



UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS  
Cambridge International Diploma in Travel and Tourism  
Standard level

CANDIDATE  
NAME

CENTRE  
NUMBER

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**TRAVEL AND TOURISM**

**5253/01**

Travel Organisation

**October 2007**

**2 hours 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.

**DO NOT WRITE IN ANY BARCODES.**

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	
<b>1</b>	
<b>2</b>	
<b>3</b>	
<b>4</b>	
<b>Total</b>	

This document consists of **17** printed pages and **3** blank pages.



## Question 1

**HIGH SEAS CRUISES****The Grand Mediterranean***12 – Night Fly/Cruise from \$1799*

**Fly to Barcelona and cruise the Mediterranean, visiting Spain, France, Italy and Croatia. With optional excursions in Naples, Dubrovnik, Messina, Sicily and Cannes.**

**Indulge yourself at the wine tasting festival in Barcelona or the artists' masterclass offered in Sicily.**

**Enjoy this cruise offering the best of the Mediterranean.**

*Departure dates:*

**7, 19, 31 May**

**12, 24 June**

**11, 23 Aug**

**HIGH SEAS CRUISES****Florida and the Caribbean***9 – Night Fly/Cruise from \$1999*

**A fabulous opportunity to sail from Tampa and visit those far away places with optional excursions in Mexico and the Caribbean.**

**Enjoy the culture and nature of these exciting destinations.**

**Sign up for a cookery masterclass with the famous Chef, Rousseau.**

**Relax at sea.**

*Departure dates:*

**10, 17, 24 May**

**16, 23 June**

**12, 19 Aug**

**8, 17 Sept**

**Fig. 1**

At the Global Tourism International office in Montreal, the consultant is approached by Mr and Mrs Daniels, a Canadian couple in their early 60s. Mr and Mrs Daniels have travelled extensively in Europe and enjoy long-haul travel. They have not been on a cruise before but they have been told that cruises are a wonderful way of enjoying a holiday to different places. They both enjoy visiting new places and have a great love of food.

The couple have seen the two cruises in Fig. 1 and have up to \$6 000 to spend.

(a) (i) Identify the tour operator advertising the cruises in Fig.1.

..... [1]

(ii) Both cruises advertised in Fig. 1 offer optional excursions.

Explain what is meant by an *optional excursion*.

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

(iii) Give **two** benefits to customers taking a cruise of joining an optional excursion.

1 .....  
.....  
2 .....  
..... [2]

(iv) Both of the cruises advertised in Fig. 1 are fly/cruise holidays.

Suggest **three** reasons why many tour operators organise fly/cruise holidays rather than cruising from ports in Canada.

1 .....  
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2 .....  
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3 .....  
..... [3]

(v) Explain the increasing popularity of cruise holidays.

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.....  
..... [5]

(vi) Suggest **three** possible disadvantages for travellers of taking a cruise holiday.

1 .....  
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2 .....  
.....  
3 .....  
..... [3]

(b) Identify the cruise from Fig. 1 that you would recommend to Mr and Mrs Daniels and give reasons for your choice.

Cruise chosen .....

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

(c) Global Tourism International will be making a booking for the chosen cruise using a computerised reservation system such as Galileo.

Give **two** advantages of using computerised reservations.


- 1 .....  
.....
- 2 .....  
..... [2]

(d) Give **three** other forms of electronic information sources which may be used by companies such as Global Tourism International.

- 1 .....
- 2 .....
- 3 ..... [3]

[Total : 25]

## Question 2



A Vietnam-based travel and tour operator, Griswalds has specialised in tailor-made tours, travel, vacations and holiday packages for singles, couples, families and small groups, since 1994. We provide a quality alternative for those who want a more personal experience from their time in Vietnam.

On our *Griswalds* page you'll find out much more about us: what we do, how we do it, why we do it, what makes us so different from all the other tour operators.

Our *Travel* page is the page where you'll find all the very latest travel information. We update our site regularly to assist you in planning for the best holiday you've ever had. Please take a look through our website and afterwards we think you'll agree .....

**We're just not like everybody else!**

You may also want to read what others are saying about us in *The Rough Guide*, *Things Asian*, *Let's Go* and, of course, *The Lonely Planet*.

Our *Tours* page also has lots of information and pictures, including a few city maps.

Don't forget to have a look at our boats for our Ha Long Bay tours. They're usually 3-day tours and we've got tours to Mai Chau too.

And if you're wondering about accommodation have a look at our *Hotels* page, and for transport information there's our *Planes, Trains & Automobiles* pages.

For more information, or to arrange your vacation, email us at  
**Griswalds Vietnamese Vacations**  
 or contact us at  
 P.O. Box 501, Leichhardt N.S.W. 2040 Australia  
**Phone:** +61-2-9564-5040 **Fax:** +61-2-9550-0246  
**E-mail:** [griswalds@vietnamvacations.com.au](mailto:griswalds@vietnamvacations.com.au)  
 ABN: 55 107 709 384 Licence Number: 2TA5568

Fig. 2

(a) Griswalds is an Australian tour operator specialising in travel to Vietnam.

State **three** methods which a customer could use to contact Griswalds to organise a visit to Vietnam.

- 1 ..... [3]
- 2 .....
- 3 ..... [3]

(b) Vietnam is a new tourist destination.

Suggest what advice might be offered to a customer from Australia wishing to visit a destination such as Vietnam in relation to:

Health precautions .....

.....

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.....

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Passports and visas .....

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..... [6]

(c) Visitors to destinations such as Vietnam may want to explore the country by boat and train.

(i) Give **two** types of water-borne transport.

1 .....

2 ..... [2]

(ii) Explain **three** advantages for tourists within a country such as Vietnam of travelling by train.

Advantage 1 .....

.....

.....

Advantage 2 .....

.....

.....

Advantage 3 .....

.....

..... [6]



(d) Holidays in destinations such as Vietnam can be booked through travel agents but more people are now using the Internet to book flights, accommodation and other travel products.

Discuss the advantages and disadvantages for customers of using the Internet for travel and tourism products, rather than using travel agents.

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[8]

[Total: 25]

**Question 3**

www.GlobalTourismInternational.com is offering a Christmas *Short Break* Coach Holiday to the Christmas markets in Germany.

The cost is €199 for adults and €129 for children under 16.

The single room supplement is €39 and optional insurance is available for €29 per person.

Guillaume Roget and his wife Chantal, who live in France, have seen this holiday advertised and want to take up the offer. They live at 13, Rue de la Dominique, Bagneux, France.

Their telephone number is 0033 1 45369222 and they will be paying using a VISA card numbered 1081 5255 2342 9933 which expires in July 2009.

They would like to take their 75-year-old aunt, H  l  ne Leclerc, who is a wheelchair user.

Their daughter, Candice, will be going. She is 14, and is vegetarian.

They will require three bedrooms in a hotel which has disabled access.

**(a)** Explain what is meant by the term '*Short Break*'.

.....

.....

..... [2]

**(b)** Complete the booking form Fig. 3. [11]

**CHRISTMAS MARKETS IN GERMANY - GLOBAL TOURISM INTERNATIONAL**

Please complete fully and return with remittance to Global Tourism International, (Germany), 3651 Mildtenplatz, Bonn, Germany.

**NAME AND ADDRESS FOR CORRESPONDENCE**

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

Address .....

.....

Home Tel No. ....

**PASSENGER NAMES AND DETAILS**

Gender	Initial	Surname	Insurance Delete as req'd	Age if under 18 or over 65 yrs
			YES/NO	
			YES/NO	
			YES/NO	
			YES/NO	

**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.

Adult Places ..... Passengers @ € ..... = .....

Child Places ..... Passengers @ € ..... = .....

Insurance ..... Passengers @ € ..... = .....

Single Room Supplement ..... Passengers @ € ..... = .....

Total amount = .....

**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 International), 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**



(d) During their stay in Germany the family decides to hire a car to take a trip to the Rhine Valley which is a two-hour journey from their hotel.

Explain the advantages of car hire for the family, rather than using public transport.

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..... [4]

[Total: 25]

**Question 4**

Hendrik Oberau and his son Fredrik are keen mountain climbers from Capetown in South Africa. They are joining a team of mountain climbers who are going to trek to Mount Everest.

They will take a domestic flight from Capetown to Johannesburg and then an international flight to Kathmandu.

On Monday 3 December they will fly from Capetown to Johannesburg on South African Airlines flight SA1524, then onward on flight number SA 211 to Kathmandu, Nepal. The two-hour flight for Johannesburg leaves Capetown at 09.05 hours. The flight for Kathmandu departs at 14.15 hours and arrives at 16.10 hours (+1 day).

They will spend their time trekking to base camp.

They will leave Nepal on Monday 17 December and they will include a stopover in Nairobi, Kenya, on the return journey. They will take South African Airlines flight number SA 322 from Kathmandu to Nairobi on Monday 17 December departing at 16.30 hours and arriving at 06.40 hours (+1 day). The flight takes 17 hours 10 minutes.

They leave Nairobi on Thursday 20 December on South African Airlines flight number SA 323 flying directly to Johannesburg. They depart Nairobi at 15.50 hours and arrive at Johannesburg at 19.05 hours. The flight takes 4 hours 15 minutes. Their onward two-hour flight to Capetown on South African Airlines flight SA 375 leaves Johannesburg at 21.00 hours.

- (a) Using the table below and with reference to the information on page 14, complete a travel itinerary for the men by placing your answers on the lines in the boxes.

Date	Details	Departure	Arrival
3 December	Capetown to Johannesburg Flight number _____?	_____?	_____?
3 December	Johannesburg to Kathmandu Flight number _____?	_____?	
4 December	Arrive Kathmandu		_____?
17 December	Kathmandu to Nairobi Flight number _____?	_____?	
18 December	Arrive Nairobi		_____?
19 December	Stopover activities		
20 December	Nairobi to Johannesburg Flight number _____?	_____?	_____?
20 December	Johannesburg to Capetown Flight number _____?	_____?	_____?

[7]

(b) (i) Explain what is meant by:

Domestic flight .....

.....

International flight .....

..... [2]

(ii) All the flights that the men are using are scheduled flights. Give **three** features of scheduled flights.

1 .....

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2 .....

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3 .....

..... [3]

(iii) Describe the usual check-in procedures for international flights.

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..... [5]









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*Copyright Acknowledgements:*

Question 2      Fig. 2.2 © <http://www.vietnamvacations.com.au/>

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