

Centre Number	Candidate Number	Name
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UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS
Cambridge International Diploma in Travel and Tourism
Standard Level

TRAVEL AND TOURISM

5251/01

Core Module

October 2005

Candidates answer on the Question Paper.
No Additional Materials are required.

2 hours

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, music or rough working.
Do not use staples, paper clips, highlighters, glue or correction fluid.

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.

For Examiner's Use	
1	
2	
3	
4	
Total	

This document consists of **13** printed pages and **3** blank pages.



Question 1



So many memories

Many people remember Tunisia for its cloudless skies, inviting sapphire seas, windsurfing, jet skiing and mile on mile of golden beaches. Others will always treasure memories of breathtaking Saharan sunsets, exceptional golf courses, the freshness of its Mediterranean cuisine, the hospitality of locals and the spectacle of its many ancient treasures.

Tunisia has it all. A Mediterranean oasis of relaxation, discovery and adventure, which attracts over 300,000 UK visitors every year. And with all major operators offering direct flights taking just 2½ hours, the memories are never far away.

Look out for our exciting new media campaign, live now, in national press, Satellite TV channels and on national taxis.

020 7224 5561
or www.tourismtunisia.co.uk

TUNISIA

*Mediterranean
Holidays to Remember*

Fig. 1

Refer to Fig. 1, an advertisement about Tunisia.

(a) Tunisia attracts different types of international visitor.

(i) State how many UK visitors go to Tunisia each year.

..... [1]

(ii) Using only information from Fig.1, explain **three** different features of Tunisia's international visitor appeal.

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..... [6]

(b) Tunisia has several major resort hotels.

(i) State the **three** major components of a package holiday.

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..... [3]

(ii) Name **five** ancillary services that major resort hotels provide for the convenience of their guests.

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..... [5]

(c) Explain **two** ways an embassy or consulate might help any of their visiting nationals in difficulty while on holiday in Tunisia.


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(d) Discuss the social and cultural impacts that tourism can have on countries such as Tunisia.

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Question 2




Oman, more than 5000 years of tourism

Unspoilt Indian Ocean beaches, dolphins, whales and nesting turtles, scuba diving, deep sea fishing, Hajar Mountains, green valleys, historic forts and warm, friendly people.



For thousands of years the focus of the frankincense trade route, Oman is a land of dramatic mountains, breathtaking dunes and historic forts, where geology and nature combine to produce a spectacular landscape of infinite variety. Here are lost cities and forts to explore, cliffs and peaks to scale, a wonderful underwater life to discover. And a people of warmth and hospitality with a culture unique in the Arab world – dating back more than 5000 years.

Oman is not only an ideal short break destination, it also offers more than enough for a two week holiday and attracts divers, hikers and rock climbers who value the pristine waters, immaculate coastline, unusual fauna, vast deserts and breathtaking panoramas of this well protected environment.



The superb infrastructure of road and telecommunications coupled with an international airport, elegant five star hotels, low rise buildings and wonderful restaurants offering a wide range of local and international cuisine will satisfy the most discerning leisure or business traveller, while the breadth of scenery, activities and entertainment make Oman the perfect choice of conference organisers.

From museums, malls and souks, and long, idyllic beaches to Wadi-bashing, scuba diving and game fishing, there is something for everyone in Oman and all this only a direct flight from London with Gulf Air or British Airways.

Picture supplied by Shaw Travel www.shawtravel.co.uk 01635 47055

Fig. 2

Refer to Fig. 2, an advertisement for the Sultanate of Oman.

(a) Identify **four** adventure tourism activities that visitors can try while they are in Oman.

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..... [4]

(b) Gulf Air and British Airways operate scheduled flights to Oman. State **five** characteristics of a scheduled flight.

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(c) Explain **three** reasons why Oman might be 'the perfect choice of conference organisers'.

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(d) Describe **two** ways in which Oman can maintain its 'well protected environment'.

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Question 3

south africa experience

South Africa's extraordinary cultural and scenic diversity, the untamed beauty and excitement of its wilderness and its fascinating history of conflict and conquest are all explored on this superb, personally escorted tour.

A journey that takes us to the very heart of the South African experience begins in Pietermaritzburg - one of Africa's most historically significant cities - and continues through the spectacular Drakensberg mountain region and on to retrace bloody steps on the battlefields of the Zulu and Boer wars. From there we venture into the natural splendour of the St Lucia Wetlands, a World Heritage Site teeming with wildlife and game before returning to Durban via Shakaland to experience life how it was during the reign of Shaka, legendary King of the Zulus.




Pietermaritzburg © SA Tourism

Boer Memorial Spierkop © SA Tourism

Day 1

Our experience begins at Durban International Airport where you will be met by your guide and driver and transferred to Pietermaritzburg, journeying through traditional Zulu country as we navigate the beautiful Valley of a Thousand Hills. Despite its impressive colonial architecture, this fascinating city was founded by the Dutch-speaking Voortrekkers, and originally named in honour of their leader Pieter Mauritz Retief. Today it is very much a South African city with a large Zulu community, and the combination of the modern, cosmopolitan provincial capital and its rich history provides for a fascinating and fun visit.

On arrival we will visit many places of interest including:

- The railway station where Mahatma Gandhi's commitment to non-violent campaigning was sparked by his eviction from a train
- The Queen Elizabeth Park, beautiful home to varied bird and wildlife
- World's View from where the Boers travelled to, found the city, and from which panoramic views may now be enjoyed
- The massive and magnificent City Hall with its wonderful stained glass windows and domes
- Natal Museum which houses fascinating displays of African art, a large butterfly collection and other absorbing attractions.

We then retire to the Hilton Hotel and enjoy the rest of the day at leisure.

Overnight:
The Hilton Hotel, Pietermaritzburg (or similar standard alternative), dinner included.

Fig. 3

Refer to Fig. 3, an extract from a brochure featuring holidays to South Africa.

(a) The 'South Africa Experience' is an escorted tour.

(i) State **two** reasons why the Drakensberg mountain region is included in the itinerary.

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..... [2]

(ii) State **two** reasons why the St. Lucia Wetlands will be of interest to visitors.

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..... [2]

(iii) Identify the **four** built visitor attractions in Pietermaritzburg.

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(b) Explain **two** functions of the tour guide.

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..... [4]

(c) The tour uses the Pietermaritzburg Hilton Hotel.

(i) Explain **two** reasons why the hotel welcomes tour groups.

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(ii) Describe how hotel staff should deal with a complaint from a guest who is a member of the tour group.

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(d) With reference to **one** tourist attraction with which you are familiar, explain how the attraction appeals to different types of visitor.

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Question 4

SKORPIOS... UNA NUEVA RUTA AL GLACIAR SAN RAFAEL

Skorpios I

MOTONAVE / MOTORVESSEL

Z

arpa todos los lunes y viernes desde Puerto Chacabuco, ciudad ubicada a 1.600 kms. aproximadamente al sur de Santiago, rumbo al Glaciar San Rafael, majestuoso vestigio de la última glaciación del planeta.

Skorpios le lleva en un Crucero de Ensueño de 4 días y 3 noches, (con la alternativa de 1 día adicional en Quitrалco para los cruceros que zarpan los lunes), navegando por canales espectaculares y archipiélagos, donde se va manifestando en todo su esplendor una naturaleza vigorosa y, donde aún, el accionar del hombre resulta casi imperceptible, con islas de suave geografía salpicadas en el extenso mar de esta nueva ruta a la Laguna San Rafael, que nos recibirá con su Glaciar de esculturales torres de más de 70 metros de altura para navegar en seguras embarcaciones entre los espectaculares hielos multicolores de más de 30.000 años. En el regreso, nos espera el fiordo Quitrалco con sus baños termales.

A bordo de la M/V Skorpios I, usted encontrará la mejor atención con la reconocida calidez de la familia Kochifas y su tripulación.

Un encuentro con la maravillosa naturaleza de la Patagonia Norte, en el sur de Chile.

An encounter with the nature of Northern Patagonia, in southern Chile.






Podrá disfrutar de la mejor gastronomía internacional y local junto a los mejores vinos y licores de nuestro siempre tradicional Bar abierto.

Embárguese y disfrute de todas las comodidades a bordo de un crucero donde usted será el centro de nuestra atención. Skorpios le invita a este viaje inolvidable

and sail in safe boats among the spectacular multicolored icebergs whose ice is more than 30,000 years old.

On the return trip, the Quitrалco fjord and its thermal baths will be waiting for us.




S

ailing every Monday and Friday from Puerto Chacabuco, a city located about 1600 kilometers south of Santiago, for the San Rafael Glacier, the majestic relic of the planet's last glaciación, Skorpios carries you on a Dream Cruise of four days and three nights (with the alternative of an additional day in Quitrалco for the cruises that sail on Monday). It goes through spectacular channels and archipelagos where an exuberant nature can be seen in all its splendor and where man's activities are nearly imperceptible. You will see islands with unbroken coastlines scattered in the wide seas of this new route to the San Rafael Lagoon. Here you will be welcomed by the Glacier, towering more than seventy meters above you,

On board the M/V Skorpios I, you will find the best service with the well-known warmth of the Kochifas family and their crew. You will be able to enjoy the best international and local cuisine along with the best wines and liquors at our traditional open Bar. Come on board and enjoy all the comforts of a cruise where you will be center of our attention. Skorpios invite you on this unforgettable voyage.



Fig. 4

Refer to Fig. 4, part of an information leaflet about adventure cruises in Chile.

(a) Answer the following:

(i) In which ocean does the motorvessel Skorpios cruise?

..... [1]

(ii) What term best describes the climate in the south of Chile?

..... [1]

(iii) Will local time in southern Chile be in advance of or behind GMT?

..... [1]

(iv) Identify the natural hazard to shipping in the San Rafael lagoon.

..... [1]

(v) Identify the main attraction at Quitalco fjord.

..... [1]

(b) Explain **two** reasons why the adventure cruise will not operate during the months of June, July and August.

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(c) The motorvessel Skorpios only carries 74 passengers. Explain **two** reasons why this is an advantage for passengers.

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