



**KWAZULU-NATAL PROVINCE**

EDUCATION  
REPUBLIC OF SOUTH AFRICA

**TOURISM**

**PRACTICAL ASSESSMENT TASK**

**DAY 1**

**GRADE 11**

**2024**

This PAT consists of \_\_9\_\_ pages

# Tourism Phase 1 Grade 11

**Bruce Prideaux, David Beirman**



## **Tourism Phase 1 Grade 11:**

Handbook of Research on Urban Tourism, Viral Society, and the Impact of the COVID-19 Pandemic Andrade, Pedro, Martins, Moisés de Lemos, 2022-06-30 The tourism and hospitality industries have faced major setbacks in recent years as they have had to combat various challenges such as the COVID 19 pandemic and a rapidly evolving global market In order to ensure these industries are prepared for future crises further study on the best practices and strategies for handling difficult times and managing growth is critical The Handbook of Research on Urban Tourism Viral Society and the Impact of the COVID 19 Pandemic provides innovative research and perspectives on the revitalization of cultural tourism industries and services by addressing the creation of jobs in the areas of restoration leisure and culture The book also analyzes how the tourism industry has handled global crises in the past and proposes business models for information and knowledge dissemination to appropriately handle disasters Covering critical topics such as digital media and risk management this major reference work is ideal for industry professionals government officials policymakers researchers academicians scholars practitioners instructors and students

**7th International Conference on Tourism Research** Prof Rishi Balkaran, Dr Chris Hattingh, 2024-03-18 These proceedings represent the work of contributors to the 7th International Conference on Tourism Research ICTR 2024 hosted by the Centre for Tourism Research in Africa at the Cape Town Hotel School Cape Peninsula University of Technology South Africa on 18 19 March 2024 The Conference Chair is Prof Rishi Balkaran and the Programme Chair is Dr Chris Hattingh both from Cape Peninsula University of Technology CPUT South Africa ICTR is a well established event on the academic research calendar and now in its 7th year the key aim remains the opportunity for participants to share ideas and meet the people who hold them The scope of papers will ensure an interesting two days The subjects covered illustrate the wide range of topics that fall into this important and ever growing area of research Today more than ever there is a need for research and scientific guidance as the tourist sector struggles to cope with the consequences of the Covid 19 pandemic inflation socio political turbulences climate change and disaster risk

**Handbook on Crisis and Disaster Management in Tourism** Bruce Prideaux, David Beirman, 2024-04-12 Recent global crises such as the COVID 19 pandemic have further emphasised the need for improved disaster management within the tourism industry and with this in mind the Handbook on Crisis and Disaster Management in Tourism fully addresses the importance of crisis and disaster readiness This erudite Handbook brings together contributions from both leading tourism practitioners and scholars of a variety of disciplinary backgrounds ranging from economics to hospitality to showcase collaborative approaches to destination and business recovery

Real Estate and Destination Development in Tourism Peter Keller, Thomas Bieger, 2008 Real estate is one of the driving factors of destination development In some destinations value added from the construction and sales of second homes even surpasses value added created in the traditional tourism sector This book edited by Peter Keller and Thomas Bieger contributes to the deeper understanding of the dynamics of real estate development in

destinations the role structure and development of destination real estate markets evolving real estate business models in destinations the socio economic impacts of real estate on destinations optimizing destination capacity through real estate management strategies and public private governance approaches for managing holiday property market development The book provides a unique database for the important topic of real estate and destination development in tourism with contributions from 43 researchers and 18 case studies

**Current Issues and Development in Hospitality and Tourism Satisfaction** Muzaffer Uysal, John A Williams, 2013-05-13 Stay ahead of your customers as their service expectations change In Current Issues and Development in Hospitality and Tourism Satisfaction experts from the field explore customer satisfaction strategies examining both the long term and short term results This vital tool shows you new and effective approaches for understanding customer satisfaction and providing quality service at all levels of the hospitality and tourism industry Hospitality and tourism faculty and students as well as professionals will find this book useful for improving and providing quality service management This book illustrates the complex relationship between customer and service provider offering practical advice and techniques for maximizing consumer contentment Current Issues and Development in Hospitality and Tourism Satisfaction contains models for meeting and even surpassing consumer expectations to increase the value of the customer's experience This essential resource includes various methods for managers to anticipate consumer needs and perceptions reducing dissatisfaction This book helps you incorporate existing and alternative measurements of satisfaction measure and improve service quality create and maintain social interaction linkages between staff and customer identify the destination performance of your hotel and other destinations or attractions evaluate consumer satisfaction with lodging services increase cross cultural service satisfaction and much more Tables and figures throughout the text help demonstrate the strategies and bibliographies at the end of each chapter offer further reading While there are other books that focus on customer satisfaction Current Issues and Development in Hospitality and Tourism Satisfaction is rare in that it covers satisfaction issues as they apply to both hospitality and tourism

**Islamic Tourism** Ahmad Jamal, Kevin Griffin, Razaq Raj, 2018-12-14 Islamic tourism is an increasingly important market sector This book provides practical applications models and illustrations of religious tourism and pilgrimage management from a variety of international perspectives supported by case studies

Urban Tourism in the Developing World Gustav Visser, 2017-07-28 Over the past decade the field of urban tourism has consolidated with the appearance of several books that concentrate upon the Western European and North American experience Recently the scope and range of urban research has widened considerably including the welcome appearance of studies that examine the tourism phenomenon in cities outside the Euro American heartland Despite this growing international body of debate and scholarship on tourism and cities particularly in the developed North literature that relates to the developing world as a whole and to Africa in particular remains sparse The task of Urban Tourism in the Developing World The South African Experience is to augment the current international scholarship

concerning urban tourism in the developing world More especially the contributors draw attention to a range of case studies from South Africa that provide some starting points to address the uneven scholarly coverage of urban tourism the African context has received to date In addition the research material presented here seeks to contribute toward raising the South African and indeed the African profile within growing international scholarship concerning issues of urban tourism and development This collection aims to expand an emerging South African and African tourism research voice concerning the tourism and development nexus as well as to stem critiques that this body of research appears to have developed in a theoretical vacuum divorced from broader international tourism research discourses This collection of essays not only further develops an independent South African tourism perspective but also presents research that is closely tied to international urban tourism research debates In addition this analysis of urban tourism in the South African context enriches the rather Western oriented theories of urban tourism discourse through its emphasis on how urban tourism is evolving in urban Africa

**Progressing Tourism Research** Herbert William Faulkner, Bill Faulkner, 2003 Professor Bill Faulkner was the father of tourism research in Australia having spent 20 years in the field first within government and then in academe He was a visionary whose impact on the tourism research field extended well beyond Australia This work contains a collection of Faulkner's publications grouped thematically under the headings Methods Events Destinations and Research Agenda The sections demonstrate how his thinking evolved over time and influenced the intellectual development of the field itself An introductory chapter describes Faulkner's life and the contribution that he made to the field of tourism research *Coastal Mass Tourism* Bill Bramwell, 2004-02-05 This book examines the development of mass tourism in coastal regions of Southern Europe with implications for similar regions across the world It provides a critical assessment of two influential policies intended to promote sustainable development these being attempts to make mass tourism resorts more sustainable and the development of smaller scale alternative tourism products *Sustainable Tourism IV* C. A. Brebbia, F. D. Pineda, 2010 Tourism has become a major international industry with many countries all over the world relying on the income it produces Because it is a major source of finances and employment government and other institutions actively promote tourism regardless of the impact on the environment ecology and social structure of the region The demands of tourism can contribute to the destruction of the natural and cultural environment upon which it depends The natural and cultural landscape's capacity to accommodate the local and worldwide effects of tourism the typology thereof and its implications for the economy and society constitute very important study objectives The development of tourism can result in the degradation of natural landscapes that paradoxically attract tourists to such areas Featured topics include Tourism Strategies Tourism as a Tool of Development Tourism Impact Tourism and Protected Areas Rural Tourism Community Involvement IT and Tourism Climate Change and Tourism Environmental Issues Art Architecture and Culture Modelling Emergent Strategies for Tourism Development Landscape and Tourism Tourism and Urban Planning **Handbook of Scales in Tourism and Hospitality**

**Research** Dogan Gursoy, Muzaffer Uysal, Ercan Sirakaya-Turk, Yuksel Ekinçi, Seyhmus Baloglu, 2014-12-18 As the field of tourism and hospitality experiences maturity and scientific sophistication researchers need to fully understand the breadth and depth of existing scales that help explain understand monitor and predict not only behaviour but also consequences of such behaviour as a function of demand and supply interactions in the field By introducing the importance of measurement and scales and providing groupings of existing scales The Handbook of Scales in Tourism and Hospitality Research serves as the state of the art reference book in the field of tourism hospitality and allied fields such leisure recreation and services management

*Mountaineering Tourism* Michal Apollo, Yana Wengel, 2021-09-30 This book offers a critical account of the historical evolution of mountaineering and its relation to the phenomenon of tourism providing an overview of recent developments linked to the diversification commodification and commercialisation of mountaineering activity Mountaineering broadly defined as hiking trekking and climbing is now a mass phenomenon with continually growing numbers of trekkers climbers and religious tourists hiking in mountain regions Increasing visitor numbers require the current policies to be updated The environments around high mountain areas and their local resident communities until recently cut off from civilisation are sensitive to outside influences and have been abruptly exposed to the impact of mountaineering and related activities This is the first book to disentangle overlapping terms and definitions related to mountaineering tourism It identifies the key terms and turning points in mountaineering tourism and discusses the impacts of mountaineering tourism from an environmental socio cultural and personal perspective and identifies current tourism management policies Finally this book provides a continuum between the past and future of mountaineering tourism and aims to provide policy suggestions for sustainable management of fragile mountain regions This will be of great interest to upper level students and academics of tourism as well as industry representatives and policymakers with an interest in adventure tourism and mountaineering

*Future Tourism Trends Volume 2* Canan Tanrisever, Hüseyin Pamukçu, Anukrati Sharma, 2024-02-01 The world is entering a new technological age in which great changes are expected in all areas of human interest life and activity These changes have been brought on by past and present man made events which have had both positive and negative consequences Learn how AI service robots and voice control will affect tourism

*Social Responsibility in Tourism* Martina Pásková, Josef Zelenka, 2024-06-24 This monograph offers a comprehensive examination of responsible tourism meticulously deconstructing the core tenets of socio cultural environmental and economic accountability within the framework of sustainable tourism The work underscores the intrinsic significance of local attributes emphasizing their pivotal role in shaping responsible practices Guiding through the intricate terrain of challenges and opportunities inherent in integrating responsible paradigms within the dynamic tourism sector the authors introduce a prescriptive implementation framework This framework steers tourism stakeholders towards equilibrium enabling present actions to safeguard and augment conditions for sustainable future development Rooted in scholarly depth augmented by synoptic diagrams and references to

supplementary resources the book converges into an analysis of concrete instances illustrative case studies products and applications demonstrating the embodiment of social responsibility in tourism s fabric By spotlighting both successful and adverse examples the monograph underscores the vital interplay of environmental economic and socio cultural dimensions encapsulating the essence of responsible tourism s enduring impact Hospitality and Tourism Marketing Robert Ebo Hinson,Ishmael Mensah,George Kofi Amoako,Esi Akyere Mensah,Isaac Coffie,Eddy Khosa,2024-04-05 Hospitality and Tourism Marketing Building Customer Driven Hospitality and Tourism Organizations is an absolutely crucial book in light of the world post COVID 19 Following the pandemic big hotel chains like the Accor Group and Marriot closed outlets but post COVID 19 the global hospitality and tourism sector is bouncing back In bouncing back though the pandemic brought to the fore the absolute need for high levels of customer centricity in a world that was gripped by fear This new Hospitality and Tourism H T Marketing book takes a customer oriented approach to discussing marketing discipline in the global H T sector With chapters spanning topics like service characteristics of hospitality and tourism marketing people management strategies for service businesses consumer behaviour designing and building brands electronic marketing internet marketing database marketing and direct marketing and relationship marketing this book has the right balance of technology and consumer oriented topics to provide the right balance for tourism marketing practitioners post pandemic Site Selection and Value Evaluation of New Hotel Projects Yue He,Shuangshuang Ye,Lei Ding,Anping Wu,2024-04-24 The book constructs a holistic analytical framework for the selection of hotel sites and the evaluation of their value employing the TSPV Target Analysis Site Selection Project Planning Value Assessment methodology particularly in the context of emerging urban new area developments Proceeding from a theoretical foundation in the TSPV paradigm the book methodically dissects and examines various components such as factor analysis market feasibility and financial scrutiny pertinent to the process of hotel site selection It adopts an interdisciplinary approach integrating these elements while also addressing the ramifications of uncertainty analysis within the hotel industry Readers can be navigated through the TSPV framework to engage in a scientifically grounded and logically coherent exploration of critical aspects like site selection strategic positioning profitability and the overall valuation of prospective hotel ventures **The Tourism Education Futures Initiative** Darko Prebežac,Christian Schott,Pauline Sheldon,2016-04-29 As the world faces many serious challenges informed courageous and mindful leadership is needed for a better future The Tourism Education Futures Initiative TEFI is the collective effort of a group of innovative thoughtful and committed scholars and industry leaders seeking to provide vision knowledge and a framework for tourism education programs that promote global citizenship and optimism for a better world This book consolidates some of TEFI s work as it seeks to be the leading forward looking network that inspires informs and supports tourism educators and students to passionately and courageously transform the world for the better It makes the case for why change is needed and how tourism educators can respond to that change with strategies and values based tools The

book contains papers published in special TEFI issues of the Journal of Teaching in Travel Tourism JTTT which question and explore some of the most important theoretical conceptual and practical issues facing tourism education now and into the future The book concludes by integrating the special issues key contributions with a brief conceptualisation of education futures before it outlines TEFI s framework for action over the coming years Tourism educators worldwide will find that this volume serves two important purposes On the one hand it challenges educators to think both critically and proactively about tourism education while on the other sharing examples of teaching and learning tools that seek to prepare our students for the future and to be global citizens that live lives of consequence This book is a collection of articles from the Journal of Teaching in Travel and Tourism     Collaborative Economy and Tourism Dianne Dredge,Szilvia Gyimóthy,2017-05-30 This book employs an interdisciplinary cross sectoral lens to explore the collaborative dynamics that are currently disrupting re creating and transforming the production and consumption of tourism House swapping ridesharing voluntourism couchsurfing dinner hosting social enterprise and similar phenomena are among these collective innovations in tourism that are shaking the very bedrock of an industrial system that has been traditionally sustained along commercial value chains To date there has been very little investigation of these trends which have been inspired by amongst other things de industrialization processes and post capitalist forms of production and consumption postmaterialism the rise of the third sector and collaborative governance Addressing that gap this book explores the character depth and breadth of these disruptions the creative opportunities for tourism that are emerging from them and how governments are responding to these new challenges In doing so the book provides both theoretical and practical insights into the future of tourism in a world that is paradoxically becoming both increasingly collaborative and individualized     **Tourism and Leisure Behaviour in an Ageing World** Ian Patterson,2017-12-21 Tourism and Leisure Behaviour in an Ageing World based on Ian Patterson s previously published Growing Older provides an overview of the latest research concerning tourist behaviour and leisure needs of baby boomers seniors and older adults With an increasingly ageing population industry interest has intensified and there has been a corresponding explosion in related research activity     **Information Technology & Tourism** ,2000

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