ADDENDUM A: An Evening at the *Burger Shebeen*

Last night, I had the misfortune of eating at the *Burger Shebeen*, a restaurant located in Oak Valley. What I had hoped to be a romantic anniversary dinner for my wife and I turned out to be a very disappointing dining experience.

I began to have my doubts the moment we walked in. The dining room was clean, but the décor was far too glittery for my tastes. Multi-coloured images of grinning clowns and gigantic cartoon animals were pasted on almost every wall. The booths were luminous orange; the tables a bright lime green.

We stood for what seemed like an hour waiting to be seated, but not a single employee even glanced our way. Finally, we decided to just find a table on our own. We took our seats and waited for a waiter to bring us menus.

An unbearable amount of time passed and there was still no sign of a waiter. Perhaps noticing our frustration, a customer sitting at the table next to us told us that there **were** no waiters. Instead, we had to place our orders at the front of the restaurant and then bring our own food back to the table.

No waiters? Who came up with this concept? What is the purpose of dining out if you have to get up and serve yourself? Where were the signs telling us to 'help ourselves'?

We got up to speak to the chef and saw that he had long hair, a dirty uniform, and could not speak a word of English!

Somehow, I did manage to eat a hamburger, but it proved far too greasy for my liking. The chocolate milkshake was acceptable, but the cup it came in was so small that it seemed as if I were drinking out of a thimble.

Overall, the *Burger Shebeen*'s combination of dreadful décor, non-existent service, the chef's image and the disappointing food make it a place to avoid. I certainly hope we find a better place to celebrate our 51st anniversary next year!

[Adapted from: <www.ReadTheory.org>]

ADDENDUM B: Tourism Update

DAILY SOUTHERN AFRICAN TOURISM UPDATE   **TRENDS 2017** By: Fiona Davids

Giving back
Tourists are interested in seeing what role their money plays in the community. They want to know if their contribution in tourism benefits the local communities as well as the flora and fauna. As a result, we are seeing that tourism businesses are sourcing as many of their products locally as possible, as well as hiring local workers. Many hotels are offering the option to buy a tree that is planted at the destination to offset their travel carbon footprint.

Many guests don't want to disturb the wildlife around them, and want animals to come to them rather than going on safaris. *Sanctuary Retreats'* properties in the Okavango Delta are in the bush and allow animals to come close to the camps.

Tourists to Africa also continue to look for new and unique experiences. These include adventure-filled holidays where tourists can meet locals, experience real locations, cultures, food and festivals.

This year we see many solar powered camps in the market. *Sanctuary Chief's Camp* will use 100% renewable energy sources from the solar farm on the camp.

The solar camps help reduce any negative impacts on the environment. Their sewage purity system reduces contamination.

While some camps are adding Wi-Fi to their offering, other camps are choosing to stay disconnected. The main trend for Tourism 2017 will be the use of social media and online booking systems.

As you can see, 2017 will be the year tourism industries in SA aim to use responsible management plans by considering the *Triple Bottom Line*.

[Adapted from: <http://www.tourismupdate.co.za>]

ADDENDUM C: World Time Zone Map
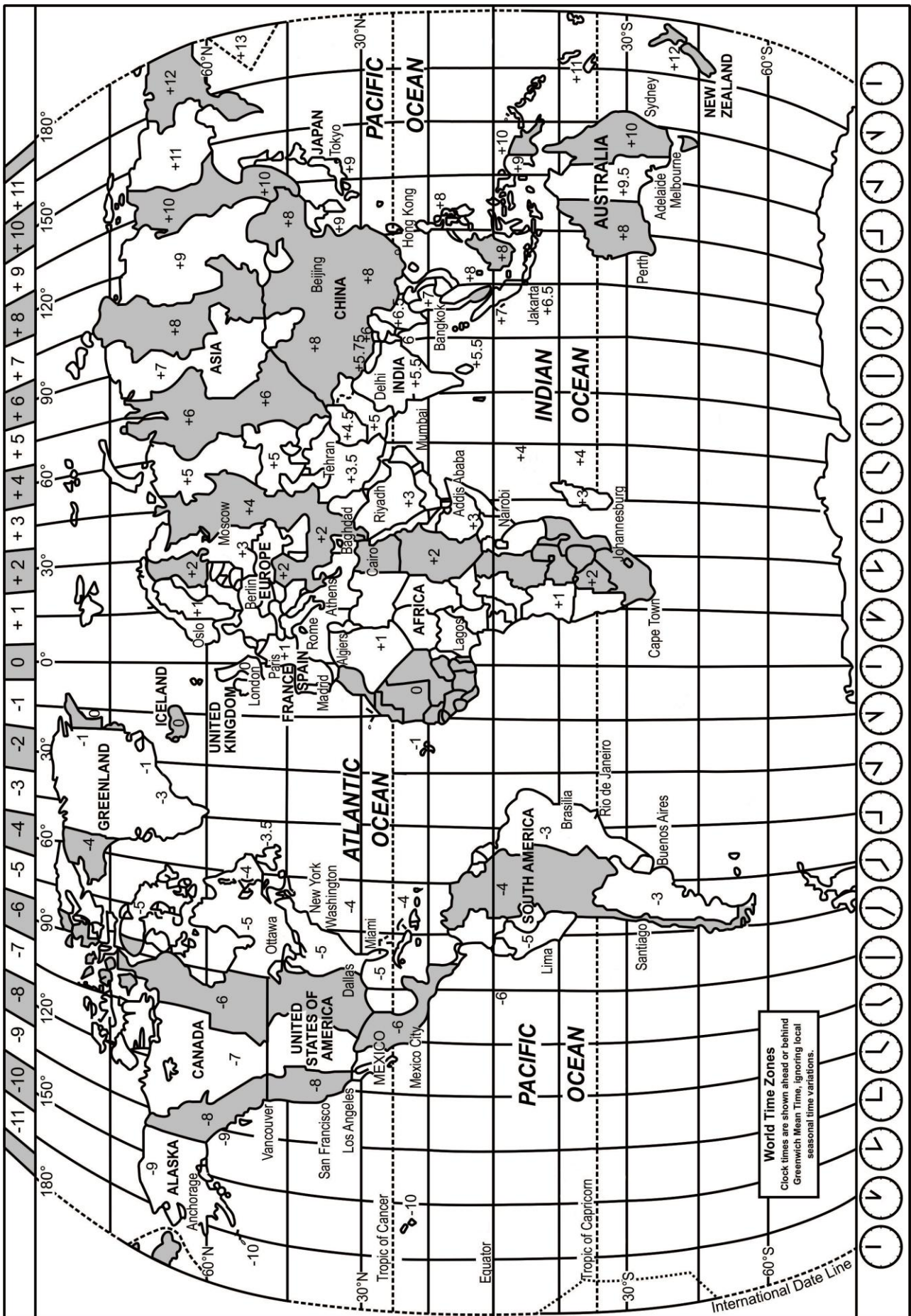
ADDENDUM D: Cyclone Dineo hits Mozambique, puts Kruger and KZN on high alert

Cyclone Dineo hits Mozambique, puts Kruger and KZN on high alert
2017-02-15 – Selene Brophy

The Kruger National Park as well as the Province of KwaZulu-Natal has alerted its disaster management teams for storms and floods as Cyclone Dineo strengthens and is expected to bring heavy rainfall to Limpopo and KZN over the weekend.

It is expected to bring wind speeds of about 166 km/h, as well as severe rain that could bring flooding. The coastline will be especially exposed to storm surge.

William Mabasa from the Kruger National Park says, "The cyclone will possibly hit the whole park. Visitors who are in the Park on Friday and Saturday must take safety measures and stay in the camps if it rains. Those who may somehow be trapped out, will need to call or send whatever communication to our Emergency centre".

Heavy rain over the southern parts of the Kruger National Park has caused many of the gravel roads to close. Never drive, ride or walk in floodwaters. Fill buckets, sinks and baths with water in case the water supply becomes limited.

[Adapted from: <alerthttp://traveller24.news24.com>]

ADDENDUM E – QUESTION 5: Marking rubric for concept map

Criteria		4	3	2	1	0	Possible score
(a)	**Candidate identifies the type of global situation and analyses the impact of this situation on Tourism, using examples from the passage to support response**	In addition to all the elements of Code 3, through careful **organisation** of the concept map, candidate shows a sophisticated insight into the **interrelatedness** of the concepts and their **relative importance**.	Candidate clearly **identifies** the type of global situation and **analyses** the impact of this situation on Tourism. Examples from the passage **support** answer. Both positive and negative impacts are discussed.	Candidate shows some understanding of the impact of this situation on Tourism. Some examples from the passage are quoted. Either positive OR negative impacts are discussed, OR only one or two of each is discussed. One aspect of the question has been omitted.	Candidate shows a limited understanding of the impact of this situation on Tourism. Only positive impacts OR only negative impacts AND/ OR no examples are quoted from the passage. Many aspects of the question have been omitted.	This bullet has not been addressed.	4 × 3 = 12
		x3	**x3**	**x2**	**x1**		
(b)	**Candidate analyses the impact of this situation on the Triple Bottom Line (TBL). Examples from the text as well as own knowledge are provided to support response**	In addition to all the elements of Code 3, through careful **organisation** of the concept map, candidate shows a sophisticated insight into the **interrelatedness** of the concepts and their **relative importance** and **impact**.	Candidate **analyses** the impact of this situation on the TBL. Examples from the text as well as own knowledge are provided to **support** response.	Candidate shows some understanding of the impact on the TBL. Some examples are quoted from the passage. Either positive OR negative impacts are discussed, OR only one or two of each is discussed, OR not all 3 pillars are given.	Candidate shows a limited grasp of the impact on TBL. More than 1 aspect of the question is omitted in the response.	This bullet has not been addressed.	4 × 3 = 12
		x3	**x3**	**x2**	**x1**		
(c)	**Links showing interrelation-ships between the concepts; cause and effect**		All the possible links are indicated with a sense of their complexity.	Some meaningful links are made.	Links spread haphazardly like spaghetti over the page.	No links are made.	3
(d)	**Key**		Key in different colours indicates the different concepts.	Some minor problems in key.	Major problems in key.	No key.	3

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ADDENDUM F – QUESTION 8: Rubric for marking the essay

Criteria	4	3	2	1	0	Possible score
Candidate provides a concise definition for the term 'Multiplier Effect'		Definition of the term 'Multiplier Effect' is given.	The term 'Multiplier Effect' is explained, but one aspect is omitted.	The term 'Multiplier Effect' is explained but with little understanding.	No definition given.	**3**
Candidate differentiates between poor and excellent service in the tourism industry		Clear distinction between poor and excellent service is made.	An attempt is made at distinguishing between poor and excellent service, though one aspect has been omitted.	Candidate has not understood the difference between poor service and excellent service.	Bullet has not been addressed in this essay.	**4**
Candidate analyses the positive and negative impacts directly on the provision of service on the tourism industry	It is clear from candidate's analysis that his/her knowledge of the impact of service on the tourism industry is deep and sophisticated.	Analysis has a clear understanding of the positive and negative impact of the provision of service on the tourism industry.	Candidate fails to provide a meaningful analysis, but may still provide a positive and negative impact of service in a shallow manner.	Candidate has either omitted the analysis OR has only addressed one positive or one negative impact.	No attempt to address this bullet has been made.	**4**
Candidate explains the impact of the Multiplier Effect on economic growth and community development	Deep and sophisticated understanding of the impact on both economic growth and community development. Candidate has provided positive and negative impacts.	Clear understanding of the impact on both economic growth and community development; positive and negative factors have been considered.	Candidate has either omitted positive or omitted negative impacts, or either impact on community development OR impact on economic growth has been omitted, OR addressed in shallow detail.	Response is shallow and poorly stated.	No attempt to answer this bullet.	**4 × 3 = 12**
	x3	**x2**	**x2**	**x1**		
Candidate suggests strategies to achieve and maintain quality service		Candidate has suggested at least 3 good strategies to achieve and maintain quality service.	Candidate has suggested 1–2 good strategies to achieve and maintain quality service.	A vague attempt at suggesting a strategy to improve service has been made.	This bullet has not been addressed.	**4**
Organisation and Mechanics		Information is very well organised with a title and well-constructed paragraphs. No grammatical, spelling and/or punctuation errors. Title is appropriate.	Organised with well-constructed paragraphs. A few slight grammatical, spelling and/or punctuation errors. Title is included.	Disorganised and many grammatical, spelling and/or punctuation errors.	No title.	**3**

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