, biological, and geological formations**
- **Habitats of threatened species of animals and plants**
- **Areas with scientific, conservation or aesthetic value**

UNESCO has a list of selection criteria that is used to classify a world heritage site. A site on the World Heritage List must meet one or more of the selection criteria. At present there are TEN such criteria.

### **UNESCO WORLD HERITAGE SITE SELECTION CRITERIA**

1. Human creative genius/ masterpiece
2. Important for the development of architecture or technology, arts, town planning or landscaping
3. Represents testimony to a cultural tradition or to a civilisation
4. A building, architecture or technological landscape that illustrates significant stages of human history
5. Traditional human settlement, land-use/ sea-use which represents culture or human interaction with the environment
6. Directly linked with events or living traditions, ideas, beliefs, artistic, and literary works of universal significance
7. Areas of exceptional natural beauty and aesthetic significance
8. Sites representing major stages of the earth's history
9. Outstanding examples of ongoing ecological and biological processes in evolution
10. Important and significant natural habitats for conservation of biodiversity including threatened species

### **THE VALUE OF WORLD HERITAGE SITES FOR SOUTH AFRICAN TOURISM INDUSTRY**

World Heritage Sites are special and must be appreciated. The presence of World Heritage Sites in a country should stimulate cultural pride and the need for education on conservancy. It should also provide opportunities for international recognition and encourage heritage management. South Africa should take pride in that it has been awarded **8** World Heritage Sites.

The following is a list of reasons why heritage sites are important for tourism in South Africa:

- **MARKETING INSTRUMENT TO ATTRACT TOURISTS**  
World Heritage Sites are considered by some tourists as “must see destination”. Some tourists travel around the globe to visit World Heritage Sites as their main priority. Consequently, countries that possess these sites

e.g. South Africa promotes them to domestic and international tourists to attract tourists and to increase tourist numbers at these destinations.

- **REVENUE**

Tourists visiting World Heritage Sites generate income for these countries through direct and indirect spending. Tourists purchase products and utilise services in these countries. The multiplier effect can be applied to World Heritage Sites. This has an impact on the economy of the country and the economy of the local areas where the sites are situated.

- **EMPOWERING LOCAL COMMUNITIES**

Local communities in the local vicinity of World Heritage Sites also benefit from the increased tourist numbers. They are employed in the various tourism businesses and they may also establish small businesses or become informal traders.

- **CONSERVATION:**

World Heritage Sites must be preserved. This must be main objective of the entire population of the countries that possess these sites. The people living in these countries must be proud of their heritage. This should provide an ideal opportunity for environmental education at all levels. Sites must be conserved with the intention of ensuring sustainable tourism and to be enjoyed by future generations.

**NB:** Learners must be able to locate the World Heritage Sites on a map of South Africa.

South Africa is home to ten of the World Heritage Sites

**TERM 2 INFORMAL TASKS: TOURIST ATTRACTIONS LEARNER BOOKLET**

**PART A**

This religious icon is located in Istanbul, Turkey:



- A Chichen Itza
- B The Dome of the Rock
- C The Blue Mosque
- D Mecca

1.1.8 Criterion 8 of UNESCO's World Heritage criteria states that a World Heritage Site must be an outstanding example representing major stages of the earth's history. This site meets Criterion 8 as it is the most deeply eroded meteorite impact structure in the world:

- A Cradle of Humankind
- B iSimangaliso Wetland Park
- C Mapungubwe Cultural Landscape
- D Vredefort Dome

1.1.10 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

1.1.12 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.

1.1.20 Robben Island is classified as a ... World Heritage Site.

- A natural
- B cultural
- C cultural and natural
- D mixed

1.1.16 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.

## PART B

1.1.6 A South African World Heritage site that meets UNESCO's criterion of containing important and significant natural habitats for the conservation of biological diversity:

- A Kruger National Park
- B Cape Floral Kingdom
- C Baviaanskloof Nature Reserve
- D Richtersveld Cultural and Botanical Landscape

1.1.11 Mecca, the most sacred city of the Islam faith, is located in ...

- A Turkey.
- B Saudi Arabia.
- C Jordan.
- D Israel.

1.1.6 Buckingham Palace is the residence of the ... royal family.

- A Scottish
- B Welsh
- C Irish
- D British

1.1.7 An ancient structure in Jordan carved out of solid rock:

- A Everest
- B Petra
- C Niagara
- D Mecca

1.1.8 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.

1.1.9 The natural World Heritage Site located in KwaZulu-Natal:

- A Vredefort Dome
- B Mapungubwe Cultural Landscape
- C iSimangaliso Wetland Park
- D Cradle of Humankind

1.1.6 The picture below shows a world-famous icon.



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

1.1.10 Criterion 1 of UNESCO's World Heritage Criteria states that a World Heritage Site must represent a masterpiece of human creative genius. This site meets Criterion 1 for its excellent examples of San rock art:

- A uKahlamba Drakensberg Park
- B Mapungubwe Cultural Landscape
- C Robben Island
- D Cradle of Humankind






1.1.11 UNESCO stopped the plans to install a cable car to transport tourists to Machu Picchu. This decision supports the ... pillar of sustainable tourism.

- A social
- B environmental
- C economic
- D corporate social

## PART C

A

<b>COLUMN A</b>		<b>COLUMN B</b>	
1.4.1	The maximum amount of rand a South African citizen travelling abroad can exchange for foreign currency in a year	A	Venice
1.4.2	An Incan city surrounded by temples, terraces and water channels, built on a mountaintop	B	Travel allowance
1.4.3	An island city that is separated by canals and linked by bridges	C	Identity document
1.4.4	An important consideration when travelling internationally	D	Petra
1.4.5	An ancient city that is half-built, half-carved into the rock, and is surrounded by mountains	E	Travel insurance
		F	Auschwitz
		G	Machu Picchu

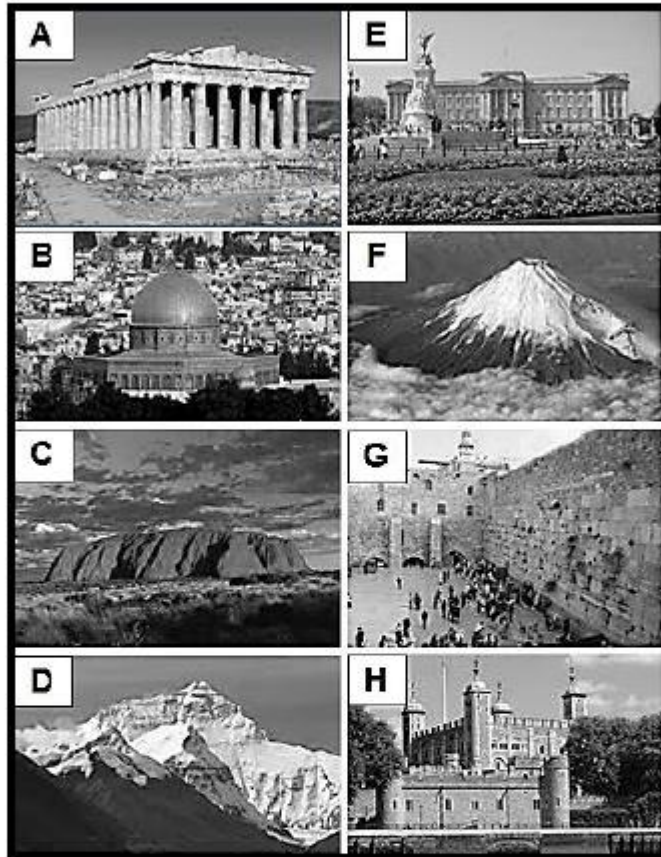
COLUMN A		COLUMN B	
1.4.1		A	Parthenon
1.4.2		B	Chichen Itza
1.4.3		C	Petra
1.4.4		D	Colosseum
1.4.5		E	Machu Picchu
		F	Ayers Rock
		G	Sphinx

B

(E 11 1)

C

- 1.4 Below is a collection of pictures showcasing tourism icons and attractions. Study the collection and select the picture that best fits the description below. Write only the letter (A–H) next to the question number (1.4.1–1.4.5) in the ANSWER BOOK, for example 1.4.6 J.

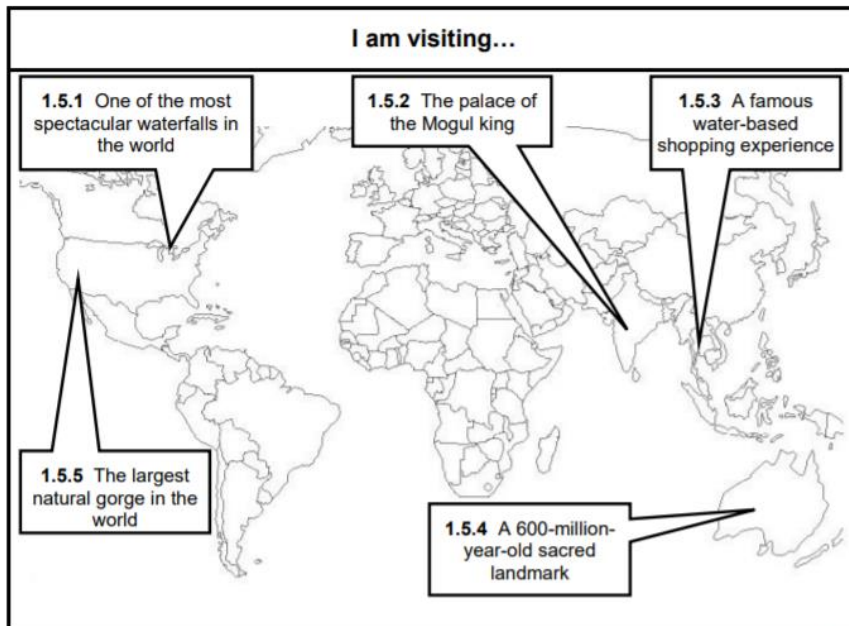


- 1.4.1 Tourists visiting this famous attraction in London will be able to view the British crown jewels.
- 1.4.2 This dormant volcano is the highest mountain in Japan.
- 1.4.3 A famous site in Jerusalem that is a place of prayer and pilgrimage for Jews.
- 1.4.4 Built in honour of the goddess Athena, this temple has become a symbol of Greece.
- 1.4.5 This spectacular natural landmark in Australia is the spiritual home of the Anangu people. (5 x 1)

D

- 1.5 Tourists are visiting famous icons across the world. Study the world map below and identify each icon (1.5.1–1.5.5) visited by tourists.

Write only the correct answer next to the question number (1.5.1–1.5.5) in the ANSWER BOOK, for example 1.5.6 Machu Picchu.

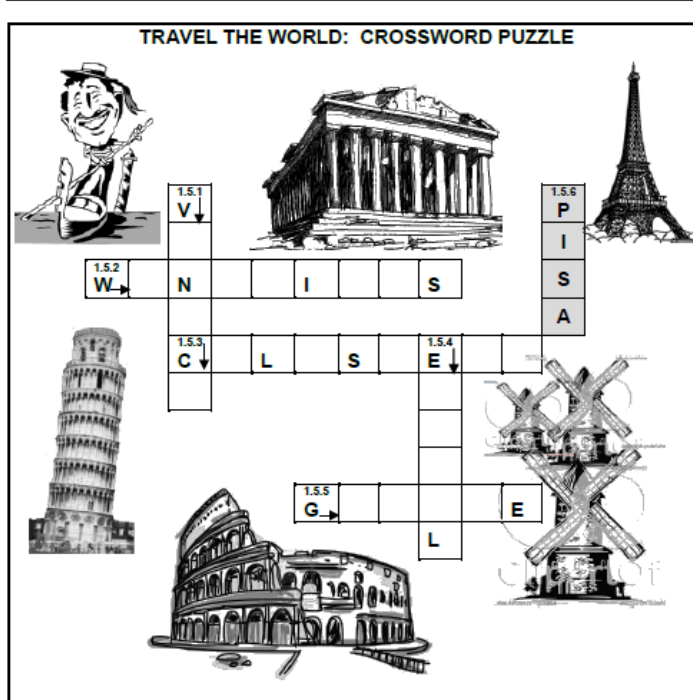


(5 x 1)

**E**

- 1.5 Use the pictures given as clues to complete the crossword puzzle. Fill in FIVE icons, cities OR countries that a tourist will visit.

Do NOT copy the puzzle into the ANSWER BOOK. Write only the question number (1.5.1–1.5.5) and the answer, e.g. 1.5.6 Pisa



## PART D

A

4.1 Study the travel agency flyer and answer the questions that follow.



### PENIKA TRAVEL AGENCY

Your world tour planning experts

Now you can stop talking about it, and do it! We will make your world icons travel dream come true.



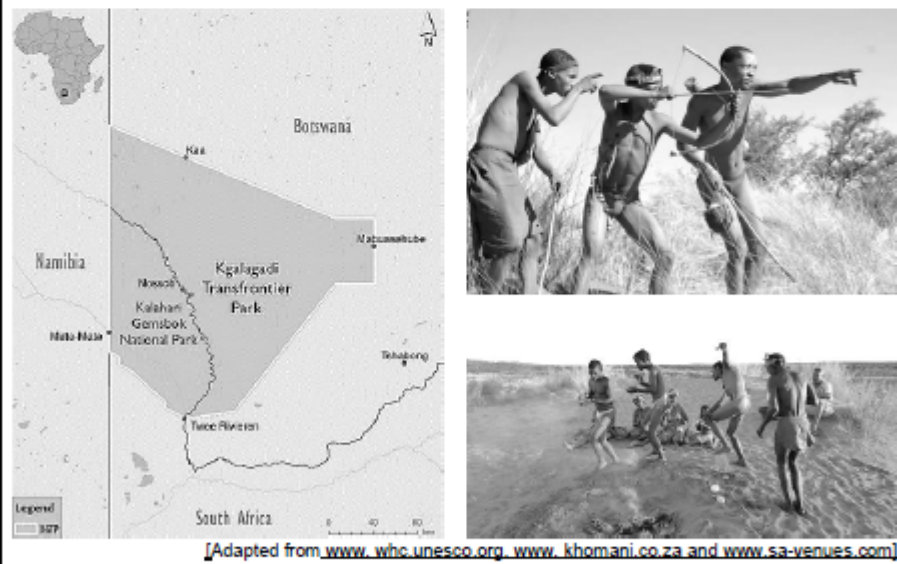
- 4.1.1 Give the official names of the icons illustrated on the flyer. (7 x 1) (7)
- 4.1.2 Identify the SIX countries to be visited during the advertised Penika Travel Agency world tour. (6 x 1) (6)
- 4.1.3 Name the TWO towns/cities located in the same country that will be visited during this tour. (2 x 1) (2)
- 4.1.4 Discuss, in a paragraph, why certain attractions around the world are regarded as world icons. (3 x 1) (3)

Study the information below and answer the questions that follow.

### SA's #KHOMANI CULTURAL LANDSCAPE LISTED AS NEW UNESCO WORLD HERITAGE SITE

The #Khomani Cultural Landscape covers 959 100 hectares, forming part of the Kgalagadi Transfrontier Park and including the whole Kalahari Gemsbok National Park. According to UNESCO, 'the large expanse of sand bears evidence of human occupation from the Stone Age to the present and is associated with the culture of the formerly nomadic #Khomani San people and the strategies that allowed them to adapt to harsh desert conditions'.

The #Khomani San live in complete harmony with nature, taking only what can be replaced and only what they need. They are one of the only groups of San still practising their traditional hunter-gatherer way of life. With remarkable endurance, they are able to follow the tracks of animals for days and kill the animal with a poisoned arrow. Their knowledge about the use of plants for medicine, the mimicking of animals and birds and their music and dance is well-known. They have developed skills to utilise scarce resources such as water and find plant foods in an extremely hostile environment.



- 5.1 Name the South African province where the #Khomani Cultural Landscape is located. (2)
- 5.2 Identify TWO SADC countries, apart from South Africa, that will benefit from the #Khomani Cultural Landscape being declared a World Heritage Site. (2 x 1) (2)

5.3

**UNESCO's Criterion 5 for inscription as a World Heritage Site**

"To be an outstanding example of a traditional human settlement, land-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."

[Source: [www.whc.unesco.org](http://www.whc.unesco.org)]

The ǀKhomani Cultural Landscape has met UNESCO's Criterion 5 to be awarded World Heritage status.






Describe TWO examples of strategies that the ǀKhomani San have developed over many centuries in order to interact with an environment that has extreme conditions. (2 x 2) (4)

5.4 Suggest TWO entrepreneurial opportunities that the ǀKhomani San could consider in order to showcase and preserve their unique cultural heritage while adding value to the tourism industry in the region. (2 x 2) (4)

**B**

4.1 Study the photographs of the TWO different types of tourists and the attractions/icons below.

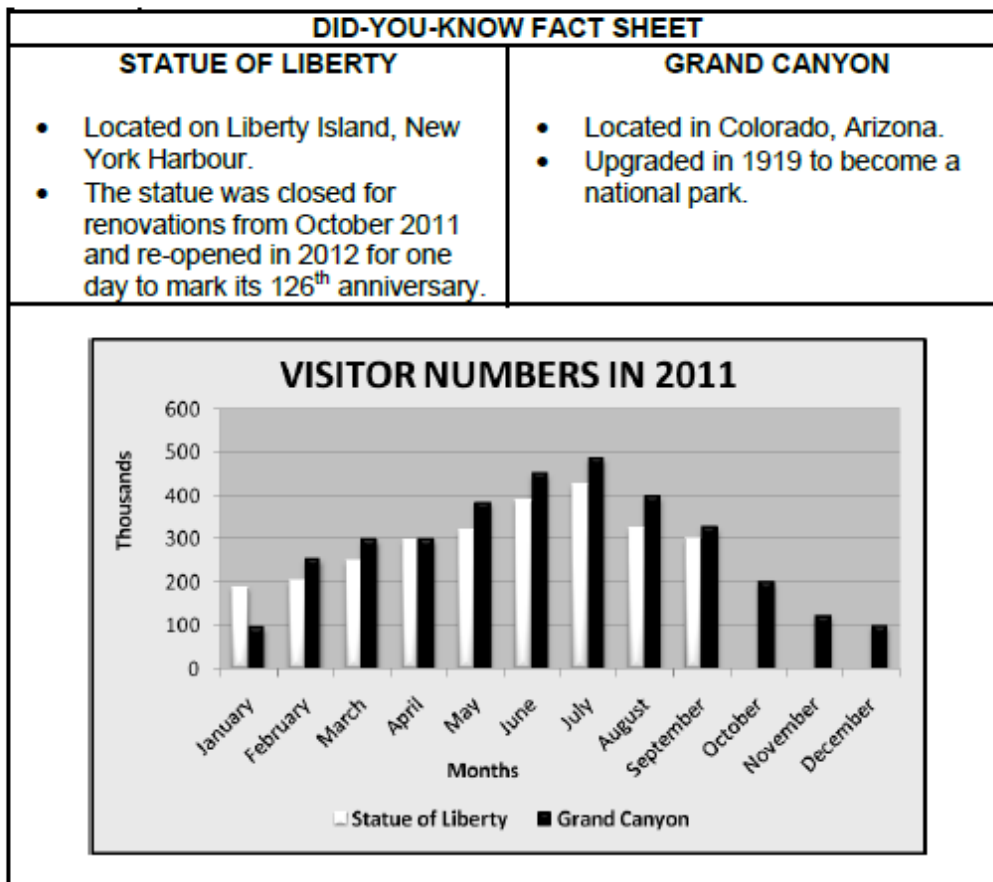
4.1.1 Choose an attraction from COLUMN B that matches the type of tourist in COLUMN A. Write only the number (1–3) next to the question number (A and B) in the ANSWER BOOK, for example C 4.

COLUMN A (TYPES OF TOURISTS)	COLUMN B (ATTRACTIONS)
<p>A</p>  <p>[Source: <a href="http://aliexpress.com">aliexpress.com</a>]</p>	<p>1</p>  <p>[Source: <a href="http://wirednewyork.com">wirednewyork.com</a>]</p>
<p>B</p>  <p>[Source: <a href="http://www.odt.co.nz">www.odt.co.nz</a>]</p>	<p>2</p>  <p>[Source: <a href="http://www.istanbulvisions.com">www.istanbulvisions.com</a>]</p>
	<p>3</p>  <p>[Source: <a href="http://www.tourismupdate.co.za">www.tourismupdate.co.za</a>]</p>

(2)

4.1.2 Give ONE reason for EACH of your choices in QUESTION 4.1.1. (2 x 2) (4)

4.2 Study the fact sheet and bar graph below and answer the questions that follow.



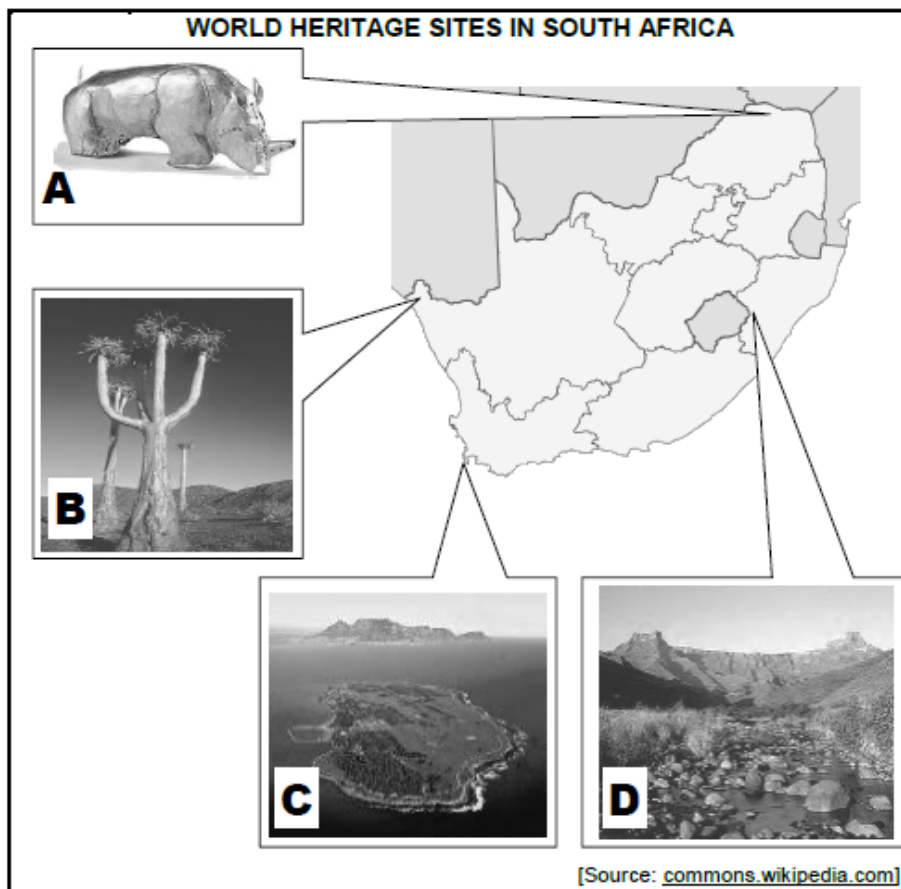
4.2.1 The Grand Canyon attracts millions of tourists annually.

Give TWO reasons why the Grand Canyon is so popular. (4)

4.2.2 From the above graph, a decline is noted in the number of visitors to the Statue of Liberty in 2011.

Refer to the fact sheet and give ONE reason for this decline. (2)

5.1 Study the map and pictures below and answer the questions that follow.



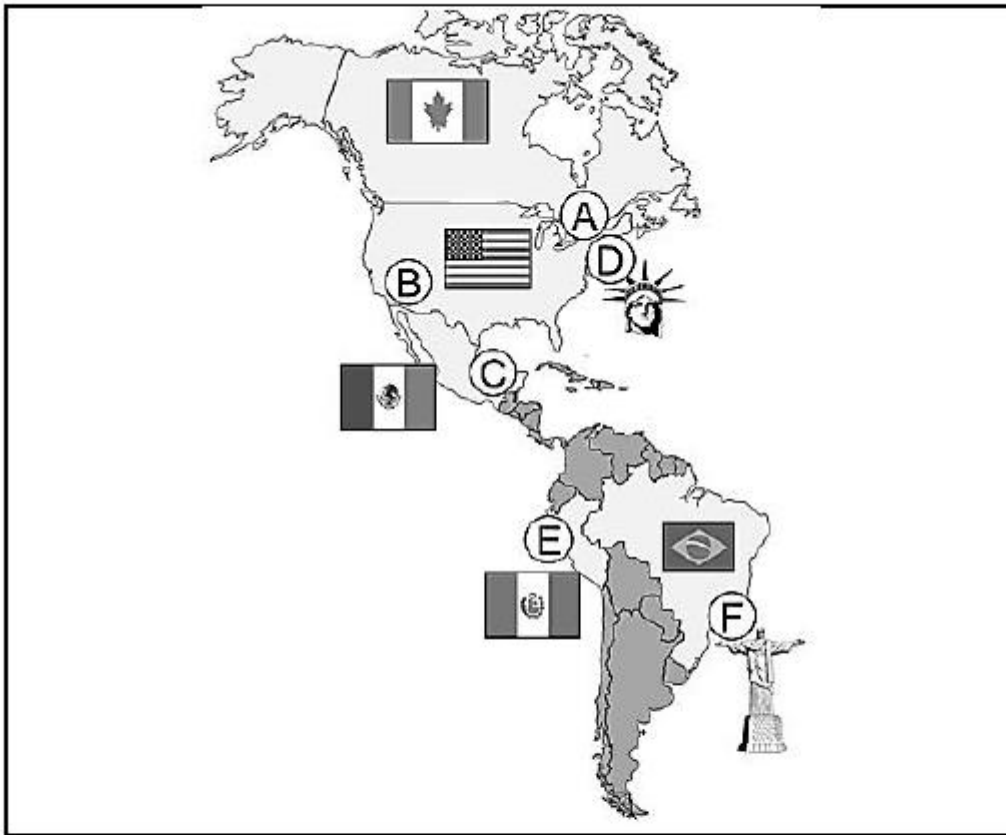
5.1.1 Refer to the pictures above and identify the World Heritage Sites (A to D) on the map. Write only the name of the World Heritage Site next to the letter (A–D) in your ANSWER BOOK. (4)

5.1.2 State ONE cultural criterion met by Site A and ONE cultural criterion met by Site C to have been declared World Heritage Sites. (2 x 2) (4)

5.2 Discuss THREE ways in which the South African tourism industry benefits from having eight World Heritage Sites. (3 x 2) (6)

C

Study the map of famous world icons in North and South America and answer the questions that follow.



- 4.1 Identify ONE icon on the map that represents an ancient civilisation.  
Write the letter and the name of the icon as your answer. (2 x 1) (2)
- 4.2 4.2.1 Identify TWO icons on the map that represent natural attractions.  
Write the letter and the name of each icon as your answer. (2 x 2) (4)
- 4.2.2 Choose ONE of the icons that you identified in QUESTION 4.2.1  
and state why it is regarded as an icon. (1)

- 4.3 After visiting the icon labelled **F** you post your experience on your Facebook page. Provide your Facebook friends with the following information about the icon labelled **F**:
- 4.3.1 State the name of the icon. (1)
  - 4.3.2 Name the city where the icon is located. (1)
  - 4.3.3 Explain why this attraction is regarded as an icon. (2 x 1) (2)
  - 4.3.4 Give any TWO other interesting facts about the icon that would encourage your friends to visit this attraction. (2 x 1) (2)

4.4 A tourism icon displays one or more unique characteristics making it world famous, for example displaying remarkable natural features or being a symbol of extraordinary human achievement.

Identify TWO unique characteristics displayed by the icon labelled **E** that will distinguish it from other tourist attractions. (2 x 1) (2)

4.5 Refer to the icon labelled **D**, read the extract and answer the questions.

**STATUE OF LIBERTY IS NOW OFFICIALLY UNIVERSAL ACCESSIBLE**

Good news for the accessible tourism sector! Coinciding with the monument's 126<sup>th</sup> birthday, the iconic crown of the Statue of Liberty will reopen on October 28, 2012, after being closed for a year for renovations to make the monument more accessible.

The renovations include 39 new stairs. What used to be only 354 stairs from base to crown is now 393 stairs, but they are now much safer and less steep. The introduction of an elevator will make the tourist attraction more accessible. For the first time, tourists in wheelchairs will be able to access the lower observation deck in the pedestal.

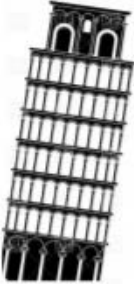


The Statue of Liberty remains one of the most famous landmarks in the world with between 3 and 4 million tourist visits annually.

[Source adapted from: <http://subhashvashishth.blogspot.com>]

- 4.5.1 State the city where the icon labelled **D** is located. (1)
- 4.5.2 Suggest TWO other types of visitors with access needs who will benefit from the physical renovations introduced by the management of the Statue of Liberty. (2 x 1) (2)
- 4.5.3 Discuss universal access as an important factor in ensuring the success of a tourist attraction. (2 x 1) (2)

**D**

4.1 Study the information in the table below and answer the questions that follow.

<b>THE POWER OF A TOWER</b>		
Famous towers in the world attract many tourists annually.		
<b>TOWER A</b>	<b>TOWER B</b>	<b>TOWER C</b>
		

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

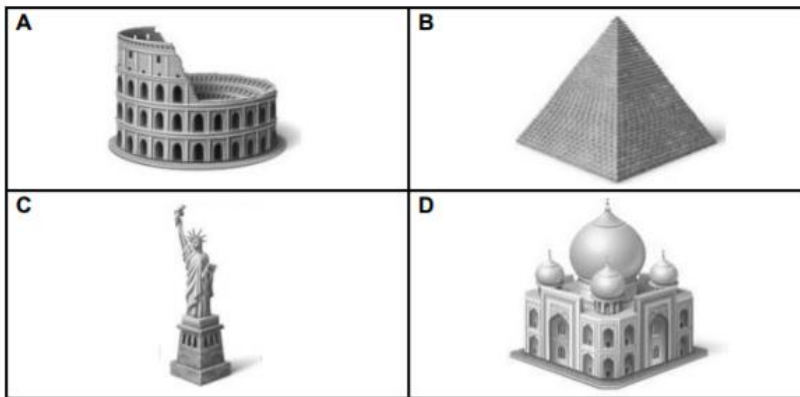
- 4.1.1 Identify the countries where towers **A** and **B** are located. (2)
- 4.1.2 (a) Referring to the above picture, identify the most unusual structural feature of tower **A**. (2)
- (b) Suggest ONE environmental aspect that has led to this unusual feature. (2)
- 4.1.3 Give ONE reason why tourists would pay to use the lifts to go up tower **B**. (2)
- 4.1.4 Explain ONE way in which tower **B** makes provision for physically challenged tourists. (2)
- 4.1.5 Name tower **C**. (2)

**4.2**

<b>MACHU PICCHU</b>
One million visitors made the trip to Machu Picchu in 2011 for the 100 <sup>th</sup> anniversary of its 'discovery' by researcher Hiram Bingham. Authorities raised concerns about the site's preservation and therefore limited visitor numbers to 2 500 a day or 912 500 per year.
[Adapted from <a href="http://www.travelandleisure.com">www.travelandleisure.com</a> ]

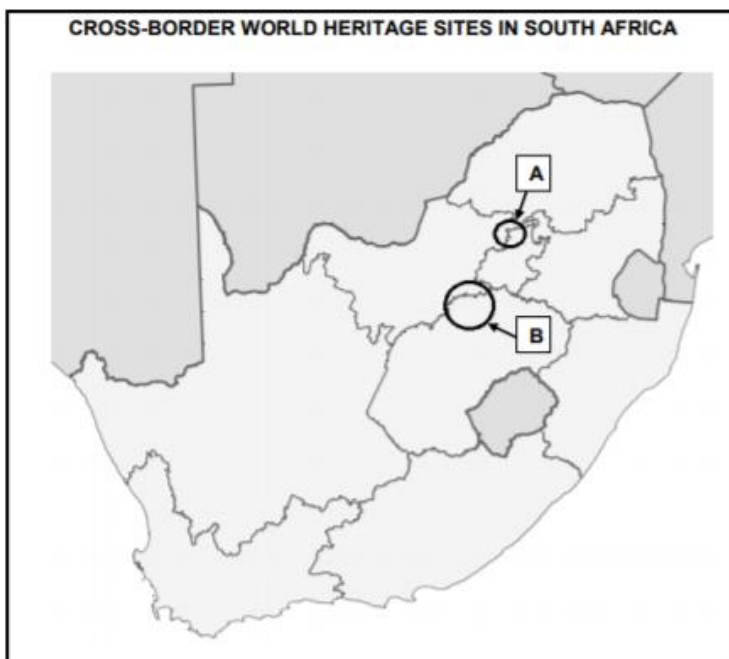
- 4.2.1 Give TWO reasons why cultural tourists will visit Machu Picchu. (4)
- 4.2.2 Give ONE reason why the authorities of Machu Picchu are limiting visitor numbers. (2)

4.4 Refer to the icons below and answer the questions that follow.



- 4.4.1 (a) Identify icon **A**. (1)
- (b) Give ONE fact on the history of icon **B**. (2)
- (c) Identify icon **C**. (1)
- (d) Give ONE fact on the history of icon **C**. (2)
- (e) Identify icon **D**. (1)
- 4.4.2 Identify ONE feature common to icons **A**, **B** and **D**. (2)

Study the map below and answer the questions that follow.











- 5.1 Identify the TWO World Heritage Sites labelled **A** and **B** on the map. (2)
- 5.2 Identify the province that shares a border with both World Heritage Sites **A** and **B**. (2)
- 5.3 Discuss ONE point of value for the province identified in QUESTION 5.2 of having TWO World Heritage Sites. (2)
- 5.4 Explain how World Heritage Site **B** was created millions of years ago. (2)
- 5.5 Explain ONE reason why World Heritage Site **A** is regarded as the origin of man. (2)

**E**

4.1 Study the map below that shows a world tour to famous icons and answer the questions that follow.

Two tourists are going on a world tour and will visit some of the most famous icons.  
 Match the icons (A–H) with the countries (4.1.1–4.1.8). Write only the question number (4.1.1–4.1.8), the letter of the icon (A–H) and the country where it is located in the ANSWER BOOK, for example 4.1.9 J South Africa.

**WORLD TOUR ROUTE**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
			
<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>
			

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

(16)

4.2 Read the information below and answer the questions that follow.

### THE EIFFEL TOWER TO STAY SAFE WITH GLASS

The Eiffel Tower is one of the most successful tourist attractions in France.



Paris has increased security around its most popular attractions following recent terrorist attacks in the city.

Currently the Eiffel Tower has metal barriers around its base as a security measure to prevent further terrorist attacks. The metal barriers do not look attractive in the photographs taken by tourists.

French authorities are planning to remove the metal barriers at the front of the Eiffel Tower and replace it with permanent bulletproof glass walls. The rest of the metal barriers will be replaced with more attractive fencing.

[Adapted from *Sunday Times*, 19 February 2017]

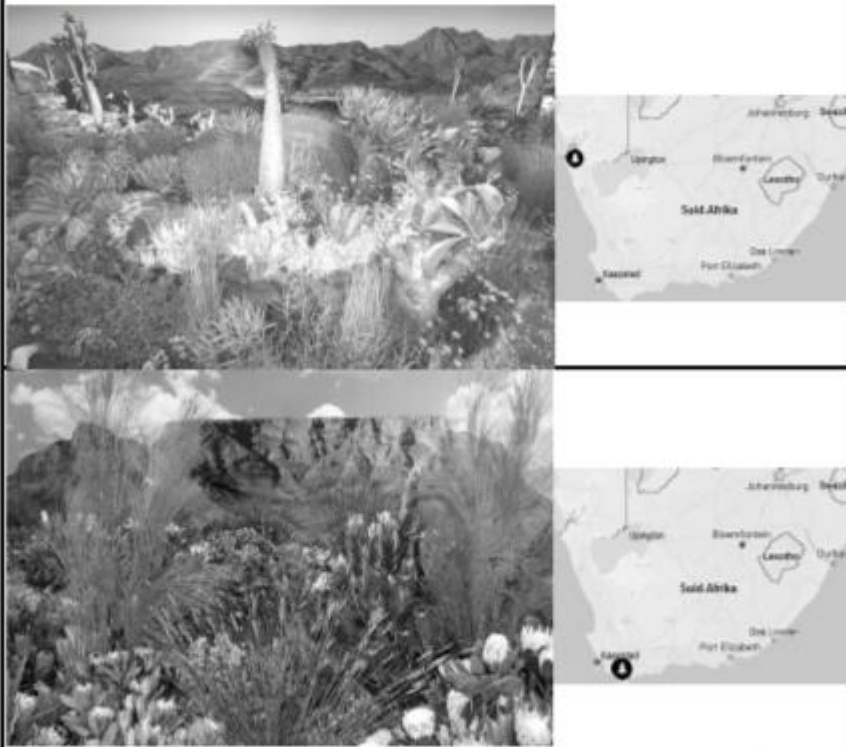
- 4.2.1 Give ONE reason why the French authorities want to replace the existing metal barriers at the Eiffel Tower with bulletproof glass walls. (2)
- 4.2.2 Predict what could happen if management relaxes the existing safety measures at the Tower. (2)
- 4.2.3 Identify ONE other criterion that will ensure the continued success of the icon, apart from ensuring safety at the Eiffel Tower. (2)

- 5.1 Study the information below and answer the questions that follow.

**THE CHELSEA FLOWER SHOW IN LONDON SHOWCASED  
SOUTH AFRICA'S WORLD HERITAGE SITES IN 2011**

At the Chelsea Flower Show countries are given the opportunity to use flower arrangements to showcase their attractions. This makes the Chelsea Flower Show an ideal opportunity to promote South Africa and its rich natural biodiversity and cultural heritage. The show attracts more than 150 000 visitors over four days and the South African exhibition is always a major attraction.

Dr Tanya Abrahamse, CEO of SANBI, said, 'Many visitors travel to South Africa after seeing our exhibit at the Chelsea Flower Show and we welcome the opportunity of showcasing our beautiful country through its World Heritage Sites.'



[Adapted from [www.sanbi.org](http://www.sanbi.org)]

- 5.1 Name the TWO World Heritage Sites showcased at the Chelsea Flower Show in London in 2011. (4)
- 5.2 Name the TWO provinces that would have benefitted the most from the exposure at the Chelsea Flower Show. (2)
- 5.3 Give ONE reason why UNESCO granted World Heritage status to the two sites in QUESTION 5.1. (2)
- 5.4 South Africa's exhibitions at the Chelsea Flower Show created jobs and entrepreneurship opportunities for local suppliers of plant materials and other items that are needed to create the perfect exhibition.
- Suggest TWO other ways in which the exhibition of the two World Heritage Sites at the Chelsea Flower Show in London add value to South Africa's tourism industry. (4)

## MARKING GUIDELINES - ATTRACTIONS AND ICONS INFORMAL TASK

### PART A

- 1.1.6 C ✓
- 1.1.8 D ✓
- 1.1.10 A ✓
- 1.1.12 B ✓
- 1.1.20 B ✓
- 1.1.16 C ✓

### PART B

- 1.1.6 B ✓
- 1.1.11 B ✓
- 1.1.6 D ✓
- 1.1.7 B ✓
- 1.1.8 A ✓
- 1.1.9 C ✓
- 1.1.6 C ✓
- 1.1.10 A ✓
- 1.1.11 B ✓

### PART C

#### A

- 1.4.1 B ✓
- 1.4.2 G ✓
- 1.4.3 A ✓
- 1.4.4 E ✓
- 1.4.5 D ✓

#### B

- 1.4.1 G✓
- 1.4.2 E✓
- 1.4.3 D✓
- 1.4.4 B✓
- 1.4.5 A✓

**C**

- 1.4.1 H✓
- 1.4.2 F✓
- 1.4.3 G✓
- 1.4.4 A✓
- 1.4.5 C✓

**D**

1.5.1	Niagara Falls✓
1.5.2	Taj Mahal✓
1.5.3	Floating markets✓
1.5.4	Ayers Rock✓/Uluru
1.5.5	Grand Canyon✓

**E**

- 1.5.1 Venice✓
- 1.5.2 Windmills✓
- 1.5.3 Colosseum✓
- 1.5.4 Eiffel✓
- 1.5.5 Greece✓

**PART D**

**A**

- 4.1 4.1.1 Big Ben ✓  
Leaning Tower of Pisa ✓  
Chichen Itza ✓  
Eiffel Tower ✓  
Colosseum ✓  
Statue of Liberty ✓  
Pyramids of Giza ✓  
(Any order) (7 x 1) (7)
- 4.1.2 United Kingdom/UK/Britain/England ✓  
Italy ✓  
Mexico ✓  
France ✓  
United States of America/USA ✓  
Egypt ✓  
(Any order) (6 x 1) (6)
- 4.1.3 Pisa ✓  
Rome ✓  
(Any order) (2 x 1) (2)
- 4.1.4 These attractions are world famous. ✓ They have a particular symbolic value. ✓ They are closely associated with a particular town, city, region or country. ✓  
• They attract a huge number of visitors each year. (3 x 1) (3)

**NOTE:** Accept any relevant correct responses.

- 5.1 Northern Cape ✓✓ (2)
- 5.2 Botswana ✓  
Namibia ✓ (Any order) (2 x 1) (2)
- 5.3 They respect the environment by taking only what can be replaced and only what they need. ✓✓  
They are excellent trackers. ✓✓  
(Examples include: On discovering where a herd has gathered, they immediately test the direction and force of the wind by throwing a handful of dust into the air / if the ground is bare and open, hunters crawl on their bellies, sometimes holding a small bush in front of them)  
• They kill animals with a bow and arrow using poison made from plants or snake venom.  
• They are knowledgeable about the use of plants for medicinal purposes.  
• They have developed the skill to gather edible plants for food e.g. edible mushrooms, bulbs, berries and tsamma melons.  
• They have developed skills to utilise water that is a scarce resource. (Examples include: They collect moisture by scraping and squeezing roots / when they are out hunting or travelling, they dig holes in the sand to find water / they carry water in an ostrich eggshell). (2 x 2) (4)
- 5.4 Offer visitors guided nature and heritage trails with San guides and trackers. ✓✓  
Develop community-owned accommodation establishments to accommodate national and international visitors to the area. ✓✓  
• Sell arts and crafts made from natural and locally collected materials such as ostrich eggshell, bone and wood.  
• Offer visitors traditional cultural dancing performances.  
• Offer visitors traditional storytelling told by the elders of the community.  
• Teach visitors about the traditional culture and the original way of living of the San.  
• Offer visitors an opportunity to participate in bow and arrow shooting, craft making and traditional games.  
• Offer visitors an opportunity to undertake a hunt with experienced San hunters.  
• Offer visitors donkey-car rides. (2 x 2) (4)

**B**

4.1	4.1.1	A – 2✓ B – 3✓	TA	(2)
	4.1.2	A – This tourist is interested in Muslim history, culture and Islamic architecture at the Blue Mosque. • This tourist wants to pray at the Blue Mosque. ✓✓	TA	(2)
		B – They wish to participate in daring and unusual experiences on Table mountain that entails excitement and danger. ✓✓	TA	(2)
4.2	4.2.1	The Canyon stretches over long distances allowing visitors to visit a number of sites along its route. ✓✓ Offers a wide range of popular activities to indulge in whilst at various sites for example white water rafting, helicopter tours, hiking trails, photography. ✓✓ • Consists of different layers of rock proving to be an important site for geological research. • View the diverse population of ecosystems that exists in the canyon. • Curiosity to view the largest canyon in the world. • It is a world heritage site	TA	(4)
	4.2.2	The attraction was not open to the public, it was closed for renovations ✓✓	TA	(2)
5.1	5.1.1	A – Mapungubwe Cultural Landscape✓ B – Richtersveld Cultural and Botanical Landscape✓ C – Robben Island✓ D – UKhahlamba Drakensberg Park ✓	CH	(4)
	5.1.2	A – Contains evidence of human cultural activities over a period of time that led to cultural and social changes between the AD 900 and 1300. ✓✓ • Remains in the area serve as evidence to the growth and decline of the culture/ civilisation which existed in the Mapungubwe State. • Mapungubwe served as a powerful trading state through East African ports with Arabia and India. • The remains found show the impacts of climate change and mark the growth and decline of the Mapungubwe Kingdom.	CH	(2)
		C – Buildings on Robben Island bear unusual evidence to our history. ✓✓ • Robben Island symbolises freedom and democracy over oppression stemming from our history of apartheid which signifies universal significance. • Prison site where Nelson Mandela was detained for 20 years.	CH	(2)

- 5.2 Influx of visitors to the provinces to visit the World Heritage Sites will lead to increased tourism revenue. ✓✓  
 A sense of ownership/ pride of the heritage within the local community. ✓✓  
 Boost in the economic activity leading itself to increased GDP, benefiting all establishments in the area. ✓✓ CH
- Increased visitor numbers sets the multiplier effect into motion.
  - Encourage closer working relationships between all stakeholders.
  - Increased visitor numbers result in the creation of job opportunities due to increased demand for services. (6)
- 

**C**

- 4.1
- C ✓ – Chichen Itza ✓
  - E – Macchu Pichu (Any 1 + 1) (2)

- 4.2 4.2.1 A ✓ – Niagara Falls ✓  
 B ✓ – The Grand Canyon ✓ (4)

4.2.2 **Niagara Falls:**

- It is one of the most famous waterfalls in the world. ✓
- It is one of the most spectacular waterfalls in the world.
- It is one of the biggest and most powerful waterfalls in the world.
- It receives more visitors than any other waterfall in the world. (Any 1 x 1)

OR

**The Grand Canyon:**

- It is the largest canyon/gorge in the world. ✓
- It is one of the best examples of erosion in the world. (Any 1 x 1) (1)

- 4.3 4.3.1 • Statue of Christ the Redeemer ✓  
• Cristo Redentor (1)
- 4.3.2 Rio de Janeiro ✓ (1)
- 4.3.3 • It is one of the most famous statues in the world. ✓  
• It is known for its dramatic location and size. ✓  
• It is a symbol of Christianity and peace. (Any 2 x 1) (2)
- 4.3.4 • In 2007 the statue was named as one of the seven new wonders of the world. ✓  
• The statue is situated on top of Corcovado Mountain in the Tijuca Forest National Park. ✓  
• The Statue of Christ overlooks the city of Rio de Janeiro.  
• The statue, including its pedestal, is 39,6 m tall and weighs 635 tons.  
• The distance from fingertip to fingertip is 28 m.  
• It was built to commemorate the 100<sup>th</sup> anniversary of Brazil's independence from Portugal in 1822.  
• The statue offers spectacular views of the city of Rio de Janeiro, Sugar Loaf Mountain, the Maracana Soccer Stadium and the famous beaches of Copacabana and Ipanema.  
• Tourists can reach the statue by means of a 20-minute railway ride, climbing the 222 steps leading to it or using escalators and elevators. (Any 2 x 1) (2)
- 4.4 • It has unique architectural or construction features. ✓  
• It has a sense of magic and mystery. ✓  
• It has a unique location high in the Andes Mountains.  
• It withstood the elements for many centuries.  
• It has a distinctive and impressive shape.  
• It attracts a certain number of visitors each year. (Any 2 x 1) (2)
- 4.5 4.5.1 New York ✓ (1)
- 4.5.2 • Families with young children. ✓  
• Elderly visitors. ✓  
• Visitors who have difficulty in walking.  
• Visitors with visual impairments. (Any 2 x 1) (2)
- 4.5.3 A tourist attraction that provides universal access will be able to attract different types of visitors regardless of their race, religion, age or disability. ✓ Every visitor will be able to enjoy all the facilities, experiences and sights on offer. ✓ (Allow 1 mark if an example of universal access at an attraction is given.) (2 x 1) (2)

## D

- 4.1 4.1.1 A Italy✓  
B France✓ TA (2)
- 4.1.2 (a) It leans over ✓✓ TA (2)  
• It is tilted.  
• It looks like it can fall over.
- (b) The soil on which it is built is soft or unstable and made it tilt or lean. ✓✓ TA (2)  
• The foundation of the tower is not solid and the foundation sinking on one side because of the soft soil.
- 4.1.3 There is an observation tower from where tourists can view Paris. ✓✓ TA (2)  
• There are restaurants where tourist can have a meal.  
• Souvenir shops to buy mementoes.  
• Champagne bar at the top of the tower to celebrate.  
• Gustav Eiffel's office in the tower can be visited (museum).
- 4.1.4 Universal accessibility ✓✓ TA (2)  
• Elevators/lifts  
• Braille signage  
• Sign language guides  
• Wheel chair ramps
- 4.1.5 Big Ben is the name commonly used for the clock in the tower. ✓✓ TA (2)  
• Big Ben is the name of the biggest of five bells in the clock tower
- 4.2 4.2.1 It is the ruins of an ancient Inca city ✓✓ high on the Andes mountains. TA (4)  
It represents the architecture and lifestyle of the ancient Inca civilization. ✓✓  
• A sacred Inca site  
• It is a World Heritage Site.
- 4.2.2 Limiting the number of visits ensures the site can be sustainably maintained for future generations. ✓✓ TA (2)  
• The risk of the site getting damaged by too many tourists visiting is reduced.  
• It will increase the value as only limited numbers are allowed to visit; it becomes more exclusive and sought after.

4.4	4.4.1	(a) The Colosseum ✓	TA	(1)
		(b) Built as graves for the Pharaohs, Egyptian Kings. ✓✓ • Many workers died during the building of the pyramids.	TA	(2)
		(c) The Statue of Liberty ✓	TA	(1)
		(d) Built by the French and donated as a gift to the USA to celebrate the 100 <sup>th</sup> anniversary of the American Declaration of Independence. ✓✓	TA	(2)
		(e) The Taj Mahal ✓	TA	(1)
	4.4.2	Seven Wonders of the World ✓✓ • ancient architecture	TA	(2)
5.1	A	The Cradle of Humankind ✓	CH	(2)
	B	The Vredefort Dome ✓		
5.2		North West ✓✓	CH	(2)
5.3		Increases the marketability of the TWO attractions and North West as a destination. ✓✓ • These TWO sites become primary attractions with secondary attractions also visited during the trip. • More tourists are interested in visiting these two sites because it is of importance to all humanity, increasing demand for tourism in the North West. • Increase in tourism revenue and local benefits as souvenirs and other products and services are in demand. • More jobs are created to handle the higher influx of tourists in the North West and in the areas where the World Heritage Sites are located. • Tourism development of these rural border areas. • Cross-border benefits for North West from tourists to these World Heritage Sites in Gauteng and the Free State.	CH	(2)
5.4		Meteorite hit the earth thousands of years ago creating the largest meteorite impact site in the world. ✓✓ • Inner and outer circles as a ripple effect from such force from outer space (a meteorite) smashing into the surface of the earth.	CH	(2)
5.5		Earliest forms of fossilised human remains were discovered thousands of years later in underground caves. ✓✓	CH	(2)

## E

4.1	4.1.1	H✓ / Statue of Liberty United States of America / USA✓	TA	(2)
	4.1.2	E✓ / Statue of Christ the Redeemer / Corcovado Brazil✓	TA	(2)
	4.1.3	D✓ / Great Pyramids of Giza / Sphinx Egypt ✓	TA	(2)
	4.1.4	B✓ / Taj Mahal India ✓	TA	(2)
	4.1.5	A✓ / Sydney Opera House Australia✓	TA	(2)
	4.1.6	C✓ / Great Wall of China China✓	TA	(2)
	4.1.7	F✓ / Kremlin / Red Square Russia ✓	TA	(2)
	4.1.8	G✓ / Big Ben England ✓ • Britain / Great Britain • United Kingdom / UK	TA	(2)
4.2	4.2.1	The bullet-proof glass will give better protection to tourists in the event of future terror attacks. ✓✓ • To upgrade and improve safety at the attraction. • To get rid of the metal barriers that obscures the view of the tower to get better photo opportunities. • The tower is one of the iconic structures in France that attracts many tourists and needs extra protection. • For aesthetical (attractive) purposes	TA	(2)
	4.2.2	The Eiffel Tower, being one of the most popular tourist attractions in Paris, could become the target for large-scale terror attacks with huge loss of life. ✓✓ • Destruction of an iconic structure symbolising engineering abilities of the time. • Fewer visitors to the attraction because tourists will not feel safe. • The absence of visible policing may increase criminal activities.	TA	(2)

5.1	Cape Floral Region / Cape Floral Kingdom ✓✓ Richtersveld Cultural and Botanical Landscape ✓✓	CH CH	(2) (2)
	<i>Note: Accept any order. Do not award marks for "Richtersveld or Floral Region" only.</i>		
5.2	Western Cape ✓ and Northern Cape ✓	CH	(2)
	<i>Note: Accept any order.</i>		
5.3	Both WHS contain exceptional examples of natural beauty and unique plant species to be protected for future generations. ✓✓ • Both sites are biodiversity hotspots. • Both sites contain plant species unique to the region and to South Africa. • Both the sites meet UNESCO's criteria for being granted World Heritage Status.	CH	(2)
5.4	Showcases the country as a land of natural wealth and beauty and a haven of unique biodiversity. ✓✓ Markets South Africa as a highly attractive tourism destination of choice for those seeking unique experiences or interested in biodiversity hotspots. ✓✓ • Attracts international media interest – publicity for SA. • Emphasises South Africa's biodiversity • Higher visitor numbers to these sites will increase South Africa's GDP. • Higher visitor numbers will set the multiplier effect into motion. • Attract foreign investment	CH	(4)

## **TIME ZONES REVISION GUIDE**

### **ACTIVITY 1**

1.1. 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 [1.1.1-1.1.5] in the answer book.

- 1.1.1. A common symptom of jet lag.
- A. Disorientation
  - B. Increased energy levels
  - C. Night blindness
  - D. Increased appetite
- 1.1.2. Geographical time of a place according to the position of the sun.
- A. International date line
  - B. Standard time
  - C. Local time
  - D. Summer time
- 1.1.3. This line divides the earth into the southern and northern hemispheres.
- A. Greenwich
  - B. Equator
  - C. Standard time
  - D. Universal time co-ordinate
- 1.1.4. This country uses (-9) time zone.

- A. Adelaide
- B. Vancouver
- C. Alaska
- D. Canada

1.1.5. The line of longitude where a new calendar begins.

- A. Standard time
- B. Greenwich mean time [GMT]
- C. Daylight saving time [DST]
- D. International date line [IDL]

### ACTIVITY 2

Choose the correct word(s) from those given in brackets. Write ONLY the word(s) next to the question number [1.2.1-1.2.5.] in the answer book.

1.2.1. (Elapsed / transit) time is the time spent at the airport while waiting for a connecting flight.

1.2.2. (Jet lag / Daylight saving time) is the practice of advancing the clock one hour ahead during summer months.

1.2.3. (UTC / IDL) is the line of longitude that is the starting point of the 24hour clock.

1.2.4. The earth rotates at (15° / 30°) degrees for every hour.

1.2.5. The time difference between South Africa and Mexico is (4 / 8) hours.

### ACTIVITY 3

3.1. Explain the difference between jet lag and jet fatigue.

3.2. Give any FIVE symptoms of jet lag.

3.3. Suggest FIVE possible measures to avoid jet lag when travelling.

### ACTIVITY 4

Match the countries in column A with the time zones they use in column B. Write only the correct letter next to the question number.

COLUMN A	COLUMN B	
1. New Zealand	A.	+8
2. Delhi	B.	0
3. Moscow	C.	+1
4. Perth	D.	-3
5. Paris	E.	-7
6. Ottawa	F.	+9
7. Tokyo	G.	+5.5
8. Brazil	H.	+3
9. Canada	I.	-5
10. London	J.	+12

## ACTIVITY 5

What will be the time in the following cities if it is 13:30 in South Africa? DO NOT CONSIDER DST.

1. Sydney
2. Tehran
3. Berlin
4. New York
5. Brasilia
6. Adelaide
7. Tokyo
8. Dallas
9. Canada
10. Alaska

## ACTIVITY 6

DETERMINE THE DAY, DATE AND TIME IN SOUTH AFRICA USING THE TIMES GIVEN FOR THE CITIES BELOW. DO NOT CONSIDER DST.

TIME	CITY	DAY	DATE
10:00	Melbourne	Monday	17 September
12:00	San Francisco	Tuesday	21 December
17:00	Perth	Wednesday	27 March
21:00	Delhi[India]	Sunday	31 May
03:00	Mexico city	Friday	01 October

## ACTIVITY 7

- [1] The South African Rugby team left South Africa on the 14 June at 15:00 to Australia [Adelaide] on an 18 hour flight. Calculate the arrival time in Adelaide.
- [2] Mavis from London visited the Cape Town festival on the 17 June 2013 in Cape Town .Her departure time is 14:00. Her flight took her 13 hours. Calculate her time of arrival in South Africa.
- [3] John from Tokyo went to study in Paris. He arrived in Paris on the 12 January 2015 at 15:00 after spending 14 hours on the plane. Calculate his departure time in Tokyo.
- [4] The Indian cricket team arrived in Melbourne at 10:00 for their cricket world cup on the 04 March 2015, after spending 10 hours on the flight. Calculate their departure time in India.
- [5] Maria from China attended a conference in Canada. She left her country on the 18 January 2015 at 10:00. She went via South Africa before taking a flight to Canada.

\* The flight between China and South Africa was 14 hours.

\* Transit time was 3 hours.

\* Flight between South Africa and Canada was 19 hours.

[a] Calculate her arrival time in South Africa.

[b] Calculate her arrival time in Canada.

## ACTIVITY 8

*Brazil hosted the 2014 Fifa World Cup, the official opening ceremony was on the 12 June 2014 at 15:15. The official opening match between Brazil and Croatia was 17:00, on the 12 June. The final match between Germany and Argentina was on the 13 July at 16:00.*

*A fan from South Africa went to witness the official opening in Brazil; his flight took him 14 hours. He arrived 2 hours before the official opening.*

*Fans from Germany travelled to Brazil on the 12 July at 18:00 to watch the final match. They took a connecting flight to London before landing in Brazil. The flight to London from Germany was 6 hours. They spent 2 hours on transit and from London to Brazil they took 11 hours.*

[1] At what time and date was the official opening televised in South Africa?

[2] Calculate the departure time for the South African fan for the opening ceremony.

[3] Calculate the arrival time for the German fans in London.

[4] Calculate the arrival time for the German fan in Brazil.

[5] At what time and date was the final match televised in New Zealand?

## MEMORANDUM

### ACTIVITY 1

1.1.1. A

1.1.2. C

1.1.3. B

1.1.4. C

1.1.5. D

### ACTIVITY 2

1.2.1. Transit

1.2.2. Daylight saving time

1.2.3. UTC

1.2.4. 15° degrees.

1.2.5. 8 hours

### **ACTIVITY 3**

3.1. Jet lag is a physical condition a traveller experiences when crossing many time zones.

3.2.\* Fatigue and disorientation

- \* Interrupted sleep

- \* Confusion

- \* Stomach cramps

- \* Dehydration

- \* Swollen legs and feet.

3.3.\* Drink a lot of water

- \* Avoid caffeine such as coffee

- \* Avoid alcohol during the flight

- \* Walk around during the flight

- \* Do not eat too much

## **MEMORANDUM**

### **ACTIVITY 4**

1. J

2. G

3. H

4. A

5. C

6. I

7. F

8. D

9. E

10. B

### **ACTIVITY 5**

1. 21:30

2. 15:00

3. 12:30

4. 07:30

5. 09:30
6. 21:00
7. 20:30
8. 05:30
9. 04:30
10. 02:30

### ACTIVITY 6

18:00	Monday	17 September
02:00	Tuesday	21 December
23:00	Wednesday	27 March
00:30	Monday	01 June
19:00	Thursday	30 September

### ACTIVITY 7

[a] S.A. (+2) Adelaide (+9.5)

$$9.5 - 2 = 7.5$$

$$15:00 + 7\text{h}30 = 22:30$$

$$22:30 + 18 \text{ hours} = 16:30$$

$$16:30 + 1 \text{ hr DST} = 17:30, 15 \text{ JUNE } 2014$$

[b] S.A. (+2) London (0)

$$2 + 0 = 2$$

$$14:00 + 2 = 16:00$$

$$16:00 + 13 \text{ hours} = 05:00$$

$$05:00 \text{ 18 JUNE } 2013$$

[c] Tokyo (+9) , Paris (+1)

$$9 - 1 = 8$$

$$15:00 - 8 \text{ hours} = 07:00$$

$$07:00 - 14 \text{ hours} = 17:00 , 11 \text{ January } 2015$$

$$17:00 + 1 \text{ hr DST} = 18:00, 11 \text{ January } 2015$$

[d] India (+5.5), Melbourne (+10)

$$10 - 5.5 = 4.5$$

$$10:00 - 4 \text{ hours } 30 \text{ minutes} = 05:30$$

$$05:30 - 10 \text{ hours} = 20:30 , 03 \text{ March } 2015$$

$20:30 + 1\text{hr DST} = 21:30$  03 March 2015

[e] China (+8) S.A. (+2)

$8 - 2 = 6$  hours

$10:00 - 6 = 04:00$

$04:00 + 14$  hours = 18:00, 18 January 2015

S.A. (+2) , Canada (-7)

$2 + 7 = 9$  hours

$18:00 + 3$  hours transit = 21:00

$21:00 - 9$  hours = 12:00

$12:00 + 19:00 = 07:00$ , 19 January 2015

$07:00 + 1$  hr DST = 08:00, 19 January 2015.

### ACTIVITY 8

[a] S.A. (+2) , Brazil (-3)

$2 + 3 = 5$  hours

$15:15 + 5$  hours = 20:15, 12 June 2014

[b] S.A. (+2), Brazil (-3)

$2 + 3 = 5$  hours

$15:15 - 2$  hours = 13:15

$13:15 - 14$  hours = 23:15 ,11 June 2014

[c] German (+1) , London (0)

$1 + 0 = 1$

$18:00 - 1 = 17:00$

$17:00 + 6$  hours = 23:00, 12 July 2014

$23:00 + 1$  hr DST = 00:00 13 JULY 2014

[d] London (0) , Brazil (-3)

$3 + 0 = 3$

$00:00 - 3 = 21:00$

$21:00 + 2$ hour transit = 23:00

$23:00 + 11$  hours = 10:00, 13 JULY 2014

10:00 + 1 hr DST = 13 July 2014

[e] Brazil (-3) New Zealand (+12)

12 + 3 = 15 hours

16:00 +15 hours = 07:00, 14 July 2014

07:00 + 1 hr DST = 08:00, 1 July 2014

