



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

CANDIDATE
NAME

CENTRE
NUMBER

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CANDIDATE
NUMBER

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TRAVEL AND TOURISM

5253/01

Travel Organisation

May 2008

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.

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	
1	
2	
3	
4	
Total	

This document consists of **14** printed pages and **2** blank pages.



Question 1

On 17 August 2007, Wolfgang and Eva Fassbinder visit the Global Tourism office in Berlin to enquire about a relaxing family holiday for one week in the Canary Islands. They have two children, aged 8 years and 3 years. They are prepared to spend up to 2000 Euros and would prefer to stay in a four-star hotel in a quiet location, which offers an all-inclusive package. However, they will consider half-board accommodation if it is near the beach and provides activities for their children.

The Fassbinders have booked holidays with Global Tourism before. They can travel on any date between 10 and 15 January 2008 and are prepared to fly from any of their local airports - Schoenefeld (SXF), Tegel (TXL) and Tempelhof (THF).

(a) You are the travel agent dealing with the family.

Complete Section B of the Customer Requirements and Travel Details form (Fig. 1). [10]

(b) (i) Suggest why Global Tourism wants to know if the customers have booked with the company before.

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..... [1]

(ii) Suggest **two** reasons why Global Tourism wants to know the ages of any infants who are travelling.

1
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2
..... [2]

(iii) Section C of the Customer Requirements and Travel Details form asks about special requests and specific needs of customers. Use your own examples to explain why travel agents and tour operators need to find out information like this.

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GLOBAL TOURISM					
CUSTOMER REQUIREMENTS AND TRAVEL DETAILS					
SECTION A					
Customer Name	<i>Fassbinder</i>	Home Tel. No.	<i>030 8619302</i>	Booked with G.T. before?	<input checked="" type="radio"/> Y <input type="radio"/> N
Address	<i>1582 Blankenfelde</i>	Work Tel. No.	<i>030 4505520</i>	Today's date	
	<i>Berlin</i>	Ext.	<i>212</i>	Consultant's name	
SECTION B					
TRAVEL DETAILS	FIRST CHOICE			ALTERNATIVE(S)	
Destination					
Possible Departure Dates					
Duration					
Departure Point					
Total of Party Size		No. of Children/Infants		Ages on return	
Accommodation					
Meal Basis					
Budget Range					
SPECIFIC NEEDS OF CUSTOMER	Quiet	Lively	Beach	Kids' Clubs	
SECTION C					
SPECIAL REQUESTS / SPECIFIC NEEDS					
SECTION D					
CONFIRMATION OF ESSENTIAL DETAILS					
Nationality of all Party Members	<i>German</i>	Passport(s) Held	<i>Yes</i>	Visa(s) Required	<i>No</i>
Vaccinations/Health Advice		Insurance Cover	<i>Annual Policy</i>	Holiday Money	<input checked="" type="checkbox"/>
Call back	(Y/N)	Reason/Notes			
1. Date					
Time					
2. Date					
Time					
Confirmed <input type="checkbox"/> Provisional <input type="checkbox"/> Enquiry <input type="checkbox"/>					

Fig. 1

(c) Section D of the Customer Requirements and Travel Details form has been completed to show that essential details have been checked. Suggest what advice you would offer to the Fassbinder family on:

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Health Precautions

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Passports and Visas

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[Total: 25]

Question 2

Mauritius

10 nights All Inclusive on a paradise island from just £895

- 14 nights all inclusive from just £995
- 4 night stay in South Africa from £269 plus add-on a Kruger Safari from only £479

MUST BE BOOKED BY 31/08/08



Mauritius is one of those special holiday places, a tropical island paradise with warm breezes from the Indian Ocean, the ideal place for that magical holiday.

Le Palmar Beach Resort

Le Palmar Beach Resort is situated on the beautiful east coast of the island near Belle Mare. It is located on a brilliant white beach fronting onto a lagoon protected by coral reef. This beautiful place is ideal for a relaxing holiday.

Comfortable air-conditioned double rooms all have bathrooms and balcony or terrace. They have TV/video music channels, telephone, mini-bar, safe and hairdryer. Facilities include swimming pool, two restaurants, pool and beach bars.

All Inclusive includes: breakfast; lunch; dinner; afternoon tea/coffee; selected drinks; free selected water sports and land sports

Departures:
Aug'08 - Nov'09
*on a room only basis

Price per person includes:

- ✓ Daily return scheduled flights from Heathrow or a selection of regional airports (supplements may apply)
- ✓ 10 nights all-inclusive at the spectacular **Le Palmar Beach** Resort near Belle Mare. The hotel features a stunning lagoon which is protected by a coral reef.
- ✓ Experienced Global representative.
- ✓ All Airport taxes & security charges.
- ✓ Return transfers in Mauritius.

Plus

- ✓ 3rd week FREE* on selected dates.
- ✓ FREE access to five sister hotels.
- ✓ Stopover in Dubai for 2 nights B&B from £129pp.
- ✓ Additional 7 nights in Perth, Australia from £299pp.
- ✓ Upgrade to Business Class from £595pp.
- ✓ No single supplement for stays in June '09.

PRICES ARE PER PERSON ON ALL-INCLUSIVE

prices are from	Adults		Children	
	10 nights	14 nights	10 nights	14 nights
Aug '08	£1099	£1259	£569	£569
Sept '08	£895	£995	£535	£535
Oct/Nov '08	£995	£1195	£475	£475
Dec '08	£995	£1225	£485	£485
Jan/Feb/Mar '09	£999	£1195	£455	£455
Apr '09	£1049	£1195	£459	£459
May '09	£955	£1099	£459	£459
Jun '09	£895	£1049	£459	£459
Jul '09	£995	£1129	£459	£459
Aug/Sept '09	£1135	£1259	£535	£535
Oct '09	£1225	£1395	£535	£535
Nov '09	£1155	£1335	£489	£489

Global Direct →

Booking Hotline 0870 027 8389 Brochure Hotline 0870 027 8937
Quote reference: DULMZ7
Online @ www.globaldirect.com

Fig. 2

Study Fig. 2, an advertisement for holidays in Mauritius.

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Use

(a) (i) Use the information in Fig. 2 to identify:

the cost of a 14-night holiday for an adult in April 2009

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the accommodation provider

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the departure airport

..... [3]

(ii) What is meant by the following terms which are used in the advert?

scheduled flights

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regional airports

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return transfers in Mauritius

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(b) It is possible to upgrade to Business Class from £595 per person. Give **two** benefits to customers of travelling Business Class.

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(c) Customers can book this holiday over the telephone and pay for it by using a credit card.

The travel consultant will need the exact name of the customer which is on the credit card. Give **two** other pieces of information which will be needed in order to take the booking by credit card.

1

2 [2]

(d) This holiday is organised by the tour operator, Global Direct. Describe the differences between a tour operator and a travel agent.

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Question 3

A group of football supporters from Madrid, Spain, will travel to Munich, Germany, during September 2008. They plan to watch their team play in the European Champions League and to visit the Munich Festival. They will take a chartered flight between Barcelona and Munich and use the Internet to book three nights' accommodation in a city centre hotel.

(a) (i) Explain what is meant by the term *chartered flight*.

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..... [2]

(ii) Give **one** other example of a group of people who might use a chartered flight.

..... [1]

(iii) Give **two** sources of information which the football supporters could use to find out more about the Munich Festival before they travel to Germany.

1
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2
..... [2]

(iv) The Euro is used as currency in both Spain and Germany. Suggest **three** different ways for the football supporters to pay for goods or services while they are in Munich.

1
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- (v) Explain the advantages and disadvantages for customers of using the Internet to make accommodation bookings.

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- (b) (i) The football supporters decide to take a taxi to transfer them from the airport to their hotel in Munich city centre. Give **three** reasons why many independent travellers use this form of transfer.

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(ii) Whilst in Munich, the football supporters decide to travel around by public transport.

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Use*

Explain the advantages and disadvantages of travelling around a major city by public transport rather than hiring a car.

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[Total: 25]

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Question 4

A travel agent has booked flights for two business people from Japan, who will travel to Athens to attend a conference.

The conference will last three days and the business people have decided to spend an extra week in Greece sightseeing before returning to Japan.

- (a) The travel agent made the booking for their flights using a computerised reservation system.

Give **two** advantages for travel agents of using computerised reservation systems.

1

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2

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- (b) Before the business people travel, the travel agent advises them about their baggage allowances and the check-in procedures.

Describe the usual baggage allowances and check-in procedures for Economy Class international flights.

Baggage allowances

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(c) The travellers need to obtain insurance for this trip.

List **three** types of insurance cover you would recommend. For each type of cover give **one** reason why it is important.

Type of cover

Reason

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Type of cover

Reason

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Type of cover

Reason

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(d) Whilst in Greece, the business people want to spend three nights on the island of Crete.

They have a choice of travelling there by ferry from Piraeus (the port which serves Athens) or by air from Athens airport.

Travel Provider	Journey	Length of time of journey	Cost of Journey
Olympic Airlines	Athens to Crete	50 minutes	234 Euros
Anek Lines Ferries	Piraeus to Crete	8 hours 30 minutes	109 Euros

(i) Describe **three** features of ferry services.

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(ii) Explain the advantages and disadvantages of using the ferry to travel between Athens and Crete rather than travelling by air.

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[Total: 25]

Copyright Acknowledgements:

Question 2

Fig. 2 © www.globaldirect.com

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