

Centre Number	Candidate Number	Name
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CAMBRIDGE INTERNATIONAL EXAMINATIONS
Cambridge Career Award in Travel and Tourism
Standard Level

TRAVEL AND TOURISM

5253/01

Travel Organisation

May 2003

Candidates answer on the Question Paper.

2 hours and 30 minutes

No Additional Materials are required.

READ THESE INSTRUCTIONS FIRST

Write your Centre number, candidate number and name on all the work you hand in.
Write in dark blue or black pen in the spaces provided on the Question Paper.
You may use a soft pencil for any diagrams, graphs or rough working
Do not use staples, paper clips, highlighters, glue or correction fluid.
Calculators are allowed.

Answer **all** questions.

At the end of the examination, fasten all your work securely together.

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

If you have been given a label, look at the details. If any details are incorrect or missing, please fill in your correct details in the space given at the top of this page.

Stick your personal label here, if provided.

For Examiner's Use

To use as needed

This document consists of **12** printed pages and **4** blank pages.



- 1 Mr and Mrs T Jameson of 1261 Tower Drive, Toronto 62314, Canada, (telephone number 0650-4788921) visit the Toronto office of Global Tourism to enquire about self-catering winter breaks in Florida.

You are the travel consultant dealing with this enquiry. You find out that they are interested in fly-drive breaks and want a 4-week package including accommodation, flights, insurance and car hire. They enjoy swimming, visiting local attractions and will be taking their own golf clubs with them.

After searching available information you identify three possible properties, detailed below:

Orlando Villas	with golf course, clubhouse, pool and lake view CAD (\$)1249 per person
Southern Select Villas	self-contained villa with pool, 3 km from golf course CAD (\$)1470 per person
Lily Lake Golf Resort	apartment with communal pool, on golf course with clubhouse CAD (\$)1680 per person

Their total budget for accommodation is a maximum of CAD (\$) 3000. You should ensure your advice meets this requirement.

- (a) Using the data above, identify the most suitable accommodation for the Jamesons and complete the Customer Enquiry Form, Fig. 1.

[12]

- (b) Give **four** advantages of a fly-drive package for this couple.

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..... [4]

- (c) Identify **three** requirements this couple need to consider when hiring a car on a fly-drive holiday.

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..... [3]

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 Excursions	Lively Nightlife	Beach Activities	Kid's Clubs Special Occasion:	
TYPE OF HOLIDAY REQUIRED & SPECIAL REQUESTS & FLIGHT DETAILS e.g. Class ÉÉÉ					
CONFIRMATION OF ESSENTIAL & IMPORTANT DETAILS					
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"/>					

Fig.1

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Question 2

Special offer
MALDIVES – ALL INCLUSIVE

From SGD (\$)799

7 or 14 nights, with accommodation in Club Velidhu, Velidhu Island, Indian Ocean – a beautiful tropical island, surrounded by fine sandy beaches and crystal clear waters. Superior medium class resort with restaurant, bar, coffee shop, watersports centre and dive school. Air-conditioned rooms set in gardens near the beach with double bed, minibar, shower, wc and terrace overlooking the gardens. Boat transfers (approx 2.5 hours).

ALL INCLUSIVE: all meals, drinks: selected spirits/beers, cocktails, soft drinks. House wines with meals.

Departure	7 nights	14 nights	Departure	7 nights	14 nights
19 May	\$849	\$999	28 Jul,4 Aug	\$1199	\$1539
9,16 June	\$799	\$999	18 August	\$1099	\$1499
30 June	\$899	\$1199	1 Sept	\$1049	\$1449
14 July	\$1099	\$1399	8 Sept	\$1049	\$1399

Sea plane transfers available from \$69pp both ways.

The price includes: return flights on Singapore Airlines. Singapore Govt departure tax \$20. 7/14 nights accommodation on all inclusive basis (as above). Boat transfer. Prices per person sharing a twin. Not included: local departure tax. Optional insurance: \$33 (7 nts), \$55 (14 nts). Booking conditions apply.

To book:
Telephone: 145 679325
Fax: 145 679322

GLOBAL TOURISM
81c North Boat Quay, Singapore

Fig.2

Mr and Mrs Lee Kwon, of 25 Cavanagh Road, Singapore, are interested in the holiday shown in Fig. 2 to the Maldives. They wish to book the 14 nights option and depart on 14 July, taking the sea plane option. They will also need to take out the insurance cover offered.

(a) Calculate the cost of the holiday for this couple (showing all your workings).

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..... [4]

GLOBAL TOURISM BOOKING FORM
For reservations, telephone 145 679325

Please complete fully and return with remittance to Global Tourism (Singapore), 81c North Boat Quay, Singapore.

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

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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

Fig.3

(b) Identify the following principals from Fig. 2:

(i) one accommodation provider

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..... [1]

(ii) one transport provider

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..... [1]

(iii) the tour operator.

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..... [1]

(c) Explain the term 'all inclusive'.

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..... [2]

(d) Complete the booking form Fig. 3 on page 7 for this holiday. Note Mr Kwon is paying by Mastercard No. 556600992387, which expires in October 2003. [10]

(e) Discuss the benefits of the co-operation between different providers and principals in producing package holidays.

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Question 3

Route	English dep port	Distance from London	Irish arrival port	Ferry type	Crossing time	Number of crossings daily	Cost GBP (£) for car, caravan & driver	Extra cost GBP (£) for passengers	
								Adult	Child
A	Fishguard	400 km	Rosslare	Superferry	3 hr 30 min	4	80 + 44	10	free
	Fishguard		Rosslare	Lynx	1 hr 50 min	6	159 + 153	12	6
B	Holyhead	451 km	Dun Laoghaire (Dublin)	Superferry	3 hr	2	154 + 44	10	free
	Holyhead		Dun Laoghaire (Dublin)	HSS	1 hr 39 min	4	174 + 153	12	6

SUPERFERRY

2 or 4 berth cabins available
 1400 passengers
 Wide choice of on-board activities
 Open decks to enjoy sea air
 Check-in time 45 minutes

LYNX/HSS

Enclosed observation gallery
 350 passengers
 Jet engines for speed
 Subject to cancellation in poor weather
 Check-in time 30 minutes

Fig.4

Mr and Mrs Smith, with their two children, James and Helen, are going on a caravanning holiday to Ireland this summer. They have called in to the London office of Global Tourism to make enquiries about car-carrying ferry services. After research, you have identified the costs and routes given in Fig. 4.

(a) Identify the features of ferry services.

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..... [6]

(b) (i) Give two advantages of Route A.

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..... [2]

(ii) Give **one** advantage and **one** disadvantage for each type of crossing for the Smith family.

CROSSING	ADVANTAGE	DISADVANTAGE
Superferry		
Lynx/HSS		

[4]

(c) On arrival in Ireland, the family visit the local Tourist Information Centre. State **four** ways in which a TIC might help them.

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..... [4]

- (d) There are other providers of water-borne transport which tourists may use, such as cruise ships, yachts, barges or river boats. Select one of these forms of water transport:

Type of transport chosen

- (i) Describe its main characteristics.

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- (ii) Identify the types of customers to whom it would appeal.

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4 Mr and Mrs Flavio, from Rome, Italy, are going to visit Jordan on a package holiday. They will fly from Rome to Amman on 14 August. The flight times are as follows and check-in is 2 hours prior to departure. The time difference between Italy and Jordan is +1 hour.

Alitalia Flt No. AZ824	Dep 06.55	Arr 14.40 (local time)
Alitalia Flt No. AZ827	Dep 08.27	Arr 15.30 (local time)

The holiday includes 2 days in Amman, 3 days in Petra and 2 days in Aqaba. They will return to Amman for a final night before their flight home.

(a) Identify the components of a package holiday.

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(b) The flight is on a scheduled airline. Give two features of scheduled airlines.

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(c) Prepare the travel itinerary for this couple.

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(d) They will need insurance for the holiday. Give **four** features of a travel insurance policy.

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(e) Advise the couple on the various forms of currency they should consider, with reasons.

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