



**Grade 9
Economic and Management Sciences
Memorandum June Paper 1 2023**

Examiner: Andrew Cloete
Moderator: Monique Ginsburg

Time: 2 hours
Marks: 60

Question 1 (20 Marks)

- 1.1 True
- 1.2 False
- 1.3 False
- 1.4 True
- 1.5 True
- 1.6 False
- 1.7 True
- 1.8 True
- 1.9 False
- 1.10 True (10 x 2 = 20)

Question 3 (12 Marks)

- 3.1 It is important that the different functions work together to have a properly functioning business. ✓ (1)
- 3.2 General Management ✓ (1)
- 3.3 Administration ✓ revolves around information ✓.

The Purchasing function: ✓ is responsible for the all the buying for the business. ✓

The Marketing function: ✓ is responsible for all the processes involved in transferring ✓ the product from the producer to the consumer, as well market research.

Question 2 (8 Marks)

- 2.1 A
- 2.2 C
- 2.3 B
- 2.4 D (4 x 2 = 8)

June Exam Grade 1 tourism Paper

Richard Bailey



June Exam Grade 1 tourism Paper:

Managing Employee Attitudes and Behaviors in the Tourism and Hospitality Industry Salih Kusluvan, 2003 The tourism industry of which the hospitality industry is the core element is one of the largest and the fastest growing industries world wide According to World Tourism Organisation forecasts the industry will continue to grow and employ more people in the twenty first century In parallel with the growth of the tourism and hospitality industry world wide consumer expectations and demands for quality are rising while consumer tastes are varying on the one hand and competition among the firms both nationally and internationally is intensifying on the other In this business environment of heightened consumer expectations distinct market segments that demand unique products and services and stiff competition tourism and hospitality organisations are looking for ways to excel in service quality customer satisfaction competition and performance This book takes the view that employees are one of the most if not the most important resources or assets for tourism and hospitality organisations in their endeavour to provide excellent service meet and exceed consumer expectations achieve competitive advantage and exceptional organisational performance The purpose of this book is to emphasise the critical role of employees for tourism and hospitality organisations and to examine the ways and means of managing their attitudes and behaviours for the mutual benefit of both parties tourism and hospitality organisations and their employees *Resources in Education*, 1994 *Canadian Statistics Index*, 1989 **APAIS 1991: Australian public affairs information service**, **The Times Index**, 2009 Indexes the Times Sunday times and magazine Times literary supplement Times educational supplement Times educational supplement Scotland and the Times higher education supplement Journal of Travel Research, 1985 **The North-China Herald and Supreme Court & Consular Gazette**, 1906 Leisure, Recreation, and Tourism Abstracts, 1994 **Data India**, 1985 *Parliamentary Papers* Queensland. Parliament. Legislative Assembly, 1968 **APAIS, Australian Public Affairs Information Service**, 1994 Vol for 1963 includes section Current Australian serials a subject list **Careers Guide**, 1983 Microlog, Canadian Research Index, 1987 An index and document delivery service for Canadian report literature **Abstracts of the Annual Meeting -- American Anthropological Association** American Anthropological Association, 1993 Journal of Hospitality & Tourism Education, 2006 **The Kenya Gazette** Kenya, 1974 **Rural Recreation and Tourism Abstracts**, 1984 Information Technology & Tourism, 2003 **Managing Tourism Firms** Clive L. Morley, 2007 In this volume Dr Clive Morley presents a series of papers designed to illustrate facets of managing organisations engaged in tourism Back cover *New Statesman Society*, 1989-11

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