

EFFINGHAM SECONDARY SCHOOL

ACTIVITIES TO BE COMPLETED

23 AUGUST - 30 SEPTEMBER

GRADE : 11

TOURISM

	DATE	TOPIC	INSTRUCTIONS /ACTIVITY (with page nos)
	23-31/08	SADC TOURIST ATTRACTIONS	Go over each country.
		PAGES 201-228	In Notebook write down:
			Name of country
			Notepad
			Attractions
			Underline key points in textbook
	2001/10/09	FOREIGN EXCHANGE	Local/foreign currency
		PAGES 177-187	Major currencies around the world
			Activity 49.1
			Benefits of foreign exchange for local people
			Interpreting currency rate sheets
			Conversions of currencies
			Activity 54.1
			Activity 55.1
	13-17/09	COMMUNICATION AND	Activity 88.1
		CUSTOMER CARE	
		PAGES 285 ONWARDS	
		CUSTOMER COMPLAINTS	Activity 89.1
		THE 6 STEPS TO DEALING WITH	
		VERBAL COMPLAINTS	
		MANAGING QUALITY SERVICE	Activity 93.1
			Activity 94,1

THE DATA ANALYSIS TASK WILL BE ADMINISTERED WEEK OF THE 13/09/21

PAT WILL BE DONE ON 28/09 AND 30/09 DURING SEPTEMBER CONTROL TESTS

LEARNERS HAVE TO BE PRESENT AT SCHOOL FOR BOTH TASKS.