



EXAMINATIONS COUNCIL OF LESOTHO
Lesotho General Certificate of Secondary Education

CANDIDATE
NAME

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CENTRE
NUMBER

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TRAVEL AND TOURISM

0194/01

Paper 1

October/November 2018

Understanding Travel and Tourism

2 hours

Candidates answer on the Question Paper

READ THESE INSTRUCTIONS CAREFULLY BEFORE ANSWERING

Write your name, centre number and candidate number and on all the work you hand in.

Write in dark blue or black pen.

You may use an HB pencil for any diagrams or graphs.

Do **not** use staples, paper clips, highlighters, glue or correction fluid.

Answer **all** questions.

All the Figures referred to in the questions are contained in the insert.

The number of marks is given in brackets [] at the end of each question or part question.

For Examiner's Use	
1	
2	
3	
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Total	

This document consists of **10** printed pages and **2** blank pages.



Question 1

Refer to Fig. 1 (Insert), a picture representing the travel and tourism industry.

(a) (1) State two modes of transport

(i)

(ii) [2]

(2) Identify from Fig. 1 three package holiday products.

(i)

(ii)

(ii) [3]

(b) Give two examples of travel service providers involved in international travel.

1

2 [2]

(c) State three characteristics of services in the travel and tourism industry and give an example of each.

1. Characteristic

Example

2. Characteristic

Example

3. Characteristic

Example [6]

(d) Identify three types of tourism. Give a description of each type of tourism.

1. Type of tourism

Description

.....

.....



2. Type of tourism
Description
.....
.....

3. Type of tourism
Description
.....
..... [6]

(e) Discuss the range of ancillary services that might be offered to a tourist travelling from Lesotho to the USA.

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..... [6]

Question 2

Refer to Fig. 2 (Insert), information about attractions in Lesotho.

(a) Identify from Fig. 2 **three** natural attractions in Lesotho.

- 1
- 2
- 3 [3]

(b) Explain **two** reasons for the likely appeal of national parks to adventure tourists.

- 1
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- 2
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..... [4]

(c) Explain **three** problems caused by visitors to the natural environment.

- 1
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- 2
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- 3
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(d) Describe **three** essential skills required when dealing with customers in the travel and tourism industry.

1

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(e) Evaluate the importance to a tourist destination of developing effective infrastructure.

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Question 3

Refer to Fig. 3 (Insert), information about accommodation grading programmes in Lesotho.

(a) (1) Define, using an example, the term occupancy rate.

Definition

Example [2]

(2) State **two** types of accommodation available in Lesotho.

(i)

(ii) [2]

(b) State **three** ways accommodation providers might increase their occupancy rate.

1

2

3 [3]



Question 4

Refer to Fig. 4 (Insert), photographs of diversification of tourism.

(a) Name **three** types of tourism shown in Fig. 4 (Insert).

- 1
- 2
- 3 [3]

(b) Describe **two** methods used at attractions such as Thaba-Bosiu Cultural Village to preserve culture.

- 1
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- 2
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- [4]

(c) Explain **three** reasons why customers use travel agents to obtain products and services.

- 1
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- 2
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- [6]



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Paper 1

INSERT

- Fig. 1 for question 1
- Fig. 2 for question 2
- Fig. 3 for question 3
- Fig. 4 for question 4

READ THESE INSTRUCTIONS FIRST

This insert contains all the figures referred to in questions.
Anything the candidate writes on this insert will not be marked.

This document consists of **3** printed pages and **1** blank page.



Fig. 3 for Question 3

Lesotho introduces a new star grading programme

The Lesotho Tourism Development Corporation (LDTDC) is developing a comprehensive star grading programme for the accommodation sector. Lesotho is also the first country to adopt the Southern Africa Harmonised Accommodation Grading Programme that was developed by the Regional Tourism Organisation of Southern Africa (RETOSA). One of the aims of these grading programmes is to improve overall occupancy rates in hotels, lodges and guest houses in Lesotho.

Posted by Sustainable Tourism Alliance

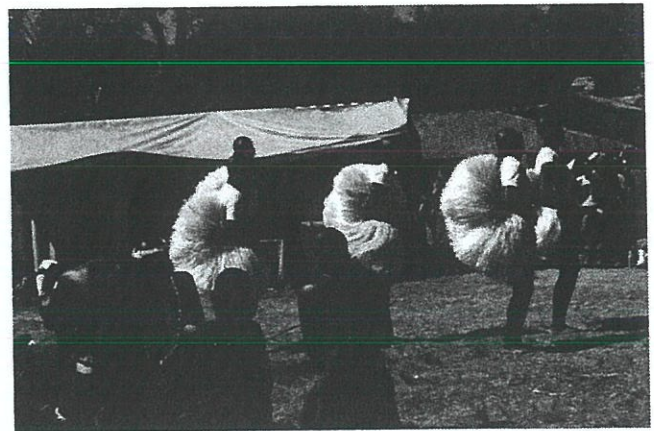
Fig. 3

Fig. 4 for Question 4

Photograph A



Photograph B



Photograph C



Fig. 4

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