MARKS: 200

These marking guidelines consist of 16 pages.
<table>
<thead>
<tr>
<th>TOPICS IN THE TOURISM CAPS</th>
<th>ABBREVIATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Topic 1 Tourism sectors</td>
<td>TS</td>
</tr>
<tr>
<td>Topic 2 Map work and tour planning</td>
<td>MTP</td>
</tr>
<tr>
<td>Topic 3 Tourism attractions</td>
<td>TA</td>
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<tr>
<td>Topic 4 Sustainable and responsible tourism</td>
<td>SR</td>
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<tr>
<td>Topic 5 Domestic, regional and international tourism</td>
<td>DRI</td>
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<tr>
<td>Topic 6 Culture and heritage tourism</td>
<td>CH</td>
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<tr>
<td>Topic 7 Foreign exchange</td>
<td>FX</td>
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<tr>
<td>Topic 8 Communication and customer care</td>
<td>CC</td>
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<tr>
<td>Topic 9 Marketing</td>
<td>M</td>
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</tbody>
</table>
## SECTION A: SHORT QUESTIONS

### QUESTION 1

<table>
<thead>
<tr>
<th></th>
<th>1.1.1</th>
<th>D✓ / Venice</th>
<th>MTP</th>
<th>1.1.2</th>
<th>C✓ / Cholera</th>
<th>MTP</th>
<th>1.1.3</th>
<th>C✓ / Loss of appetite</th>
<th>MTP</th>
<th>1.1.4</th>
<th>A✓ / Japan</th>
<th>MTP</th>
<th>1.1.5</th>
<th>D✓ / west</th>
<th>MTP</th>
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<tbody>
<tr>
<td></td>
<td>1.1.6</td>
<td>D✓ / British</td>
<td>TA</td>
<td>1.1.7</td>
<td>B✓ / Petra</td>
<td>TA</td>
<td>1.1.8</td>
<td>A✓ / of people with special needs to access tourist attractions</td>
<td>CH</td>
<td>1.1.9</td>
<td>C✓ / iSimangaliso Wetland Park</td>
<td>M</td>
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<tr>
<td></td>
<td>1.1.10</td>
<td>A✓ / South Africa’s domestic attractions are marketed</td>
<td>DRI</td>
<td>1.1.11</td>
<td>B✓ / physical appearance</td>
<td>TS</td>
<td>1.1.12</td>
<td>D✓ / environmentally irresponsible</td>
<td>SR</td>
<td>1.1.13</td>
<td>C✓ / ensure that all passengers and crew leave the ship before him.</td>
<td>TS</td>
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<tr>
<td></td>
<td>1.1.14</td>
<td>B✓ / resulted in the community losing income</td>
<td>SR</td>
<td>1.1.15</td>
<td>A✓ / shower instead of bath</td>
<td>SR</td>
<td></td>
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<td></td>
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<tr>
<td></td>
<td>1.1.16</td>
<td>A✓</td>
<td>DRI</td>
<td>1.1.17</td>
<td>D✓ / seasonality</td>
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</tr>
<tr>
<td></td>
<td>1.1.18</td>
<td>B/C✓ upgrade and market the attractions / market attractions in other provinces.</td>
<td>DRI</td>
<td>1.1.19</td>
<td>C✓ / visit reserves where animals roam freely</td>
<td>DRI</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>1.1.20</td>
<td>A✓ / It is a personal way of reaching individual tourists.</td>
<td>DRI</td>
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### 1.2

<table>
<thead>
<tr>
<th></th>
<th>1.2.1</th>
<th>local procurement✓</th>
<th>SR</th>
<th>1.2.2</th>
<th>working hours✓</th>
<th>TS</th>
<th>1.2.3</th>
<th>survey✓</th>
<th>CC</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1.2.4</td>
<td>market share✓</td>
<td>DRI</td>
<td>1.2.5</td>
<td>terrorism✓</td>
<td>DRI</td>
<td></td>
<td></td>
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</table>

### 1.3

<table>
<thead>
<tr>
<th></th>
<th>1.3.1</th>
<th>Dome of the Rock✓</th>
<th>TA</th>
<th>1.3.2</th>
<th>termination of service✓</th>
<th>TS</th>
<th>1.3.3</th>
<th>ahead✓</th>
<th>DRI</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1.3.4</td>
<td>optional tours✓</td>
<td>DRI</td>
<td>1.3.5</td>
<td>UTC✓</td>
<td>DRI</td>
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</table>

### 1.4

<table>
<thead>
<tr>
<th></th>
<th>1.4.1</th>
<th>E✓ /credit card used internationally</th>
<th>DRI</th>
<th>1.4.2</th>
<th>D✓ / foreign currency</th>
<th>DRI</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>1.4.3</td>
<td>F✓ / local debit card</td>
<td>DRI</td>
<td>1.4.4</td>
<td>A✓ / pre-loaded foreign currency debit card</td>
<td>DRI</td>
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<tr>
<td></td>
<td>1.4.5</td>
<td>B✓ / SWIFT</td>
<td>DRI</td>
<td></td>
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<td>DRI</td>
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</table>
1.5

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.5.1</td>
<td>C ✓</td>
<td>/ Do not disturb dangerous animals in a game reserve.</td>
<td></td>
</tr>
<tr>
<td>1.5.2</td>
<td>A ✓</td>
<td>/ Do not pollute the environment when enjoying the outdoors.</td>
<td></td>
</tr>
<tr>
<td>1.5.3</td>
<td>D ✓</td>
<td>/ Stay on designated paths in ecologically sensitive areas.</td>
<td></td>
</tr>
<tr>
<td>1.5.4</td>
<td>E ✓</td>
<td>/ Respect rules and follow regulations in museums.</td>
<td></td>
</tr>
<tr>
<td>1.5.5</td>
<td>B ✓</td>
<td>/ Do not disturb animals in their natural habitat.</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL SECTION A:** 40
SECTION B: MAP WORK AND TOUR PLANNING; FOREIGN EXCHANGE

QUESTION 2

2.1 2.1.1 (a) South African Passport✓✓
- Passport
- Valid passport

(b) Schengen visa✓✓
- German visa
- visa

MTP

2.1.2 (a) International Driver’s Permit✓✓
- IDP
- International Driver’s Licence

Note: Do not accept “Driver’s Licence”. Do not accept “IDL”.

(b) Permits Mr Jackson to drive in a foreign country. ✓✓
- Provides important information to validate the South African driver’s license in many different languages.
- Serves as an additional source of identification.
- Car rental companies often request a valid IDP when driving abroad
- IDP is obtained from the internationally recognised Automobile Association (AA)
- Safeguards tourists driving in a foreign country in the event of an incident.

MTP

2.1.3 To assist the tour planner/travel agent in making sure Mr Jackson’s needs and expectations are met. ✓✓
- To ensure Mr Jackson is satisfied during and after the trip.
- To provide good customer care.

MTP

2.1.4 Prevent cross contamination of diseases such as Foot and Mouth disease to their animals. ✓✓
To protect the health of the citizens of the country. ✓✓
- To prevent loss of livestock if there is cross contamination of diseases.
- Negative economic impacts in the event of cross contamination of diseases.

MTP
### 2.2

#### 2.2.1

<table>
<thead>
<tr>
<th></th>
<th>Time difference</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td>Time in Abu Dhabi</td>
<td></td>
</tr>
<tr>
<td></td>
<td>South Africa +2</td>
<td>Abu Dhabi +4</td>
</tr>
<tr>
<td></td>
<td>= 2 hours ✓</td>
<td></td>
</tr>
<tr>
<td></td>
<td>12:00 (+ ✓) 2 hours</td>
<td></td>
</tr>
<tr>
<td></td>
<td>= 14:00 ✓</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>OR</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>14:00 ✓ ✓ ✓</td>
<td>(3)</td>
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</tbody>
</table>

#### OR

<table>
<thead>
<tr>
<th></th>
<th>Time in Abu Dhabi</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>22:00 – 8 hours flying time</td>
<td></td>
<td></td>
</tr>
<tr>
<td>= 14:00 ✓ ✓ ✓</td>
<td>(3)</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Arrival time in Abu Dhabi</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>(b)</td>
<td>Transit/layover time:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Departure from Abu Dhabi International Airport:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>22:00</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>5 hours</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>22:00 (+ ✓) 5 hours</td>
<td>(3)</td>
</tr>
<tr>
<td></td>
<td>= 03:00</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td><strong>OR</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>03:00 ✓ ✓ ✓</td>
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</table>

<table>
<thead>
<tr>
<th></th>
<th>Time difference</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(c)</td>
<td>Time in Berlin:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Abu Dhabi +4</td>
<td>Germany +1</td>
</tr>
<tr>
<td></td>
<td>= 3 hours ✓</td>
<td></td>
</tr>
<tr>
<td></td>
<td>03:00 (- ✓) 3 hours</td>
<td></td>
</tr>
<tr>
<td></td>
<td>= 00:00</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Flying time:</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>00:00 (+ ✓) 7 hours</td>
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</tr>
<tr>
<td></td>
<td>= 07:00</td>
<td>✓</td>
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<tr>
<td></td>
<td><strong>OR</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>07:00 ✓ ✓ ✓ ✓</td>
<td>(4)</td>
</tr>
</tbody>
</table>

#### 2.2.2

8 hours + 5 hours + 7 hours = 20 hours ✓ ✓

- 20 hours

*Note: Do not award part marks*

### 2.3

#### 2.3.1

Keep valuables locked away in the safe in the room. ✓ ✓

Ensure your room door /windows are always locked. ✓ ✓

- Do not open the door to strangers.
- Alert the hotel’s reception of anything unusual e.g. exposed wires found around the hotel, suspicious behaviour and unidentified/unfamiliar luggage lying around.
- Avoiding leaving your luggage unattended when checking in or out.

*Note: Accept examples of precautionary measures.*
2.3.2 Legal liability for the hotel

Financial liability for the hotel.

- Negative publicity for the hotel.
- Loss of income for the hotel.
- Hotel may lose its trading licence.

MTP

QUESTION 3

3.1 3.1.1 (a) R600,00 (+✓) 13,57✓ = USD44,22✓

OR

USD44,22 ✓✓✓✓

- $44,22

Note: Do not penalise candidates if the currency code/symbol is omitted, as it is given in the question.

FX

(b) USD219,99 (x ✓) 13,25✓ = ZAR2 914,87✓

OR

ZAR2 914,87✓✓✓✓

- R2 914,87

Note: Do not penalise candidates if the currency code/symbol is omitted, as it is given in the question.

FX

3.2 3.2.1 Euro✓ / €

British Pound✓ / £

- Great British Pound
- Pound Sterling

Note: Do not accept “Pound”.

FX

3.2.2 The South Africans will receive more value for money.

It will give the South Africans greater buying/spending power.

They can afford to stay longer/repeat visits at the destination and visit more attractions/activities.

- Europe can become a value for money destination.

FX

TOTAL SECTION B: 50
SECTION C: TOURISM ATTRACTIONS; CULTURE AND HERITAGE TOURISM; MARKETING

QUESTION 4

4.1  4.1.1  H✓ / Statue of Liberty
      United States of America / USA✓

4.1.2  E✓ / Statue of Christ the Redeemer / Corcovado
       Brazil✓

4.1.3  D✓ / Great Pyramids of Giza / Sphinx
       Egypt ✓

4.1.4  B✓ / Taj Mahal
       India ✓

4.1.5  A✓ / Sydney Opera House
       Australia ✓

4.1.6  C✓ / Great Wall of China
       China ✓

4.1.7  F✓ / Kremlin / Red Square
       Russia ✓

4.1.8  G✓/ Big Ben
       England ✓
       • Britain / Great Britain
       • United Kingdom / UK

4.2  4.2.1  The bullet-proof glass will give better protection to tourists in the event of future terror attacks. ✓✓
         • To upgrade and improve safety at the attraction.
         • To get rid of the metal barriers that obscures the view of the tower to get better photo opportunities.
         • The tower is one of the iconic structures in France that attracts many tourists and needs extra protection.
         • For aesthetical (attractive) purposes

4.2.2  The Eiffel Tower, being one of the most popular tourist attractions in Paris, could become the target for large-scale terror attacks with huge loss of life. ✓✓
         • Destruction of an iconic structure symbolising engineering abilities of the time.
         • Fewer visitors to the attraction because tourists will not feel safe.
         • The absence of visible policing may increase criminal activities.
4.2.3 The continuous international marketing of the icon. ✓ ✓
- General upkeep of the tower and the area around the tower.
- Making the tower accessible to people with special needs (universal accessibility).
- Allow opportunities for entrepreneurship around the tower.
- Professional image of the staff.
- The efficiency and ethical behaviour of the staff.
- Keeping the tower sustainable through good environmental management plans.
- When visitors leave the tower with a feeling of pleasure and satisfaction.

*Note: Accept examples of factors that contribute to a successful tourist attraction.*

QUESTION 5

5.1 Cape Floral Region / Cape Floral Kingdom ✓ ✓
Richtersveld Cultural and Botanical Landscape ✓ ✓

*Note: Accept any order. Do not award marks for "Richtersveld or Floral Region" only.*

5.2 Western Cape ✓ and Northern Cape ✓

*Note: Accept any order.*

5.3 Both WHS contain exceptional examples of natural beauty and unique plant species to be protected for future generations. ✓ ✓
- Both sites are biodiversity hotspots.
- Both sites contain plant species unique to the region and to South Africa.
- Both the sites meet UNESCO’s criteria for being granted World Heritage Status.

5.4 Showcases the country as a land of natural wealth and beauty and a haven of unique biodiversity. ✓ ✓
Markets South Africa as a highly attractive tourism destination of choice for those seeking unique experiences or interested in biodiversity hotspots. ✓ ✓
- Attracts international media interest – publicity for SA.
- Emphasises South Africa’s biodiversity
- Higher visitor numbers to these sites will increase South Africa’s GDP.
- Higher visitor numbers will set the multiplier effect into motion.
- Attract foreign investment
QUESTION 6

6.1 6.1.1 South African Tourism

• SATourism

Note: Do not accept “SAT”

6.1.2 Constantly re-inventing South Africa’s tourism products and services to increase the appeal of SA as a tourism destination.
• Changing the tourists’ perception of SA by indicating multiple opportunities and new offerings, hence encouraging repeat visits.
• South Africa’s marketing efforts show innovative and creative awareness to entice visitors to the country.
• Develops a sense of pride amongst South Africans.

6.1.3 It is part of their marketing strategy to create awareness of the brand.
• To ensure that the brand logo is recognisable to visitors from all over the world.
• To make South Africa more visible as an attractive tourist destination.
• To attract visitors to the South African exhibition.

6.1.4 SATourism travels to different countries (Road Shows) to promote and market SA internationally.
• Advertises on buses and taxis in major cities around the world.
• Advertisements on huge billboards
• Advertise add on packages for business tourists / affordable packages
• Advertises on printed media
• On-line advertisements
• Advertises on social media
• Creates opportunities for networking with tourism stakeholders
• Opens publicity offices abroad

6.2 The Tourism levy collection process
Tourism businesses (e.g. accommodation, car rental, tour operators and travel agents) collect a 1% levy from tourists.
• The businesses pay the levies to Tourism Business Council of South Africa (TBCSA) who gives it to TOMSA.

The role of TOMSA in the collection process
TOMSA is the administrator of the funds.
• TOMSA makes the funds available to SATourism.

An explanation of what these levies are used for
SATourism uses the funds to market South Africa both domestically and internationally.

TOTAL SECTION C: 50
SECTION D: TOURISM SECTORS; SUSTAINABLE AND RESPONSIBLE TOURISM

QUESTION 7

7.1 7.1.1 B✓ / South African National Parks
7.1.2 D✓ / Conservation
7.1.3 C✓ / About us
7.1.4 A✓ / Book your trip

7.2 7.2.1 Wearing the uniform✓ of South African National Parks.
Badges (epaulettes)✓ of the SA National Parks identify the
organisation and display professionalism of the organisation.
• He is neatly dressed

7.2.2 The routine patrol shows the monitoring of wild life within the park
indicating it is part of the environmental policy. ✓✓
• The routine patrol which monitors poachers and criminal
behaviour is also part of the environmental policy.

QUESTION 8

8.1 8.1.1 Severe droughts✓
Fresh water loss✓
• rising sea levels that threaten coastal resorts
• reduced snowfall in alpine skiing areas
• storms
• heatwaves
• extreme weather conditions

8.1.2 Less snow on the Alps will reduce the number of tourists visiting the
area for skiing activities. ✓✓
• Melting snow can also result in unstable snow slopes and
increase the risk of avalanches.
• An increased risk of skiing accidents

8.1.3 Benefits to the environment
The tourism industry provides important income opportunities,
eradicates (reduces) poverty and promotes development. ✓✓
• The tourism industry is beneficial in that it creates jobs and
sustains many people globally.
• Tourism businesses are re-evaluating their practices and finding
ways to minimise their carbon footprint.

Damage to the environment
It is also one of the largest contributors to CO² emissions which is
destroying the very attractions and destinations that is the draw
card. ✓✓
• The accommodation and transport sectors are the main
contributors to CO² emissions.
8.2 8.2.1 TRANSPORT

**Environmental pillar:**
Destinations can find alternative modes of transport that is not dependent on the use of fuels such as bicycles.
- Use mass modes of transport such as trains and buses instead of cars
- Support companies that use carbon efficient aircraft and vehicles.

**OR**

**Social pillar:**
Skills development

**OR**

**Economic pillar:**
Economic and entrepreneurship opportunities

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**EDUCATION**

**Environmental pillar:**
Create awareness amongst tourists and tourism businesses of how they can off-set and reduce their carbon footprint.
- Make more people aware of climate change and its impacts
- Tourism industry contributes to education.

**OR**

**Social pillar:**
Make tourists more environmentally conscious and encourage good environmental practises.

**OR**

**Economic pillar:**
Encourage future careers in environmental management.

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**JOB CREATION**

**Environmental pillar:**
Create more environmentally responsible careers and jobs in the tourism industry.

**OR**

**Social pillar:**
Employment opportunities improve the quality of life of local people

**OR**

**Economic pillar:**
The tourism industry must continually find ways in sustaining itself and continue to support the economy by creating jobs and entrepreneurship opportunities.
8.2.2 Conserve energy as far as possible ✓ ✓
Limit and reduce water usage ✓ ✓
- Make use of recycle bins
- Re-use
- Towel policy
- Guest must adhere to environmental practises of the hotel

*Note: Accept examples of environmentally responsible practises.* (4)

8.3 Offer learnerships to these learners ✓ ✓
Offer free tours to the B&B and nearby attractions ✓ ✓
- Offer workplace experience.
- Offer casual or part time employment opportunities.
- Partner with the school for maximum benefits such as mentorship, guest lecturing, skills development and supply of resources.
- Offer financial support (4) [22]

**TOTAL SECTION D: 30**
SECTION E: DOMESTIC, REGIONAL AND INTERNATIONAL TOURISM; COMMUNICATION AND CUSTOMER CARE

QUESTION 9

9.1 9.1.1 Participants, spectators, media personnel come from all over the world.✓✓
- It has a 140-year history that fascinates people all over the world.
- Global media frenzy takes place to give media coverage for a global audience.
- Players from many countries participate

9.1.2 Foreign exchange earnings from tourists attending the event.✓✓
Increased GDP contributions. ✓✓
- Income generated before, during and after the event.
- Spread of multiplier effect benefits in the local economy of workers earning wages at the event.
- Entrepreneurial opportunities for locals.
- Creates jobs
- Upgrading of infrastructure
- International publicity and exposure

9.2 9.2.1 Earthquake ✓✓
- Natural disaster

9.2.2 Tourists visiting sites will struggle to get back to their accommodation and belongings due to damage to public transport.✓✓
Tourists will not be able to continue with their itineraries due to lack of transportation. ✓✓
- If the airport is closed, tourist will not be able to enter or exit the country.
- Tourists will feel unsafe to use any form of transport and may have to re-schedule or cancel their trip.
- Publicity will impact on the tourists’ decision to travel to the destination.

9.2.3 Foreign bank notes ✓✓
- Cash
- Euros

*Note: Accept any relevant payment method that does not require electricity.*
9.3  9.3.1 R283 million ✓ ✓
   • R283 000 000
   • 283 / 283 m

9.3.2 Eastern Cape ✓ ✓
   KwaZulu Natal ✓ ✓

Note: Accept any order

9.3.3 They had a longer average length of stay. ✓ ✓
   • Tourists stayed an average of 9.9 nights in the Eastern Cape and 8.5 nights in KwaZulu-Natal; longer than the 8.0 nights in the Free State.

9.4 To capitalise on the potential of this market because it has shown growth. ✓ ✓
   • To convert this market from an emerging market into an existing market.
   • To increase the number of tourists from China.

QUESTION 10

10.1 Follow-up call ✓ ✓
   • Survey
   • Feedback call
   • Personal call
   • Cell phone / telephone calls / telecommunication

10.2 Feedback gathered from clients is used to evaluate service delivery. ✓ ✓
   To ensure satisfaction levels of customers are established. ✓ ✓
   • The message that the tourism business cares about its customers are demonstrated.
   • The information captured can be used to improve service delivery levels at the business.
   • Staff performance can be rated outside of purely reaching sales targets.
   • Quick feedback and problems are addressed immediately

TOTAL SECTION E: 30
GRAND TOTAL: 200