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Sunday, 29 March 2026

TOERISME STUDIEMATERIAAL / TOURISM STUDY MATERIAL

A. JONKER

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GR 11
OPSOMMENDE NOTAS & WERKKAARTE (Mark with an 'X')

	ONDERWERP	PRYS	AFR	ENG
KWARTAAL 1	11.1.1 Lugvervoerdienste in Suid-Afrika / Air-services in SA	R 20,00		
	11.1.1 Werkkaart: Lugvervoerdienste / Air Services (NEW)	R 25,00		
	11.1.2 Nasionale en Internasionale lughawens / Airports in SA	R 15,00		
	11.1.3 Lughaweterminologie / Airport terminology	R 20,00		
	11.1.4 Vliegtuigterminologie / Aircraft terminology	R 15,00		
	11.1.5 Sitplekkonfigurasie / Seating configuration	R 20,00		
	11.1.6 Tegnologie in lughawens / Airport technology	R 30,00		
	11.1.7 Busindustrie van Suid-Afrika / Bus industry of SA	R 20,00		
	11.1.8 Treinindustrie van Suid-Afrika / Train industry of SA	R 30,00		
	11.1.9 Gautrein / Gautrain	R 20,00		
	11.1.10 Luukse plesiervaartindustrie / Luxury Cruises	R 20,00		
	11.1.11 Motorverhuring Deel 1 / Car Rental Part 1	R 15,00		
11.1.12 Motorverhuring Deel 2 / Car Rental Part 2	R 15,00			
		R 265,00	R 265,00	

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	ONDERWERP	PRYS	AFR	ENG
KWARTAAL 2	11.2.1 PTGS	R 10,00		
	11.2.2 Alle kultuurgroepe van Suid-Afrika	R 90,00		
	11.2.2.1 Werkkaart: KZN (NEW)	R 10,00		
	11.2.2.2 Werkkaart: Limpopo (NEW)	R 10,00		
	11.2.2.3 Werkkaart: Mpumalanga (NEW)	R 10,00		
	11.2.2.4 Werkkaart: Noord-Kaap / Northern Cape (NEW)	R 20,00		
	11.2.2.5 Werkkaart: Noordwes / North West (NEW)	R 20,00		
	11.2.2.6 Werkkaart: Vrystaat / Free State (NEW)	R 20,00		
	11.2.2.7 Werkkaart: Wes-Kaap / Western Cape (NEW)	R 20,00		
	11.2.2.8 Werkkaart: Oos-Kaap / Eastern Cape (NEW)	R 20,00		
	11.2.2.9 Werkkaart: Gauteng (NEW)	R 20,00		
	11.2.3 Suid-Afrikaanse kultuurerfenis & uniekheid / Cultural Uniqueness	R 10,00		
	11.2.4 Kultuur en diversiteit / Culture & Diversity	R 10,00		
	11.2.5 Suid-Afrikaanse erfenisverenigings	R 20,00		
11.2.6.1 Buitelandse Valuta en waarde vir SA ekonomie.	R 20,00			
11.2.6.2 Buitelandse Valuta / Foreign Exchange (NEW)	R 30,00			
		R 340,00	R 340,00	

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ONDERWERP		PRYS	AFR	ENG
KWARTAAL 3	11.3.1 Toerprogramme	R 20,00		
	11.3.2.1 SAOG - Inleiding / SADC - Introduction	R 20,00		
	11.3.2.1 Werkkaart - SAOG Inleiding / SADC introduction (NEW)	R 25,00		
	11.3.2.2 SAOG / SADC - Angola, Botswana & DRC	R 30,00		
	11.3.2.2 Werkkaart / Worksheet - Angola & Botswana	R 20,00		
	11.3.2.2 Werkkaart / Worksheet - DRC (NEW)	R 15,00		
	11.3.2.3 SAOG / SADC - Comoros island Additional	R 20,00		
	11.3.3 SAOG / SADC - Lesotho, Madagascar & Mauritius	R 30,00		
	11.3.3 Werkkaart / Worksheet - Lesotho, Madagascar & Mauritius	R 30,00		
	11.3.4 SAOG / SADC - Mozambique & Namibia	R 20,00		
	11.3.4 Werkkaart - Mosambiek / Mosambique	R 10,00		
	11.3.4 Werkkaart - Namibie / Namibia (NEW)	R 15,00		
	11.3.5 SAOG / SADC - Malawi	R 10,00		
	11.3.5 Werkkaart / Worksheet - Malawi	R 10,00		
	11.3.6 SAOG - Seychelles & Swaziland	R 20,00		
	11.3.6 Werkkaart / Worksheet - Seychelles (NEW)	R 15,00		
	11.3.6 Werkkaart / Worksheet - Swaziland	R 20,00		
	11.3.7 SAOG / SADC - Tanzania	R 20,00		
	11.3.7 Werkkaart / Worksheet - Tanzania	R 10,00		
	11.3.8 SAOG / SADC - Zimbabwe & Zambia	R 30,00		
11.3.8 Werkkaart / Worksheet - Zimbabwe & Zambia	R 20,00			
11.3.9 Bemarking / Marketing	R 20,00			
11.3.9 Werkkaart - Bemarkingstegnieke / Marketing (NEW)	R 25,00			
11.3.10 Bemarkingsbegroting / Marketing budget	R 10,00			
11.3.11 GVS & SBS / GDS & CRS	R 20,00			
11.3.11 Werkkaart / Worksheet - GVS / GDS (NEW)	R 20,00			
11.3.11 Werkkaart / Worksheet - SBS / CRS (NEW)	R 15,00			
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ONDERWERP		PRYS	AFR	ENG
KWARTAAL 4	11.4.1 Klantediens / Customer service	R 20,00		
	11.4.2 Klanteklagtes / Customer Complaints	R 10,00		
	11.4.3 Gehaltdiensbestuur / Quality service	R 20,00		
	11.4.3 Werkkaart - Gehaltdiensbestuur	R 20,00		
	11.4.4 Entrepreneurskap / Entrepreneurial opportunities	R 20,00		
	11.4.5 PowerPoint: Loopbaangeleenthede / Career opportunities	R 10,00		
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GR 12 NEW!!! 2026
NOTES & WORKSHEETS TERM 1



ONDERWERP / TOPIC		R	AFR	ENG
PLAASLIKE- STREEKS- & INTERNASIONALE TOERISME DOMESTIC, REGIONAL	12.1.1 BLOU - Wêreldgebeure (Deel 1) / 12.1.1 BLUE - Global Events (Part 1)	R 30,00		
	12.1.2 BLOU - Wêreldgebeure (Deel 2) / 12.1.2 BLUE - Global Events (Part 2)	R 25,00		
	12.1.3 BLOU - Politieke Situasies & Onvoorsiene Gebeurtenisse / 12.1.3 BLUE - Political Situations & Unforeseen Occurrences	R 30,00		
	Hersieningsklastoetse & voorbeeld vraestelle in pdf beskikbaar: verwys na die Assessering bestelvorm			

ONDERWERP / TOPIC		R	AFR	ENG
KAARTWERK EN TOERBEPLANNING MAP WORK AND TOUR PLANNING	12.1.4 GROEN - Toerplanne en Roetebeplanning / 12.1.4 GREEN - Tour plans and Route Planning	R 30,00		
	12.1.5 GROEN - Keuse van vervoer, verblyf en aktiwiteite / 12.1.5 GREEN - Choice of transport, accommodation and activities	R 25,00		
	12.1.6 GROEN - Opstel van 'n dag-vir-dag reisplan / 12.1.6 GREEN - Developing a day to day itinerary	R 30,00		
	12.1.7 GROEN - Toerbegroting / 12.1.7 GREEN - Tour Budget	R 30,00		
	12.1.8 GROEN - Veiligheid en Gesondheid (Deel 1) 12.1.8 GREEN - Health and Safety (Part 1)	R 25,00		
	12.1.8 GROEN - Veiligheid en Gesondheid (Deel 2) 12.1.8 GREEN - Health and Safety (Part 2)	R 30,00		
	12.1.9 GROEN - Reisdokumente / 12.1.9 GREEN - Travel documents	R 30,00		
	12.1.8.1 Werkkaart - Reisdokumente / Travel Documents	R 25,00		
	12.1.10 Toelaatbare en Nie-Toelaatbare goedere tydens reise / 12.1.10 Permissible & prohibited goods during international travel	R 30,00		
	12.1.10.1 Werkkaart Toelaatbare & Nie-Toelaatbare goedere / Permissible & Prohibited goods during international travel	R 20,00		
	12.1.11 GROEN - Tydsone Teorie / 12.1.11 GREEN - Time zones Explained	R 35,00		
	12.1.12 GROEN - Tydsone Berekening / 12.1.12 GREEN - Time zones calculation	R 35,00		
	12.1.12.1 Werkkaart - Tydsone Berekening / Worksheet - Time zones calculations	R 25,00		
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	Revision class tests available in pdf format: refer to the Assessment order form			

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TERM 2 TOPICS KWARTAAL 2 ONDERWERPE		PRICE	AFR	ENG	
TOERISTE ATTRAKSIES TOURIST ATTRACTIONS KWARTAAL 2 / TERM 2	12.2.1 GEEL - Besienswaardighede en Ikone Inleiding / 12.2.1 YELLOW - Attractions & Icons Introduction	R 25,00			
	12.2.2 GEEL - Suksesvolle besienswaardighede / 12.2.2 YELLOW - Successful attractions	R 25,00			
	12.2.3 GEEL - Ikone: Nederland / 12.2.3 YELLOW - Icons Netherlands	R 15,00			
	12.2.4 GEEL - Ikone: Nepal / 12.2.4 YELLOW - Icons: Nepal	R 15,00			
	12.2.5 GEEL - Ikone: Switserland / 12.2.5 YELLOW - Icons: Switzerland	R 15,00			
	12.2.6 GEEL - Ikone: Saoedi-Arabië / 12.2.6 YELLOW - Icons: Saudi Arabia	R 15,00			
	12.2.7 GEEL - Ikone: Frankryk/ 12.2.7 YELLOW - Icons: France	R 15,00			
	12.2.8 GEEL - Ikone: Turkye / 12.2.8 YELLOW - Icons: Turkey	R 15,00			
	12.2.9 GEEL - Ikone: Meksiko / 12.2.9 YELLOW - Icons: Mexico	R 15,00			
	12.2.10 GEEL - Ikone: Jordanië / 12.2.10 YELLOW - Icons: Jordan	R 15,00			
	12.2.11 GEEL - Ikone: Indië / 12.2.11 YELLOW - Icons: India	R 15,00			
	12.2.12 GEEL - Ikone: Griekeland / 12.2.12 YELLOW - Icons: Greece	R 15,00			
	12.2.13 GEEL - Ikone: Israel / 12.2.13 YELLOW - Icons: Israel	R 15,00			
	12.2.14 GEEL - Ikone: Japan / 12.2.14 YELLOW - Icons: Japan	R 15,00			
	(Topic 12.2.15 - 12.2.22 will be updated in 2027)				
	12.2.23 GEEL - Ikone: Peru / 12.2.23 YELLOW - Icons: Peru	R 15,00			
	12.2.24 GEEL - Ikone: Thailand / 12.2.24 YELLOW - Icons: Thailand	R 15,00			
	12.2.25 GEEL - Ikone: Potugal / 12.2.25 YELLOW - Icons: Portugal	R 15,00			
	12.2.26 GEEL - Ikone: Spanje / 12.2.26 YELLOW - Icons: Spain	R 15,00			
	12.2.27 GEEL - Ikone: Rusland / 12.2.27 YELLOW - Icons: Russia	R 20,00			
	12.2.28 GEEL - Ikone: VK / 12.2.28 YELLOW - Icons: UK	R 30,00			
	12.2.29 GEEL - Ikone: VSA / 12.2.29 YELLOW - Icons: USA	R 30,00			
	12.2.30 GEEL - Ikone: Pole / 12.2.30 YELLOW - Icons: Poland	R 15,00			
	12.2 Werkkaarte: Alle ikone (25 werkkaarte) 12.2 Worksheets : All icons (25 worksheets)		R 150,00		



DOMESTIC, REGIONAL AND INTERNATIONAL TOURISM	12.2.31 BLOU - Buitelandse Markaandeel / 12.2.31 BLUE - Foreign Market Share	R 25,00		
BUITELANDSE VALUTA VERHANDELING FOREIGN	12.2.32 PIENK - Buitelandse Valuta Verhandelings / 12.2.32 PINK - Foreign Exchange	R 25,00		
	12.2.13 Werkkaart - Buitelandse Valuta 12.2.13 Worksheet - Foreign Exchange	R 15,00		
	12.2.33 PIENK - BAK & BVK / 12.2.33 PINK - BBR & BSR	R 25,00		
	12.2.34 ORANJE - Wêrelderfenisterreine / 12.2.34 ORANGE - World Heritage Sites	R 35,00		
BEMARKING; KULTUUR & ERFENIS MARKETING; CULTURE &	12.2.34 WERKKAART: WERELDERFENISGEBIEDE (12 TERRIEINE IN SA) 12.2.34 WORKSHEET: WORLD HERITAGE SITES IN SA (12 SITES IN SA)	R 30,00		
	12.2.35 ORANJE - Bemarking 12.2.35 ORANGE - Marketing	R 30,00		

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9R 12 NĒW!! NOTES - TERM 3		ALL PRICES ON THE ORDER FORMS - EXCLUDE VAT - IMPORTANT!!! 15% VAT WILL BE ADDED TO YOUR INVOICE			(Mark with an 'X')
ONDERWERP / TOPIC		R	AFR	ENG	
VOLHOUBARE-EN VERANTWOORDELIKE TOERISME RESPONSIBLE AND SUSTAINABLE TOURISM	12.3.1 PERS - Volhoubare Toerisme / 12.3.1 PURPLE - Sustainable Tourism	R 30,00			
	12.3.2 PERS - Verantwoordelike Toerisme & FTT / 12.3.2 PURPLE - Responsible Tourism & FTT	R 30,00			
	WERKKAART: VERANTWOORDELIKE TOERISME WORKSHEET: RESPONSIBLE TOURISM	R 20,00			
	ONDERWERP / TOPIC	R	AFR	ENG	
KOMMUNIKASIE & KLIËNTEDIENS COMMUNICATION & CUSTOMER CARE	12.3.3 TEAL - Kliëntetevredenheid & Kliëntetevredenheid / 12.3.3 TEAL - Customer Feedback & Customer satisfaction	R 25,00			
	ONDERWERP / TOPIC	R	AFR	ENG	
PLAASLIKE-7, STREKKE-EN INTERNASIONALE TOERISME DOMESTIC, REGIONAL AN DINTERNATIONAL TOURISM	12.3.4 BLOU - Betalingsmetodes / 12.3.4 BLUE - Forms of payment	R 25,00			
	ONDERWERP / TOPIC	R	AFR	ENG	
TOERISME SEKTORE TOURISM SECTORS	12.3.5 ROOI - Diensvoorwaardes / 12.3.5 RED - Conditions of employment	R 35,00			
	12.3.6 ROOI - Gedragkode / 12.3.6 RED - Code of Conduct	R 35,00			
	12.3.7 ROOI - Professionele Beeld / 12.3.7 RED - Professional Image	R 25,00			
	12.3.7 WERKKAART - Professionele Beeld / 12.3.7 WORKSHEET - Professional Image	R 20,00			
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GR 10

This is the new & updated version of the Grade 10 Tourism Summarised Notes in Afrikaans & English. The grey fields will be made available soon.

Please note that

SUMMARISED NOTES & WORKSHEETS

(Indicate with an 'X')

	ONDERWERP / TOPIC	R	AFR	ENG
TOERISME SEKTORE TOURISM SECTORS	*10.1.1 Inleiding tot toerisme / Introduction to tourism	R 25,00		
	<i>Worksheet: Introduction to tourism (Inleiding tot Toerisme)</i>	R 15,00		
	*10.1.2.1 Toeriste - Professionele redes / Tourists Professional Reasons (2024)	R 20,00		
	*10.1.2.2 Toeriste - Vakansie en Plesier / Tourists - Holiday & Leisure (2024)	R 20,00		
	*10.1.2.3 Toeriste - deel 3 & Toeriste profiele / Tourists -part 3 & Tourist profiles	R 20,00		
	*10.1.4 Lug- en padvervoer / Transport - Air & Road	R 25,00		
	*10.1.5 Vervoer - Spoor- en Watervervoer / Transport- Rail & Water	R 25,00		
	*10.1.6 Buitengewone vervoer & doel van vervoer / Extraordinary transport &	R 25,00		
	*10.1.7 TGCSA Stergradering / Star Grading	R 25,00		
	<i>Worksheet: TGCSA</i>	R 15,00		
	*10.1.8 Akkommodasie Kategorieë / Accommodation Categories	R 25,00		
	*10.1.9 Terme in die Akkommodasiesektor / Accommodation terminology	R 25,00		
	*10.1.10 In-Kamer tegnologie / In-Room Technology	R 25,00		
	*10.1.11 Voedsel- en Drankinstellings / Food and beverage establishments	R 25,00		
	*10.1.12 Attraksie-subsektore / Attraction subsectors	R 25,00		
*10.1.13 Soorte attraksies / Types of attractions	R 25,00			
*10.1.14 Openbare sektor / Public Sector	R 25,00			
*10.1.15 Privaatsektor / Private Sector	R 25,00			
			R 415,00	R 415,00

	ONDERWERP / TOPIC	R	AFR	ENG
KAARTWERK EN TOERBEPLANNING MAP WORK AND TOUR PLANNING	10.2.1 Kaartwerk - Terminologie/ Mapwork - Terminology	R 25,00		
	*10.2.1 Worksheet: Mapwork Werkkaart: Kaartwerk	R 20,00		
	10.2.2 Soorte kaarte / Types of maps	R 25,00		
	*10.2.2 Worksheet: Types of maps Werkkaart: Soorte kaarte	R 20,00		
	10.2.3 Interaktiewe kaarte / Interactive maps	R 25,00		
	*10.2.3 Worksheet: Interactive maps Werkkaart: Interaktiewe kaarte	R 20,00		
	10.2.4 Kaart van Suid-Afrika - Map of South Africa	R 25,00		
	*10.2.4 Worksheet: SA Map Werkkaart: SA Kaart	R 20,00		
	10.2.5 Die wêreldkaart / The world map	R 25,00		
	*10.2.5 Worksheet: World Map Werkkaart: Wêreldkaart	R 15,00		
10.2.6 Afstandsaanwysers & -tabelle / Distance indicators and distance tables (2024)	R 25,00			
			R 245,00	R 245,00

	ONDERWERP / TOPIC	R	AFR	ENG
PLAASLIKE TOERISME DOMESTIC TOURISM	10.3.1 Betalingsmetodes / Methods of payment	R 25,00		
	10.3.2 Binnelandse Toerisme / Domestic Tourism	R 25,00		
	10.3.3 Statistieke: Binnelandse Toerisme / Statistics: Domestic Tourism (2024)	R 25,00		
	HERSIENING / REVISION: ON TOPIC 10.3.3 (with memo)	R 30,00		
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SUMMARISED NOTES WORKSHEETS		(Indicate with an 'X')		
ONDERWERP / TOPIC		R	AFR	ENG
TOERISTE ATTRAKSIES TOURIST ATTRACTIONS	10.4.1 Wêrelderfenisterreine in SA / World Heritage sites of South Africa (2024)	R 25,00		
	10.4.2 Bekende toeriste attraksies in SA / Well known tourist attractions in SA	R 25,00		
	10.4.3 Oos-Kaap besienswaardighede / Eastern Cape	R 25,00		
	<i>*10.4.3 PDF Worksheet: Oos-Kaap / Eastern Cape</i>	R 20,00		
	10.4.4 Vrystaat besienswaardighede / Free State attractions	R 25,00		
	<i>*10.4.4 PDF Worksheet: Vrystaat / Free State</i>	R 20,00		
	10.4.5 Gauteng besienswaardighede / Gauteng attractions	R 25,00		
	<i>*10.4.5 PDF Worksheet: Gauteng</i>	R 20,00		
	10.4.6 Limpopo besienswaardighede / Limpopo attractions	R 25,00		
	<i>*10.4.6 PDF Worksheet: Limpopo</i>	R 20,00		
	10.4.7 Mpumalanga besienswaardighede / Mpumalanga attractions	R 25,00		
	<i>*10.4.7 PDF Worksheet: Mpumalanga</i>	R 20,00		
	10.4.8 Noord-Kaap besienswaardighede / Northehrn Cape attractions	R 25,00		
	<i>*10.4.8 PDF Worksheet: Noord-Kaap / Northern Cape</i>	R 20,00		
	10.4.9 Noordwes besienswaardighede / North West attractions	R 25,00		
	<i>*10.4.9 PDF Worksheet: Noordwes / North West</i>	R 20,00		
	10.4.10 Wes-Kaap besienswaardighede / Western Cape attractions	R 25,00		
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<i>*10.4.11 PDF Worksheet: KwaZulu-Natal</i>	R 20,00			
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<i>*10.4.12 PDF Worksheet: Fauna & Flora</i>	R 20,00			
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ONDERWERP / TOPIC		R	AFR	ENG
VOLHOUBARE- EN VERANTWOORDELIKE TOERISME RESPONSIBLE AND SUSTAINABLE TOURISM	10.5.1 Volhoubare toerisme / Sustainable Tourism with VIDEO	R 25,00		
	<i>*10.5.1 PDF Worksheet: Volhoubare Toerisme / Sustainable Tourism</i>	R 20,00		
	10.5.2 Verantwoordelike toerisme / Responsible Tourism with VIDEO (2024)	R 25,00		
	<i>*10.5.1 PDF Worksheet: Verantwoordelike Toerisme / Responsible Tourism</i>	R 20,00		
	10.5.3 A) Aardverwarming / Global Warming	R 25,00		
	10.5.3 B) Koolstofvoetspoor / Carbon Footprint	R 25,00		
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ONDERWERP / TOPIC		R	AFR	ENG
BEMARKING; KULTUUR & ERFENIS MARKETING; CULTURE & HERITAGE	10.6.1 Bemarking / Marketing	R 25,00		
	10.6.2 Marknavorsing / Market Research	R 25,00		
	10.6.3 Kulture en erfenis / Culture & Heritage	R 25,00		
	*10.6.3.1 PDF Worksheet: Kulture & Erfenis / Culture & Heritage	R 20,00		
	10.6.4 Wat is erfenis? / What is heritage?	R 25,00		
	10.6.5 Erfenisgebiede / Heritage sites	R 25,00		
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ONDERWERP / TOPIC		R	AFR	ENG
KOMMUNIKASIE & KLIENTEDIENS COMMUNICATION N & CUSTOMER	10.7.1 Verbale- en Geskrewe kommunikasie/ Verbal & wirtten communication	R 25,00		
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