

Candidate Name \_\_\_\_\_

Centre Number	Candidate Number

**CAMBRIDGE INTERNATIONAL EXAMINATIONS  
CAREER AWARD IN TRAVEL AND TOURISM**

**5253**

Optional Module: Travel Organisation (Standard Level)

**OCTOBER 2002**

Additional materials:  
Insert  
Answer paper

**TIME** 2 hours 30 minutes

**INSTRUCTIONS TO CANDIDATES**

Write your name, Centre number and candidate number in the spaces provided at the top of this page and on any separate answer paper used.

Answer **all** questions.

Write your answers in the spaces provided on the question paper.

At the end of the examination attach securely any extra sheets to the question paper booklet.

**INFORMATION FOR CANDIDATES**

The number of marks is given in brackets [ ] at the end of each question or part question.

Calculators and dictionaries may be used.

The insert contains Figures (Figs.) 1-4.

FOR EXAMINER'S USE	
Q1	
Q2	
Q3	
Q4	
TOTAL	

**This question paper consists of 11 printed pages 1 blank page and an insert.**

1 Hans and Birgitte Schloss of Dortmund, Germany, are keen conservationists and want to join the holiday in Sabah, Borneo in Fig.1, flying from Frankfurt. The flight will be 12 hours, leaving Frankfurt at 1000 hours with a time difference of +6 hours. The return flight (12 hours) is overnight departing from Sabah, Borneo, at 2000 hours.

(a) Identify an accommodation provider.

..... [1]

(b) Identify the tour operator.

..... [1]

(c) Identify **one** transport provider.

..... [1]

(d) Calculate the cost for these two people, departing on 18 February, in Deutschmarks (DM), who want the medium class hotel and insurance. Show your calculations.

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..... [4]

(e) Produce a suitable itinerary for this holiday for these two people, including check-in and transfer arrangements.

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..... [10]



- 2 Mr John Williams from Auckland, North Island, New Zealand, wishes to travel to South Island, New Zealand, with his wife, Sheila and their disabled son Mark, aged 10. They already have a vehicle which can accommodate Mark’s wheelchair, which they would prefer to use for their two-week self-drive tour.

To get to South Island, they will need to use a ferry service from Wellington to Picton. Then they hope to tour various attractions such as the Glow Worm Caves, Larnach Castle, Franz Josef Glacier, the Art Centre in Christchurch and Milford Sound and to go on the Kingston Flyer train.

- (a) Give **four** advantages for this family of using their own vehicle.

.....  
.....  
.....  
..... [4]

- (b) Mr Williams has used the Internet to get details of ferry services (see Figs 2 and 3).

- (i) Give **three** advantages of using the Interislander ferry.

.....  
.....  
..... [3]

- (ii) Give **three** advantages of using the Lynx Ferry.

.....  
.....  
..... [3]

(c) Apart from the Internet, identify **three** other sources of information which the family could use to plan their visit. Give reasons why these sources would be useful.

(i)

.....  
..... [2]

(ii)

.....  
..... [2]

(iii)

.....  
..... [2]

(d) As they are using their own vehicle, what legal requirements relevant to driving should they consider for this journey?

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..... [3]

(e) Discuss the special needs of this family group with regard to ferry transport, accommodation and facilities at the attractions they will visit.

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..... [6]

- 3 Mr and Mrs Jensen from 2647 Pittsville, Detroit, Michigan 76321, USA (tel no Detroit 762 3419) have seen an 'Over-50s' inclusive holiday in the window of Global Tourism's Detroit office. This holiday includes flights from Newark, New Jersey, to Tenerife, Canary Islands, with a two-night stopover in Madrid, Spain, each way. They have some mobility problems which need to be considered in choice of hotel.

They have a choice of two hotels on the north coast of Tenerife, as detailed below.

<p><b>QUINTA PARK ****</b>                  Location: 10 kms outside Puerto de la Cruz, hourly bus runs to town centre.                  Quiet location on hill slope.                  Health complex up some steps from pool.                  2 outdoor pools, sun terraces.</p> <p>Half board arrangements                  3 excursions included on 14 night holidays.</p> <p>\$ 1062 per person</p>	<p><b>HOTEL TURQUESA PLAYA ****</b>                  Situated in quiet area of Puerto de la Cruz close to pedestrianised area, near shops and sea front.                  Reserved bar open 11 am – 11pm serving local wines, spirits, tea, coffee, soft drinks.                  Entertainment nightly.                  Indoor and outdoor pool, gym and fitness room, hairdresser, mini-golf.</p> <p>Full board arrangements                  4 excursions included on 14 night holidays.</p> <p>\$1120 per person</p>
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The flights are scheduled from USA to Madrid, and then charter from Madrid to Tenerife.

- (a) Explain the term 'stopover'.

.....  
 ..... [2]

- (b) Explain the differences between scheduled flights and charter flights.

.....  
 .....  
 .....  
 .....  
 ..... [4]

(c) Give **one** advantage and **one** disadvantage of each hotel for this couple.

QUINTA PARK

Advantage .....

.....

Disadvantage .....

..... [2]

TURQUESA PLAYA

Advantage .....

.....

Disadvantage .....

..... [2]

(d) Complete the Booking Form in Fig 5 for this couple. [10]

(e) What advice would you give to the Jensens regarding currency for this holiday?

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..... [5]

**Fig. 5 for Question 3****GLOBAL TOURISM (USA)**

For reservations, telephone 0870 241 0007

## BOOKING FORM

Please complete fully and return with remittance to Global Tourism, 3461 Broadway, New York 43789.

**NAME AND ADDRESS FOR CORRESPONDENCE**

Mr/Mrs/Miss/Ms..... Initial ..... Surname .....

Address .....

.....Zip Code .....

Home Tel No ..... Daytime Tel No .....

**ALL OTHER PASSENGER NAMES AND DETAILS**

Title	Initial	Surname	Insurance Delete as req'd	Date of Birth If under 18 or over 65 yrs			
			YES/NO				
			YES/NO				
			YES/NO				
RESORT	HOTEL NAME	Date	No of nights	No of rooms			Accomm Category
				Single	Twin	Dble	

**SPECIAL REQUESTS/OTHER REQUIREMENTS**.....  
.....**DEPOSIT AND HOLIDAY INSURANCE PAYMENT**

A deposit is payable at the time of booking (\$100 per person) or the full amount if within 8 weeks of departure.

Deposit ..... Passengers at ..... = .....

Insurance ..... Passengers at ..... = .....

Full Payment ..... Passengers at ..... = .....

Total amount included = .....

**DECLARATION**

Please reserve the holiday shown for the person/s listed above. I enclose a deposit of \$100 per person or full payment (where travel is within 8 weeks). I also enclose the relevant insurance premium for each person travelling unless I have deleted the word 'Yes' from insurance panel on the booking form. I have read and understood, and I accept the Conditions of Booking and Insurance. I also accept that all persons listed are themselves responsible for seeing that immigration and health requirements are fulfilled.

Signed ..... Date .....

**METHOD OF PAYMENT**

You may pay by cash, cheque (payable to Global Tourism), credit or debit card. If you wish to pay by credit or debit card, complete the rest of this section.

I wish to pay by (circle card to be used):

Mastercard                      Visa                                      Delta                                      Switch

Cardholder (IN CAPITALS) .....

Card Number ..... Expiry Date .....

Signature of Card holder ..... Date .....



4 Mr and Mrs Thomas MacGregor, of 26 Burns Terrace, Edinburgh E2 6GB, UK, wish to book a safari holiday. They call in to the Edinburgh Office of Global Tourism. You are the travel consultant, and after discussing various alternatives, they decide to take the Cheetah Safari in Kenya, details of which are in Fig.4.

(a) The tour operator offers the option of upgrading the scheduled flights to First Class or Club World.

(i) Explain the term 'upgrade'.

.....  
..... [2]

(ii) Give **two** benefits to customers of this option.

.....  
.....  
..... [2]

(b) The tour operator offers free transfers from home to a UK airport, providing it is within a 50-mile (80 km) radius. Explain the benefits of this free transfer option.

.....  
.....  
..... [3]

(c) There are also free connecting flights offered from Edinburgh to London Heathrow, as opposed to driving 390 miles (628 km).

(i) Give **one** advantage and **one** disadvantage of using a connecting flight.

.....  
.....  
..... [2]

(ii) Give **one** advantage and **one** disadvantage of driving to London Heathrow from Edinburgh.

.....  
.....  
..... [2]

(d) Using the information provided, complete the Customer Requirements Form in Fig.6 for this holiday. [10]

(e) Explain **two** other services or advice which the travel consultant would offer the MacGregors for this holiday.

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..... [4]

Fig. 6 for Question 4

TRAVEL DETAILS		ALTERNATIVE(S) e.g. if first choice not available			
Destination					
Departure Date					
Duration/Return date					
Departure Point					
Total of Party size	No. of Children Age(s): on return		No. of Infants Age(s): on return	No. of Adults	
Accommodation					
Room Type/Meal basis					
Budget Range			Form of Payment	Booking today	Y/N
SPECIFIC NEEDS OF CUSTOMER? (*64# Short Haul *65# Long Haul)	Quiet	Lively	Beach	Kid's Clubs	
	Excursions	Nightlife	Activities	Special Occasion:	
<b>TYPE OF HOLIDAY REQUIRED &amp; SPECIAL REQUESTS &amp; FLIGHT DETAILS e.g. Class ÉÉÉ</b>					
<b>CONFIRMATION OF ESSENTIAL &amp; IMPORTANT DETAILS</b>					
Nationality of all Party Members		Passport(s) Held		Visa(s) Required	
Vaccinations/Health		Insurance Cover		Holiday Money	
Overnight Hotel		Car Parking		Car hire	
Call back %	(Y/N)	Reasons/Notes			
1. Date					
Time	(am/pm)				
2. Date					
Time	(am/pm)	Value: £			
Confirmed <input type="checkbox"/> Provisional <input type="checkbox"/> Enquiry <input type="checkbox"/>					

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