



Province of the
EASTERN CAPE
EDUCATION

**NATIONAL
SENIOR CERTIFICATE**

GRADE 11

NOVEMBER 2015

TOURISM

MARKS: 200

TIME: 3 hours



This question paper consists of 23 pages.

INSTRUCTIONS AND INFORMATION

Read the instructions carefully before answering the questions.

1. This question paper consists of FIVE sections.
2. ALL questions in SECTIONS A, B, C, D and E are COMPULSORY.
3. Start EACH QUESTION on a NEW page.
4. You may use a non-programmable pocket calculator.
5. It will be to your advantage to show all calculations.
6. Round off your calculations to two places after the decimal point.
7. Write neatly and legibly.
8. The following table is a guide to help you allocate your time according to each section.

SECTION	QUESTION	TOPIC	MARKS	TIME
A	1	Short Questions	40 marks	20 minutes
B	2	Map Work and Tour Planning	20 marks	30 minutes
	3	Foreign Exchange		
C	4	Tourism Attractions	50 marks	50 minutes
	5	Culture and Heritage Tourism		
	6	Marketing		
D	7	Tourism Sectors	50 marks	50 minutes
E	8	Domestic, Regional and International Tourism	40 marks	30 minutes
	9	Communication and Customer Care		

SECTION A: SHORT QUESTIONS**QUESTION 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 (1.1.1–1.1.20) in the ANSWER BOOK, e.g. 1.1.21 A.
- 1.1.1 A luxury safari train that offers journeys to neighbouring SADC countries:
- A Umgeni Steam Railway
 - B Blue Train
 - C Rovos Rail
 - D Shongololo Express
- 1.1.2 The Nelson Mandela Museum located in ... offers a memorable cultural experience that gives insights into the life of Nelson Mandela.
- A Mthatha
 - B Mvezo
 - C Qunu
 - D All of the above.
- 1.1.3 Tourism levy with regard to car rental is a fee that the renter pays based on the length of rental and total kilometres travelled. This fee is paid to ...
- A TGCSA.
 - B TBCSA.
 - C SAVRALA.
 - D PRASA.
- 1.1.4 Effective verbal communication includes ...
- A varying the tone of your voice.
 - B fidgeting.
 - C making use of a variety of hand gestures.
 - D using jargon.
- 1.1.5 An itinerary that is prepared for a specific customer according to his/her needs.
- A General itinerary
 - B Scheduled tour
 - C Inclusive tour
 - D Personal itinerary

- 1.1.6 The Royal Hills of Ambohimanga located in ..., is an archaeological site that contains a ruined city, burial sites and various sacred places.
- A Seychelles
 - B Mozambique
 - C Madagascar
 - D Malawi
- 1.1.7 The rate at which one currency is exchanged for another:
- A Currency fluctuations
 - B Rate of exchange
 - C Bank buying rate
 - D Bank selling rate
- 1.1.8 A policy approved by government and launched in 2011, which called for the development of a Domestic Tourism Growth Strategy for South Africa.
- A National Tourism Sector Strategy
 - B White Paper on the Development and Promotion of Tourism in South Africa
 - C Sho't Left campaign
 - D Tourism Act
- 1.1.9 A rail service aimed at tourists and long-distance travellers in South Africa.
- A Metrorail
 - B Shosholoza Meyl
 - C Gautrain
 - D Prasa
- 1.1.10 The capital of Angola is ...
- A Benguela.
 - B Kwanza.
 - C Kissama.
 - D Luanda.
- 1.1.11 The preferred method of payment when a person rents a vehicle:
- A Cash
 - B Debit card
 - C Credit card
 - D Cheque

- 1.1.12 All of the following are examples of print media except ...
- A newspapers.
 - B meander maps.
 - C the internet.
 - D flyers.
- 1.1.13 The monetary unit used by Japan:
- A ¥
 - B €
 - C £
 - D \$
- 1.1.14 The Kahuzi-Biega National Park World Heritage Site, is home to some of the last remaining populations of Eastern lowland gorillas in the wild and is located in ...
- A Angola.
 - B the Democratic Republic of Congo.
 - C Botswana.
 - D Zambia.
- 1.1.15 Which of the following need not be taken into account when planning a tour?
- A Budget of the tourist
 - B Trip motivator
 - C Accommodation needs of the tourist
 - D The tour code allocated by the travel agent
- 1.1.16 Employees in the tourism industry should be aware of religious requirements. Hindus are forbidden to eat ...
- A meat.
 - B fish.
 - C eggs.
 - D All of the above.
- 1.1.17 A hop-on, hop-off semi-luxury bus service especially designed for backpackers.
- A Baz Bus
 - B Greyhound
 - C Ricksha Bus
 - D Intercape

1.1.18 The process of offering well-reasoned opinions about the work of others:

- A Discretion
- B Constructive criticism
- C Negative criticism
- D Personal insult

1.1.19 A five star luxury train that celebrates the Victorian era through its atmosphere and furnishings.

- A Blue Train
- B Shosholoza Meyl Premiere Classe
- C Rovos Rail
- D Umgeni Steam Railway

1.1.20 RETOSA is the acronym for the ...

- A Regional Tourist Organisation of South Africa.
- B Regional Tourism Organisation of Southern Africa.
- C Regional Tourism Organisation of South Africa.
- D Regional Tourist Organisation of Southern Africa.

(20 x 1) (20)

1.2 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–G) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK, for example 1.2.6 H.

COLUMN A		COLUMN B	
1.2.1	A flight from London, United Kingdom to Washington, United States of America	A	Regional flight
1.2.2	A flight from Johannesburg, South Africa to Cairo, Egypt	B	Domestic flight
1.2.3	A flight from Windhoek, Namibia to Harare, Zimbabwe	C	Transatlantic flight
1.2.4	A flight from Frankfurt, Germany to Tokyo, Japan	D	Connecting flight
1.2.5	A flight from Harare, Zimbabwe to Victoria Falls, Zimbabwe	E	Intercontinental flight
		F	Transcontinental flight
		G	Chartered flight

(5 x 1) (5)

1.3 Choose the correct word from those given in brackets. Write only the word next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

1.3.1 A licensed travel agent arranging a flight for a client from Johannesburg to New York will access (Micros-Fidelio Opera/ Galileo).

1.3.2 The South African Airways' internet website, www.flysaa.com, is an example of a (GDS/CRS).

1.3.3 The computerised reservation tool (Amadeus/Worldspan) was created by a group of European airlines.

1.3.4 The term GDS stands for (Global Distribution Strategy/Global Distribution System).

1.3.5 A (tourist/travel agent) will most likely make use of a toll-free number to access a travel provider's CRS. (5 x 1) (5)

1.4 Choose a word(s) from the list that matches the descriptions below. Write only the word(s) next to the question number (1.4.1–1.4.5) in the ANSWER BOOK. You may only use a description once.

Metro Rail offices / baggage areas / listen to music / 6 km/h / 3 km/h / website / stations / level boarding facilities / eat

1.4.1 While on the Gautrain passengers may not ...

1.4.2 The Gautrain accommodates mobility impaired passengers by means of ...

1.4.3 The Gautrain will be stopped automatically if the train should travel ... above the speed limit.

1.4.4 By scanning a QR code a passenger can gain access to the Gautrain's ...

1.4.5 Gautrain Gold Cards can be purchased at ... (5 x 1) (5)

1.5 Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (1.5.1–1.5.5) in the ANSWER BOOK.

1.5.1 The variety of cultures and abundance of attractions tourists may enjoy in South Africa

1.5.2 Stories or fables passed down from one generation to the next in specific cultures

1.5.3 A mass of stone that has reached the earth from outer space and has survived its impact with the earth's surface

1.5.4 Valued items and/or practices such as historic buildings and cultural traditions that have been passed down from previous generations and form part of the history of a cultural group or a nation

1.5.5 The remains or impression of a prehistoric plant or animal embedded in rock (5 x 1) (5)

[40]

TOTAL SECTION A: 40

SECTION B: MAP WORK AND TOUR PLANNING; FOREIGN EXCHANGE

QUESTION 2

2.1 Study the extract below and answer the questions.

Leeuwenhof Country Lodge & Garden Spa



Spoil yourself and your partner with a relaxing one or two night stay at the Leeuwenhof Country Lodge & Garden Spa, nestled at the foot of the Waterberg Mountains amidst abundant blessings of nature, a 90 minute drive from Pretoria.

Two night stay special

For only R3 975, enjoy a two night stay for two in the luxury Prestige Bedroom. The package includes: dinner, bed and breakfast, the use of the spa facilities, game drive and one of the many spa treatments on offer.

Stay for 3 nights and save 50% on the 3rd night.

For accommodation in a suite or giant tent with a jacuzzi, the package will be R3 000 per couple for one night or R5 000 for two nights.

Tel: (014) 717 9811/9812 or 087 803 5873/4

Contact person: Helena

Validity of offer: Till 31 May 2014; booking essential and is subject to availability.

[Source: <http://www.sahiddentreasures.co.za>]

- 2.1.1 Identify the trip motivator for a tourist who would like to make use of this special offer. (1)
- 2.1.2 Name TWO facilities and or services that are included in this special offer. (2 x 1) (2)
- 2.1.3 Name TWO facilities and or services that are excluded from the price of this special offer. (2 x 1) (2)
- 2.1.4 Advise a potential tourist on what to pack when making use of this special offer. (1)

[6]

QUESTION 3

3.1 Read the scenario below and answer the questions.

Ms Jones is planning an overseas holiday to Italy and England. She has never travelled internationally before and is unsure of how to go about exchanging her South African rand, for the currencies that she will need.

- 3.1.1 Identify TWO foreign exchange facilities where Ms Jones can exchange her local currency for foreign currency, before her departure. (2 x 1) (2)
- 3.1.2 Ms Jones is unsure of the concept of an *exchange rate*. Explain this concept to her. (2)
- 3.1.3 Ms Jones has been warned that fluctuations could have an effect on her foreign exchange transaction. Explain what fluctuations are with regard to a foreign exchange transaction. (2)
- 3.1.4 Discuss ONE way in which the money that Ms Jones will be spending in a village in Italy, will be of benefit to the local population. (2)
- 3.1.5 Use the currency rate sheet below to assist you in answering the following questions.

Foreign currency	Currency Code	Bank Buying Rate	Bank Selling Rate
British Sterling	GBP	17,7917	18,5295
Euro	EUR	13,8899	14,4923
United States Dollar	USD	10,9395	11,2645

- (a) Ms Jones would like to exchange ZAR8 500 to spend in Italy. Calculate the total amount of foreign currency that she will receive by using the Bank Selling Rate. (3)
- (b) Before her departure Ms Jones exchanged ZAR11 500 for the currency that she will need in England. On her return to South Africa she has £75,00 left over and would like to exchange this amount for the local currency.

Calculate the total amount of local currency that she will receive using the Bank Buying Rate. (3)

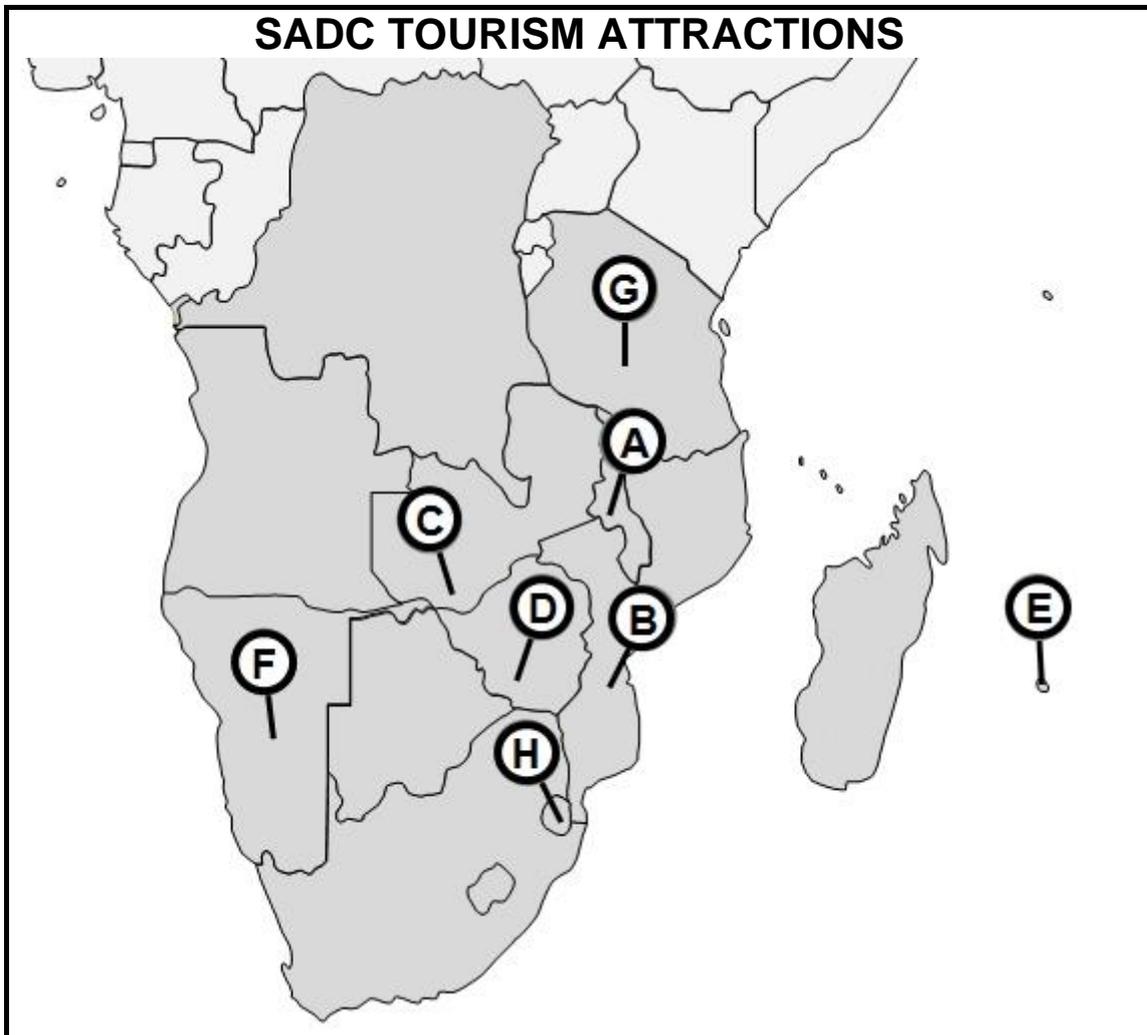
[14]

TOTAL SECTION B: 20

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

QUESTION 4

4.1 Refer to the map of SADC tourism attractions and answer the questions.



- 4.1.1 Give the letters that correspond with the two countries that share Lake Kariba. (2 x 1) (2)
- 4.1.2 Give the letter that corresponds with the country in which a top surfing spot, Tamarin Bay, is located. (1)
- 4.1.3 Give the letter that corresponds with the landlocked country where wildlife enthusiasts can visit the Hlane Royal National Park and the Mkhaya Game Reserve. (1)
- 4.1.4 Give the letter that corresponds with the country that has a group of five islands off its coast, known as the Bazaruto Archipelago, and is famous for beach tourism. (1)
- 4.1.5 Name the attraction that is shared by the countries labelled **A** and **B**. (1)

- 4.1.6 Name the attraction in the country labelled **F** that is the second largest natural gorge in the world and offers a breath-taking hikers' experience. (1)
- 4.1.7 Name the attraction that gives visiting tourists the opportunity to take photos of shipwrecks, in the country labelled **F**. (1)
- 4.1.8 (a) Name any **TWO** World Heritage Sites in the country labelled **G**. (2 x 1) (2)
- (b) Select **ONE** of the World Heritage Sites in QUESTION 4.1.8 (a) and give the main reason why it is considered a top tourist attraction. (2)

4.2 Read the information below and answer the questions.

Victoria Falls



The Victoria Falls constitutes one of the most spectacular natural wonders of the world. The local people call it 'Mosi-oa-Tunya'. The Victoria Falls is 1 708 meters wide, making it the largest curtain of water in the world.

A number of tourist activities can be undertaken. Helicopter flights provide a fabulous view of the falls, the upstream river and its many islands and for the more adventurous there is micro lighting with stunning views of the Falls.

- 4.2.1 Name the **TWO** countries that share the Victoria Falls. (2 x 1) (2)
- 4.2.2 Name the river that forms the boundary between the countries named in QUESTION 4.2.1 and leads to the Victoria Falls. (1)
- 4.2.3 Name **THREE** adventure activities not already mentioned in the extract, in which tourists can participate when visiting the area in and around the Falls. (3 x 1) (3)

[18]

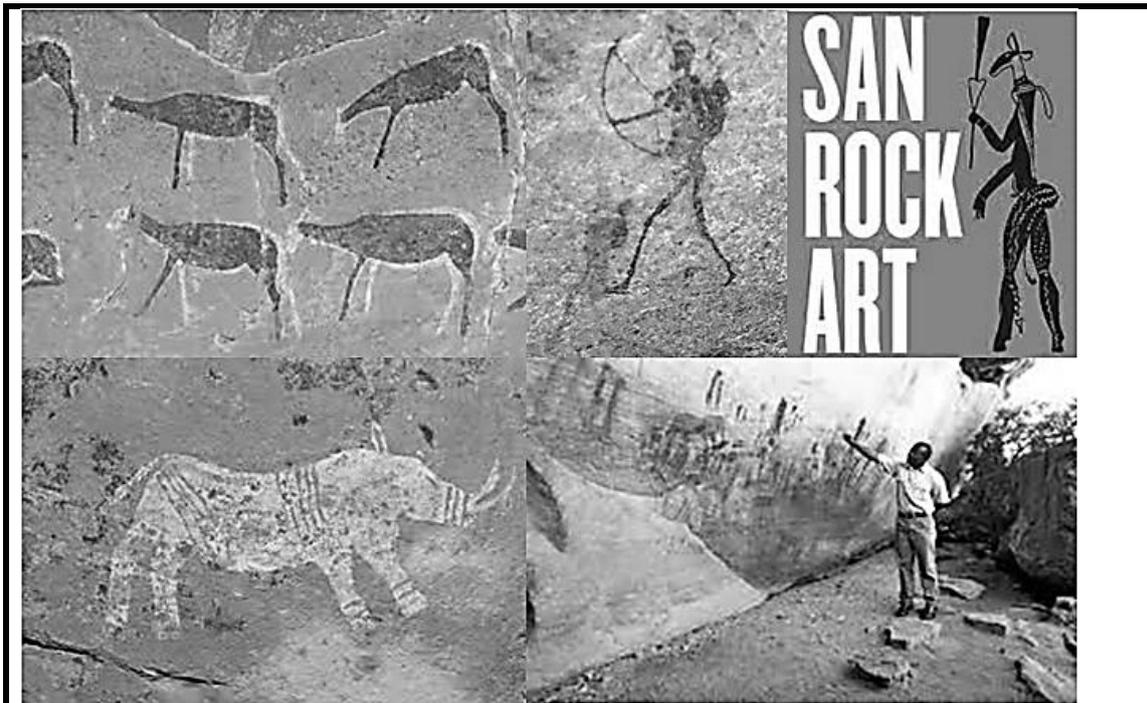
QUESTION 5

5.1 Study the collage of cultural pictures below and answer the questions.



- 5.1.1 Identify the Eastern Cape cultural group represented by the pictures labelled **A** and **B**. (1)
- 5.1.2 Identify the traditional cultural practice in the picture labelled **B**. (1)
- 5.1.3 Explain the significance of the custom of 'lobola' in arranging the traditional cultural wedding ceremony depicted in the picture labelled **A**. (2)
- 5.1.4 (a) Name the town that hosts the National Arts Festival shown in the picture labelled **C**. (1)
- (b) State the month of the year during which the National Arts Festival is held annually. (1)
- (c) Discuss why the National Arts Festival attracts many domestic and international tourists. (2)
- 5.1.5 Explain your understanding of the concept *cultural uniqueness*. (2)

5.2 Study the images and read the extract on South African heritage before answering the questions that follow.



All rock paintings and engravings done by indigenous people in South Africa are protected by the National Heritage Resources Act. They may not be destroyed, damaged, altered, excavated, removed from their original site or exported without a permit. Any person found writing his/her name on or near rock paintings or engravings, or removing them is committing an offence and is liable for prosecution.

[Source: Adapted from www.southafrica.info]

- 5.2.1 Write the full name of the agency, referred to in the extract that can issue a permit if a person wants to export San rock art from South Africa. (2)
 - 5.2.2 State TWO functions of the agency mentioned in QUESTION 5.2.1. (2 x 2) (4)
 - 5.2.3 Suggest TWO reasons why San rock art should be protected. (2 x 1) (2)
- [18]**

QUESTION 6

6.1 Study the images on marketing below and answer the questions.



6.1.1 Above-the-line and below-the-line marketing involves the use of different types of promotional techniques or media tools.

Redraw and complete the table below in the ANSWERBOOK.

Identify whether the pictures labelled **A** to **D** fall in the marketing category “above-the-line” or “below-the-line” and then indicate the promotional technique or media tool used.

Picture	Marketing category	Promotional technique or media tool
e.g. E	Above-the-line marketing	Radio
A		
B		
C		
D		

(8 x 1) (8)

6.1.2 Name TWO types of communication costs that must be taken into account when drawing up a marketing budget. (2 x 1) (2)

6.1.3 Give TWO ways how a business can determine the effectiveness of their promotional techniques used, in order to prepare for the following year’s marketing budget. (2 x 2) (4)

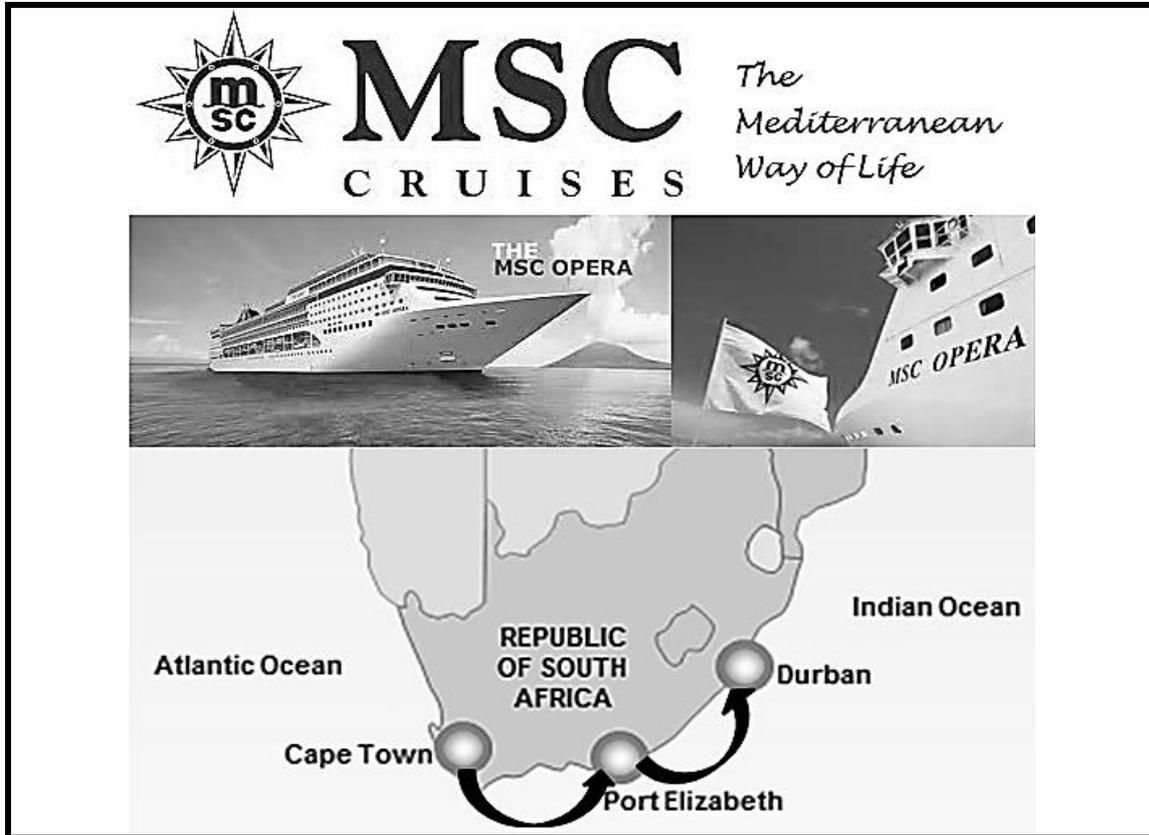
[14]

TOTAL SECTION C: 50

SECTION D: TOURISM SECTORS

QUESTION 7

7.1 Study the extract below from the MSC Starlight Cruises website and answer the questions.



Ship: MSC Opera	Departure: Mon 3/11/2014
Departing from: Cape Town	Duration: 5 Days / 4 Nights
Price starting from R2 840 (Inside cabin)	

7.1.1 The afore-mentioned cruise sails from Cape Town to Durban. Identify ONE other city that this cruise liner will visit. (1)

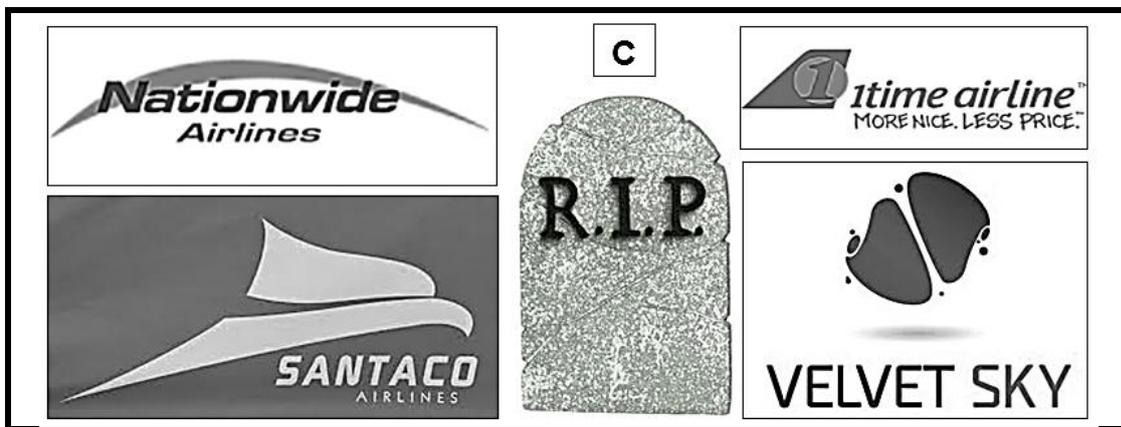
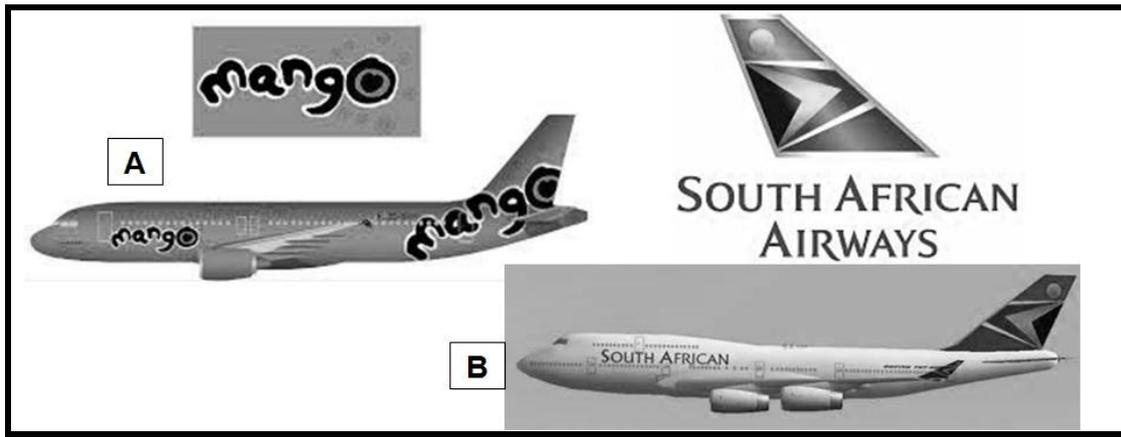
7.1.2 The price quoted for this cruise is for an inside cabin. Differentiate between an inside cabin and a suite on the MSC Opera. (2 x 2) (4)

7.1.3 Identify THREE facilities for entertainment that passengers can enjoy while on a cruise on the MSC Opera. (3 x 1) (3)

7.1.4 Cruise liners occasionally have special offers that they offer to potential passengers. These special offers are indicated by means of a code on the website advertisement.

Discuss the meaning of the special offer codes PS and PR that MSC Starlight Cruises offers their passengers. (2 x 1) (2)

7.2 Use the airline pictures below to answer the questions that follow.



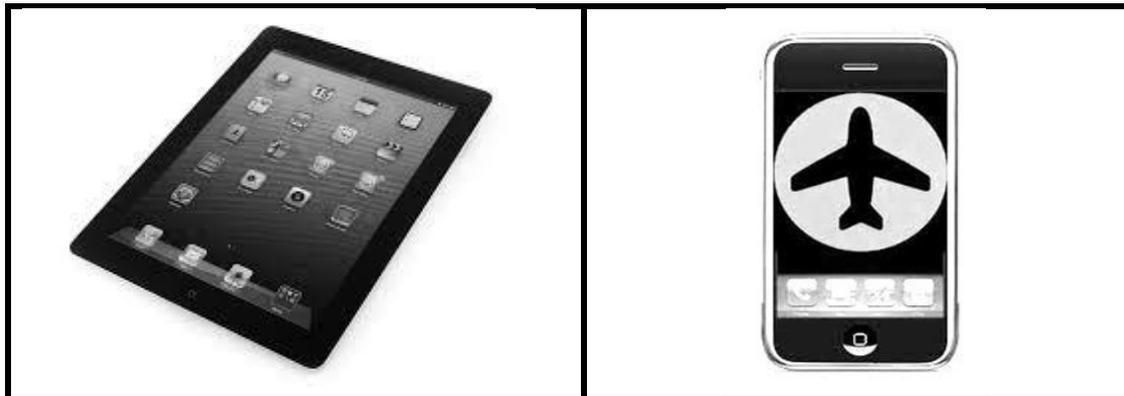
7.2.1 The pictures labelled **A** and **B**, are of types of wide and narrow body aircrafts. Identify which airplanes in the pictures (**A** or **B**) refer to wide body aircrafts and which refer to narrow body aircrafts. (2 x 1) (2)

7.2.2 Mango Airlines in the picture labelled **A** is often referred to as a “no-fuss, no-frills” airline.

- (a) Give another term for a “no-fuss, no-frills” airline. (1)
- (b) Give ONE advantage of flying with a “no-fuss, no-frills” airline. (1)
- (c) Write a paragraph outlining TWO services or comforts a passenger will have to do without when flying with Mango Airlines. (2 x 2) (4)

7.2.3 The airline logos in the picture labelled **C** are placed around a sign that reads “RIP”. Suggest ONE reason why these airlines should “Rest in Peace”. (1)

7.3 In the pictures below examples are given of technology that can be used for i-Travel.



7.3.1 Explain the concept of *i-Travel*. (2)

7.3.2 List THREE ways how i-Travel technology can be of assistance to travellers. (3)

7.4 Study the car rental website extract below and answer the questions.

	<p>Group: A Hyundai I10. or similar R198.99 per day</p>
<p>Your booking information:</p> <p>Group A Hyundai I10. or similar</p>  <p>Date and time: Pick up: 2014-09-26 at 10:00 <u>Port Elizabeth Airport</u></p> <p>Drop off: 2014-09-28 at 10:00 <u>Mthatha Airport</u></p> <p>Vehicle selection: Group A Mileage: 200 km free per day Waiver: Standard cover included</p>	 <p>Standard cover and 200 free km included</p> <ul style="list-style-type: none">• Excess amount R5000.00 (payable on pickup) <p><input type="checkbox"/> Upgrade to super cover</p> <ul style="list-style-type: none">• Excess amount R4000.00 (payable on pickup) <hr/> <p>Total: R397.98 for 2 days Excl. contract fee and vehicle protection plan</p> <p>Select</p>

Add optional extras	Admin fees
<input type="checkbox"/> Auto glass cover – R52.64	• Contract fee – R50.00
<input type="checkbox"/> Tyre Cover – R89.99	• Vehicle Protection Plan – R19.38
<input type="checkbox"/> Booster Seat – R200.00 (once off)	• Airport Surcharge – R32.86
<input type="checkbox"/> GPS – R100.00	
<input type="checkbox"/> Additional driver – R200.00	
<input type="checkbox"/> Unlimited mileage – R0.00 (selected in previous step)	
<input type="checkbox"/> Super cover – R0.00 (selected in previous step)	

[Source: www.thrifty.co.za]

- 7.4.1 Name ONE document that must be produced by the renter of a vehicle upon collection of a rented vehicle. (1)
- 7.4.2 In the extract, mention is made of “*standard*” and “*super*” cover. Differentiate between these types of insurance. (2 x 1) (2)
- 7.4.3 Explain the concept “*excess*” and how it is charged to the renter of the vehicle. (3)
- 7.4.4 In the extract it is stated that the cost of an additional driver is R200. Explain the “*additional driver*” cost. (2)
- 7.4.5 Calculate the cost of the rental of this vehicle for two days. Show all your calculations. (4)
- 7.4.6 When renting a vehicle the renter must take out some form of insurance. Explain what personal accident insurance (PAI) covers. (2)
- 7.4.7 In the extract it is indicated that airport surcharge is R32,86. Explain the term “*airport surcharge*”. (2)

7.5 Study the extracts below and answer the questions.

<p>Thembisa's Township Experience Motherwell, Port Elizabeth, S.A.</p>  <p>Join us for:</p> <ul style="list-style-type: none"> ❖ Full / half day township tour ❖ Homestay ❖ African beadwork experience ❖ The best in African cuisine <p>Prices available on request</p> <p>Contact: Thembisa</p> <p>☎041 484 1234 or 081 234 5678 ✉tembisa123@gmail.com</p>	 <p>Nombulelo works for SAA as an air hostess. She started her career working on domestic flights and is presently working on international routes. She works long hours but loves her job.</p> 
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7.5.1 Thembisa can be regarded as an entrepreneur.

Explain the concept "entrepreneur". (2)

7.5.2 Identify ONE characteristic that an entrepreneur must have in order to ensure that he/she makes a success of a business. (2)

7.5.3 List ONE entrepreneurial opportunity that Thembisa has identified that will assist her to make a success of her business. (1)

7.5.4 Identify the tourism sector that Nombulelo is employed in. (1)

7.5.5 Nombulelo needs to have certain personality traits in order to make a success of her career.

List TWO of the personality traits that she will need to have that will assist her in her career. (2 x 1) (2)

7.5.6 Identify TWO skills that Nombulelo needs to be a successful air hostess. (2 x 1) (2)

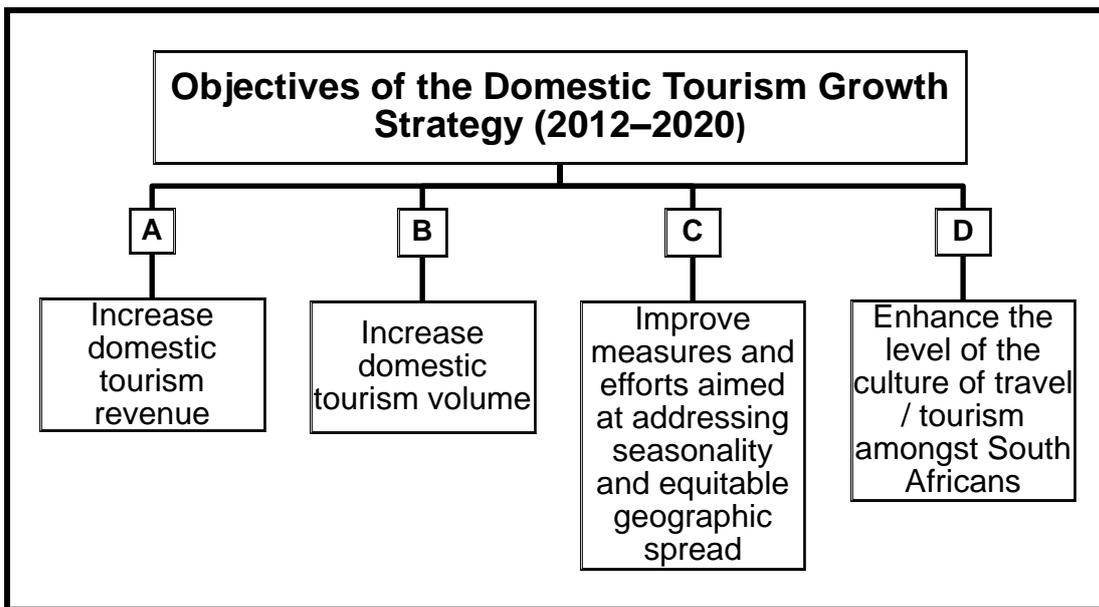
TOTAL SECTION D: 50

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

QUESTION 8

8.1 The diagram below shows the main objectives labelled **A** to **D** of the Domestic Tourism Growth Strategy (2012–2020).

Listed below the diagram are actions that have been identified by the National Department of Tourism to meet these objectives. Match the objective with the most appropriate action listed below. Write only the letter (A–D) next to the question number (8.1.1–8.1.4), for example 8.1.5 E.

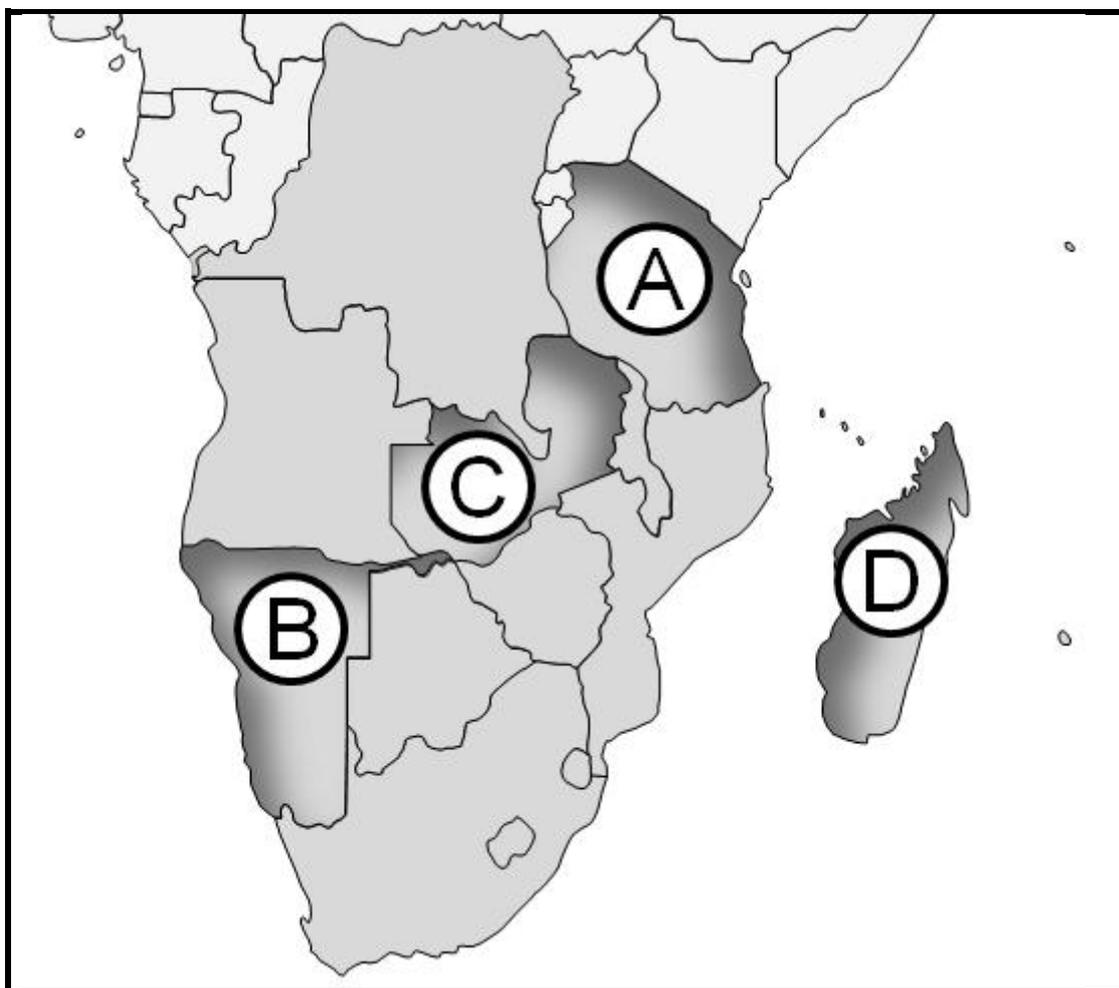


- 8.1.1 Introduce affordable tourism products to increase the number of domestic tourism trips. (2)
- 8.1.2 Develop and introduce tourism awareness-education programmes in order to increase understanding of tourism and appreciation of the value of tourism. (2)
- 8.1.3 Improve levels of domestic tourism marketing by establishing provincial marketing offices in other provinces to create inter-provincial partnerships and cross selling across provinces. (2)
- 8.1.4 Encourage the improvement of attractions, operations and offerings to increase the use of tourism facilities and ensure that there is a sufficient supply of products and services for each market segment. (2)

8.2 On 2 May 2012 SA Tourism launched a new domestic marketing campaign with the slogan “Whatever you are looking for, it’s right here”. The aim of this marketing campaign is to encourage South Africans to travel in their own country. It will specifically target five domestic tourism consumer segments.

- 8.2.1 Name the new domestic marketing campaign launched by SA Tourism. (1)
- 8.2.2 Name any TWO domestic tourism market segments and briefly state the preferred type of holiday or special offers that would encourage them to travel in South Africa. (2 x 2) (4)

8.3 Study the map of the SADC member countries and answer the questions.



- 8.3.1 Name the capital city of the country labelled **A**. (1)
- 8.3.2 Write the letter and name of the country that tourists will be visiting when arriving in the gateway city of Antananarivo. (2 x 1) (2)
- 8.3.3 Write the letter and name of the country that lies to the east of Angola. (2 x 1) (2)

8.4 Read the RETOSA extract and answer the questions.

“The more we know of each other’s tourism products and heritage, the better we will be able to promote each other which ultimately would lead to improved tourism across member countries.”

[RETOSA Executive Director, Francis Mfuné]

- 8.4.1 Name the intergovernmental organisation that Mr Mfuné is referring to in the extract. (1)
- 8.4.2 Explain the link between RETOSA and the organisation referred to in QUESTION 8.4.1 (2)
- 8.4.3 Write a paragraph discussing TWO economic benefits of increased regional tourism for South Africa. (2 x 2) (4)
- [25]**

QUESTION 9

9.1 Use the images to answer the questions below.

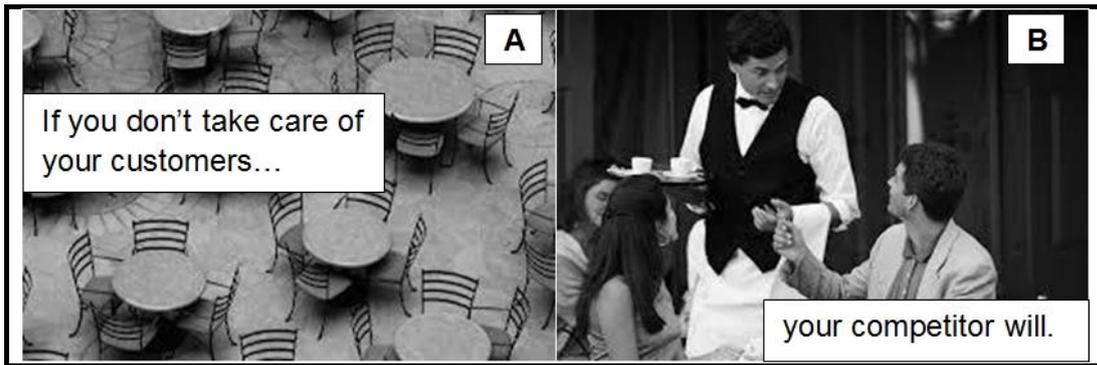


- 9.1.1 The cultures of the people in the pictures labelled **A** and **B**, are closely linked to their respective religions.

Give ONE term that is used to describe foods that are permissible according to the religious dietary laws of each of the cultural groups in the pictures labelled **A** and **B**. (2 x 1) (2)

- 9.1.2 Discuss FOUR benefits for the South African tourism industry if a tourism business encourages its employees to be more aware and sensitive to cultural and religious differences when dealing with foreign tourists. (4 x 1) (4)

9.2 Study the service delivery images below and answer the questions.



9.2.1 Suggest TWO examples of poor service delivery that might have contributed to the empty tables and statement in the picture of the restaurant labelled **A**. (2 x 1) (2)

9.2.2 The waiter in the restaurant labelled **B** has been trained to deal with verbal customer complaints. As a first step, he listens carefully and with interest to what the customer has to say.

(a) State the next step that the waiter needs to follow. (1)

(b) Give TWO reasons why this step is important when dealing with verbal customer complaints. (2 x 1) (2)

9.2.3 Discuss the value of team and peer reviews as a strategy to achieve and maintain quality service in a restaurant. (2 x 2) (4)
[15]

TOTAL SECTION E: 40
GRAND TOTAL: 200