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

5253/01

**Travel Organisation** 

October 2006

2 hours and 30 minutes

Candidates answer on the Question Paper. 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.

You may use a soft pencil for any diagrams, graphs or rough working. Do not use staples, paper clips, highlighters, glue or correction fluid.

Answer all questions.

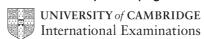
At the end of the examination, fasten all your work securely together.

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

For Exam	iner's Use
1	
2	
3	
4	
Total	

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

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1 Study the information in **Fig. 1** about booking patterns for overseas holidays during 1999 to 2003

	1999 %	<b>2000</b> %	<b>2001</b> %	<b>2002</b> %	<b>2003</b> %	% point change 1999-2003
TRAVEL AGENT	61	59	55	<del>50</del>	49	-12
Package holiday	43	42	39	35	34	-9
Flight-only	12	12	10	10	13	+1
Accommodation-only	3	3	3	3	3	-
Other purchase	5	5	4	4	N/A	N/A
TOUR OPERATOR	19	19	20	20	24	+5
Package holiday	16	16	16	16	19	+3
Flight-only	3	3	4	4	5	+2
Made own travel/	3	3	4	4	5	+2
accommodation arrangements	22	23	24	22	24	+2

Fig. 1

(a) From the data given in Fig.	(a)	From	ı the	data	given	in	Fig.	1
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(i)	State whether the percentage of holidays booked through travel agents increased or decreased.
(ii)	State whether the percentage of holidays booked through tour operators increased or decreased.
(iii)	Identify the type of holiday which has shown the smallest percentage point change.

(b)	Explain what you understand by the terms:
	(i) Package holiday
	[2]
	(ii) Accommodation-only
	[2]
	(iii) Flight-only
	[2]
(c)	The table shows that up to 24 per cent of people made their own travel or accommodation arrangements in 2003. This is known as <i>independent travel</i> . Outline the advantages and disadvantages for a tourist of independent travel compared to a package holiday.
	[6]

(d)	Identify <b>four</b> products/services that travel providers might offer to independent travellers.
	1
	2
	3
	4[4]
(e)	Describe the full range of travel services which might be provided by a travel agent.
	[6]

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2 A business woman from Hong Kong has to travel to South Africa, in order to attend meetings in Cape Town and Johannesburg. She will leave Hong Kong on 23 March on Cathay Pacific Flight CX1249 departing at 1935 and arriving at Cape Town at 2335. There is a (-)6 hour time difference between Hong Kong and South Africa.

After spending three nights in Cape Town, she will fly to Johannesburg at 1430 on a domestic flight. The flight number is SA178 and the journey will take two hours.

She will spend two nights in Johannesburg having meetings and will return to Hong Kong from Johannesburg. The flight number is SA675. The flight leaves at 1850 and arrives in Hong Kong the next morning at 1050 local time.

(a) All the flights given above are on scheduled airlines. Give three features of scheduled

	airli	nes.	
	Fea	ature 1	
		ature 2	
		ature 3	
			[3]
(b)	(i)	Describe what is meant by the term international flights.	
			[2]
	(ii)	Describe what is meant by the term domestic flights.	
			[2]
			[-]

(c) Using the following table, complete the travel itinerary for the business woman.

Date	Details	Departure	Arrival
23 March			
	Fly to Johannesburg	1430	
	Flight number		
	Hong Kong to		1050

[10]

(d)	The business woman needs suitable accommodation in each destination. Evaluate the features that she might be looking for when selecting her accommodation.
	[8]

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3 Study the information below about adventure activities in the American state of Utah.

# Best for Adventure Seekers

Where? Moab, Utah

Why? Utah is one of the world's best adventure sports destinations, particularly for mountain biking, climbing, rafting desert and activities. The mountain biking course in Moab will send your heart racing into overdrive and the incredible rock formations and canyons are waiting to be climbed. Experience some of the best sunrises and sunsets in the National Parks, including Canyonlands and Arches, and visit Navajo Nation in Monument Valley.

Sample product: Travel World offers seven nights in Moab at the Best Western Greenwell Inn from \$599 including flights from New York to Denver and a week's fully inclusive car hire.

#### Fig. 2

more about holidays in the area.	
1	
2	
3	[3]

(a) Suggest three paper-based sources of information which could be used to find out

(b)	Travel agents and tour operators are making more use of computer/electronic sources of information. List <b>four</b> examples of these.
	1
	2
	3
	4[4]
(c)	Explain in detail how <b>one</b> of these computer/electronic sources is used by travel agents <b>and</b> travellers.
	[6]

(d)	For a tourist taking the 'sample product' holiday featured in the extract, identify the advantages of having fully inclusive car hire.
	[4]
(e)	Discuss ways in which a tourist information centre in Moab might help adventure seekers make the most of their visit.
	[8]

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4

A g	roup	of six travellers are planning to visit Canada.
(a)	(i)	Before they travel, the travel agent advises the group about the check-in times at the different airports they will use. Define the term <i>check-in</i> .
		[2]
	(ii)	Outline the usual check-in procedure at airports.
		[4]
(b)	The	e group have arranged transfers. Explain the term transfer.
		[2]

(c)		cuss the adving their visit	ice a travel agent might give to the group about currency services to Canada.	
			rol	
			[6]	
4ft∈	er lea	aving Canada	, the group is travelling to India with a stopover in Singapore.	
(d)	(i)	Give three	examples of health advice relating to long-haul flights.	
		Example 1		
		Example 2		
		Example 3	[3]	

(ii)	Explain why stopovers are included when travellers are taking long-haul flights.

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