



UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS
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TRAVEL AND TOURISM

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INSERT

2 hours and 30 minutes

READ THESE INSTRUCTIONS FIRST

This Insert contains all the Figures referred to in the questions.

Anything the candidate writes on this Insert will not be marked.

This document consists of **4** printed pages.



Fig. 1 for Question 1

Based in reception or at the porter's desk, you will carry guests' luggage, call taxis, take charge of property left for guests, answer queries, take messages for guests, sort the mail and look after keys for the hotel (and guest rooms if they are not of the electronic type).

Safe practices when lifting and moving large items are essential. You need to be alert for security threats. You may be called upon to help housekeeping, restaurant or banqueting staff set up rooms, or move larger items of furniture. If you are on night duty, you may be responsible for serving snacks and early breakfasts, delivering newspapers, making wake-up calls to guests and for dealing with departures.

You will also play a key role in coping with a fire or other emergencies, ensuring that help is called promptly and that guests are evacuated safely. Sometimes porters will be required to help the conference and banqueting department by serving coffees and teas, checking the room is ready and tidying up meeting rooms while the delegates are at lunch.

Fig. 1**Fig. 2 for Question 2**

Himachal Pradesh to promote health and adventure tourism

The Himachal Pradesh government is to focus on health and adventure tourism to cater for new segments of international visitors. Adventure tourism activities such as trekking, mountain biking, paragliding, ice skating, skiing and river rafting are being organised in different areas of the state for package tourists.

The development of health tourism is still at an early stage but the Himachal Pradesh Tourism Development Corporation (HPTDC) is developing health resorts and providing 'Panchkarma' (ayurvedic therapy) treatment in its hotels at Shimla, Palampur and Chail.

Himachal Pradesh is receiving an increasing number of international tourists as the state emerges as one of the most sought after tourist destinations in India. The Government has mapped out a strategy to fully exploit the destination's tourism potential by:

- increasing the number of tourist destinations and activities
- strengthening the state's infrastructure
- preparing long-term plans to cater to tourists of all categories.

Adventure tourism, religious tourism, heritage tourism, rural tourism and eco-tourism are some of the areas which are being given special attention to generate income and employment for the state's rural youth. The state government has succeeded in getting financial assistance of US\$95.16 million from the Asian Development Bank. A unique scheme named 'Har Gaon Ki Kahani' has been launched to exploit tourism potential by promoting lesser known destinations.

Fig. 2

Fig. 3 for Question 3

Graskop is located in the heart of the Mpumalanga Escarpment, one of the most scenic tourist regions in South Africa. Several magnificent waterfalls can be found near Graskop, including Lisbon Falls, Mac Mac Falls and the Berlin Falls.

An important Graskop attraction is the Big Swing, one of the world's highest cable gorge swings, that allows you to freefall 68 metres in less than 3 seconds. When you have finished swinging you are lowered to the bottom of the gorge from where you walk up exactly 420 steps to the top of the other side of the gorge. There you will find The Edge Bar across from the jump, where you can sit back and enjoy a drink while watching others take the plunge.

At the Graskop Falls, visitors have the opportunity to buy souvenirs (curios) from local vendors. You can shop for wooden and clay bowls and pots, stone carvings, beadwork, walking sticks, ethnic wooden masks, hand-printed cloth and other African arts and crafts.

**Fig. 3**

Fig. 4 for Question 4

Fiji visitor arrivals by country of residence

	2005	2010
Australia	203 250	318 185
New Zealand	112 932	97 857
USA	62 640	53 122
Canada	12 625	12 970
UK	44 472	23 813
Continental Europe	25 123	30 088
Japan	22 304	12 011
Taiwan	1 138	1 710
Malaysia	390	0
China	n/a	18 147
South Korea	8 775	6 327
Rest of Asia	11 645	12 061
Pacific Islands	28 476	39 198
Others	11 375	6 379

Fig. 4

Copyright Acknowledgements:

Question 2 Figure 2 © adapted: <http://www.eturbonews.com/22582/himachal-pradesh-promote-health-and-adventure-tourism>.
 Question 3 Figure 3 Photograph © J D Smith © UCLES.
 Question 4 Figure 4 © adapted: http://www.statsfiji.gov.fj/Tourism/Visitor_Arrivals-resid.htm.

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