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Total

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X217/101

NATIONAL
QUALIFICATIONS
2010

THURSDAY, 3 JUNE
1.00 PM – 2.15 PM

TRAVEL AND
TOURISM
INTERMEDIATE 1

Fill in these boxes and read what is printed below.

Full name of centre

--

Town

--

Forename(s)

--

Surname

--

Date of birth

Day Month Year

--	--	--	--	--	--

Scottish candidate number

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Number of seat

--

You should answer ALL questions.

Read the whole of each question carefully before you answer it.

Write in the spaces provided.

You may refer to a **Senior School Atlas** during this examination.

Write the name of the atlas you will be using in this space.

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You may wish to use a **calculator** to answer some questions.

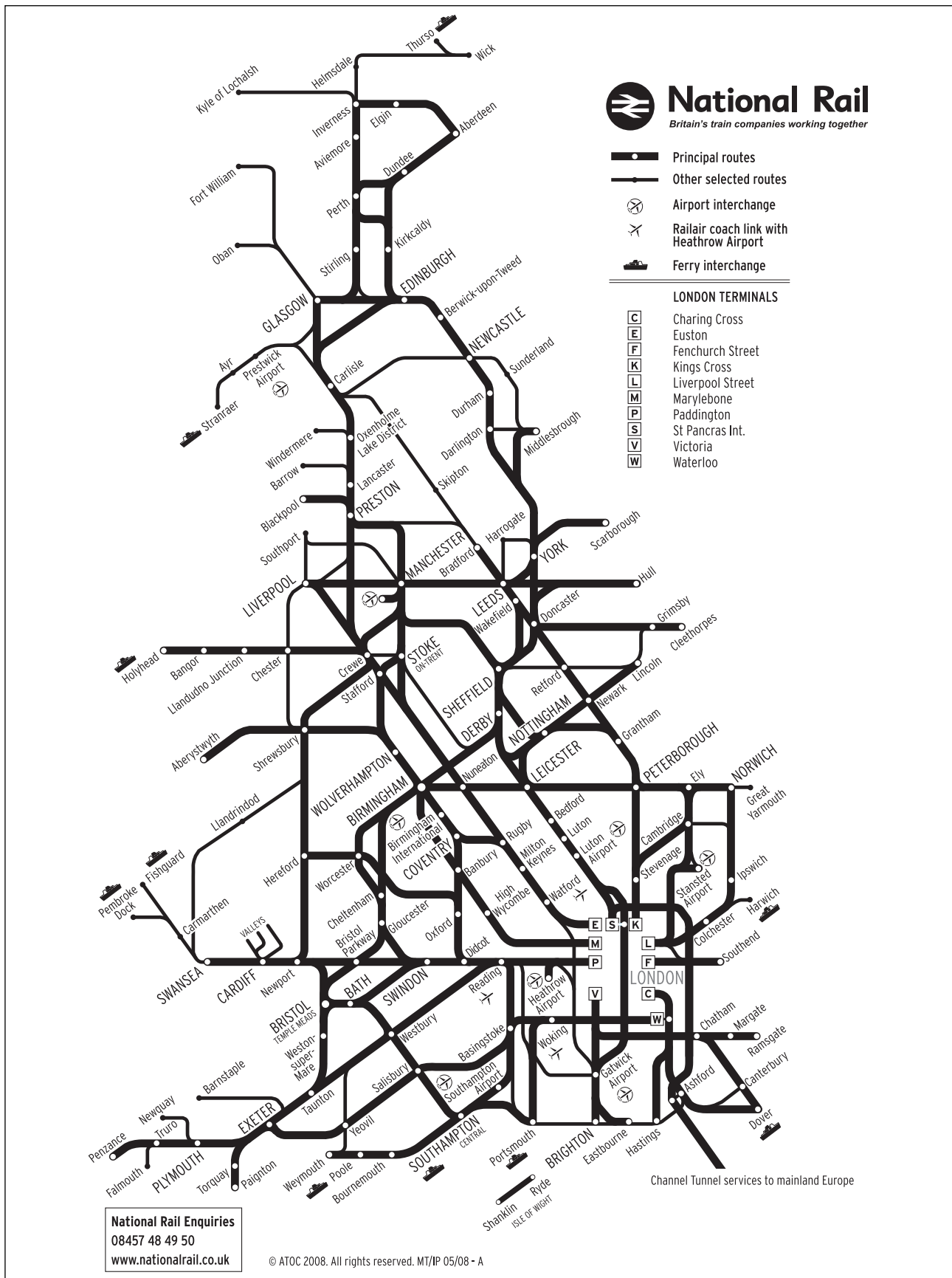
Before leaving the examination room you must give this book to the Invigilator. If you do not, you may lose all the marks for this paper.



You must answer ALL questions in the examination paper.

Question 1

Map Q1A: National Rail Network



Marks

Question 1 (continued)

Look at Map Q1A.

- (a) Which London rail terminal do you arrive at when you travel by train from Stansted airport?

1

- (b) Where should you change trains if you are travelling from Blackpool to Glasgow?

1

- (c) List the rail stations you would pass through on a journey from Scarborough to Edinburgh.

Start—Scarborough

Finish—Edinburgh

2

- (d) What is the first rail station in the UK when you travel from mainland Europe through the Channel Tunnel?

1

[Turn over

Marks

Question 1 (continued)

**Diagram Q1B: Rail Stations and Mileage
on the GNER Railways**

London				
21	Stevenage			
68	47	Peterborough		
188	167	120	Doncaster	
233	212	165	45	York

Look at Diagram Q1B.

- (e) What is the distance from:
- (i) London to York? _____ miles
- (ii) York to Peterborough? _____ miles
- (f) What distance is travelled on a return journey from Stevenage to Doncaster?
- _____ miles

2

1

Question 1 (continued)

Marks

Diagram Q1C: Rail sleeper timetable – Edinburgh to London

EDINBURGH – LONDON

Sleeping accommodation (Single and Twin berth) and limited seating accommodation available.

		Mon–Thu	Fri	Sun
Cabins available at Edinburgh from		2300	2300	2230
Edinburgh	dep	2340	2340	2315
Carstairs	dep	0016	0016	2350
Carlisle	dep	0139	0139	0124
Watford Junction	arr	0634	0650	0628
London Euston	arr	0700	0715	0654

Vacate cabins at Euston by		0800	0800	0800
-----------------------------------	--	-------------	-------------	-------------

		Mon–Thu	Fri	Sun
Cabins available at Euston from		2300	2230	2300
London Euston	dep	2345	2300	2330
Watford Junction	dep	0004	2319	2351
Carlisle	arr	0503	0427	0458
Carstairs	arr	0624	0534	0628
Edinburgh	arr	0716	0640	0716

Vacate cabins at Edinburgh by		0755	0755	0755
--------------------------------------	--	-------------	-------------	-------------

(g) Study Diagram Q1C.

- (i) What time does the sleeper train **depart** from Edinburgh on a Sunday?

_____ 1

- (ii) When does this train **arrive** at London Euston on the Monday?

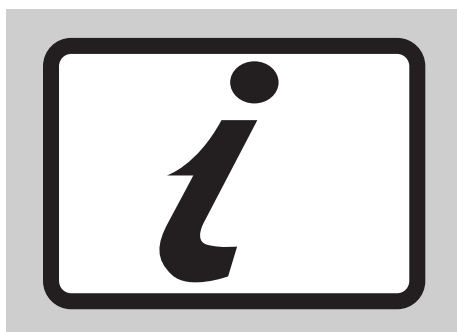
_____ 1

- (iii) How long does the journey from London to Carlisle take on a Friday?

_____ 1

- (iv) Describe an advantage of travelling to London by a sleeper service compared to a self-drive car.

_____ 1

*Marks***Question 1 (continued)****Diagram Q1D: Office Sign**

(h) Look at Diagram Q1D.

List **two** services that are available for tourists in offices displaying this sign.

(i) _____

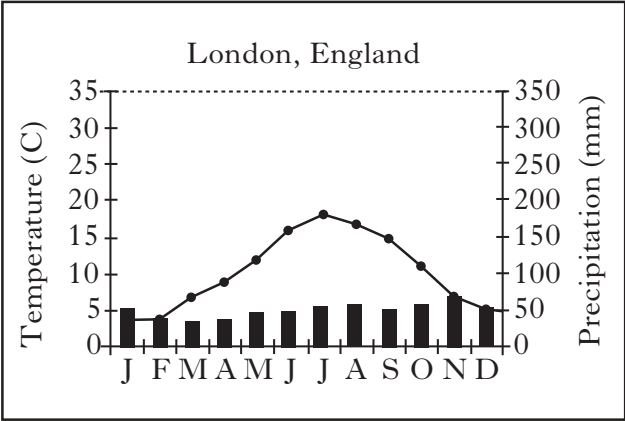
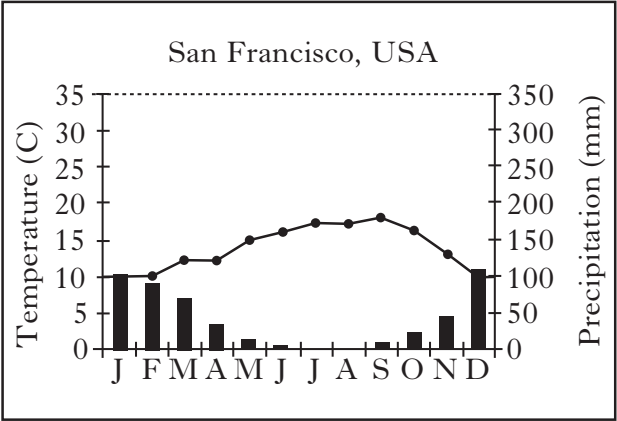
(ii) _____

2

Marks

Question 1 (continued)

**Diagram Q1E: Climate Information
San Francisco and London**



- (i) Study Diagram Q1E.
- (i) Using the climate information, give a reason why San Francisco is a good destination in July and August for tourists from London.
- _____ 1
- (ii) What advantage does London have over San Francisco in winter?
- _____ 1
- (16)

[Turn over

Question 2

Diagram Q2A: Brochure Information

INNTENT HOLIDAYS — Tents and Mobile Homes				
 <p>Pointe St. Gilles HOLIDAY PARK</p> <p>Holiday Code: BR26</p>		<p>With a small beach just outside the entrance and the bustling resort of Bénodet a lovely coastal walk away, this park offers you the best of both worlds. It's a family park with great facilities including an impressive brand new pool complex, including indoor pool, waterslides, spa and jacuzzi. And there's also a good supermarket and a convenient take-away for trouble-free catering.</p>		
Nights	Accommodation	13/6/10 Basic price	20/6/10 Basic price	27/6/10 Basic price
14	Tent (sleeps 6)	£575·00	£595·00	£615·00
14	2 bed Comfort (sleeps 6)	£890·00	£920·00	£950·00
14	3 bed Comfort (sleeps 8)	£1077·00	£1477·00	£1877·00
14	3 bed Deluxe (sleeps 8)	£1163·00	£1663·00	£1263·00
14	3 bed Deluxe + Deck	£1189·00	£1689·00	£1289·00
14	3 bed Comfort + Deck	£1098·00	£1498·00	£1898·00
<p>EXTRAS</p> <ul style="list-style-type: none"> • Welcome Pack: contains: water, olive oil, tea and coffee, sugar and whitener, salt and pepper, washing up liquid, scourer, tea towel, dish cloth, matches, bin liner and toilet roll – £6 • Linen Packs hire (2 sheets, 2 pillow cases, 1 towel) – £9·00 per week per pack • Ferry Supplement: Portsmouth to St Malo – £104 each way 				
Insurance		Standard Cover		Cover Plus
Per person		£25·00		£30·00

Question 2 (continued)

Marks

(a) Look at Diagram Q2A.

You and three friends wish to book a self-drive campsite holiday to France. Choose the accommodation and ferry that best suits your booking requirements and complete the booking form.

Your booking requirements are as follows.

<ul style="list-style-type: none"> • 14 nights in Pointe St Gilles from 20 June for 4 people • Outbound Ferry: Portsmouth to St Malo • Inbound Ferry: St Malo to Portsmouth 	<ul style="list-style-type: none"> • 3 bed Comfort Mobile Home Accommodation • 1 Welcome Pack • 4 Linen Packs for 2 weeks • Standard Insurance cover for 4
--	--

INNENT HOLIDAYS: BOOKING FORM			
Please complete Holiday details in BLOCK CAPITALS			
Name of site: _____		Code: _____	Departure date: <i>20 June 2010</i>
FERRY CROSSING	Outward Journey: _____	Homeward Journey: <i>St Malo to Portsmouth</i>	

MR/MRS/MISS	FIRST NAME	SURNAME	Holiday Basic Cost
			£ _____

Extras

Ferry supplement: _____ = £ _____

Welcome Pack: _____ = £ _____

Linen Packs: _____ Packs @ £ _____ per person per week = £ _____

Total Cost = £ _____

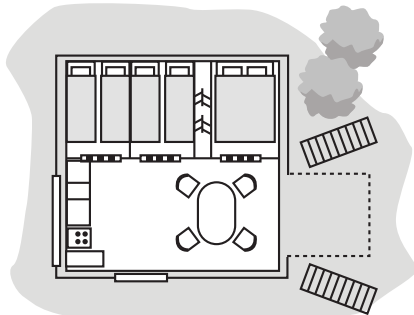
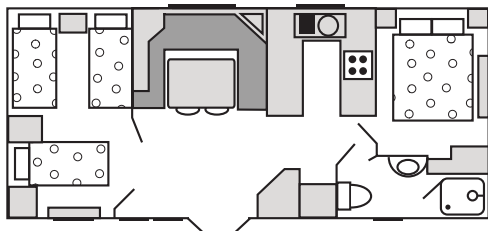
Insurance: _____ Persons @ £ _____ per person = £ _____

Deposit required (10% of **Total Cost** plus **all insurance costs**) = £ _____

Marks

Question 2 (continued)

Diagram Q2B: INNTENT Accommodation Information

TENT	3 Bedroom COMFORT MOBILE HOME
	
<p>Features</p> <p>1 double bedroom and 2 twin bedrooms</p> <p>Fully equipped dining area</p> <p>Grill, gas hob, fridge and cool box</p> <p>Sun loungers and parasol provided</p> <p>Sleeps 6 (max 4 adults)</p> <p>All tents come with three bedrooms with beds.</p> <p>The outdoor area also comes complete with parasol and sun loungers.</p> <p>Toilets and showers in nearby toilet block</p>	<p>Features</p> <p>3 bedrooms, 2 at opposite ends:</p> <p>1 double bed</p> <p>1 twin bed</p> <p>1 bunk bed</p> <p>Central living/dining area with double sofa bed</p> <p>Sleeps 8 (max 4 adults)</p> <p>Mosquito net and blackout blinds in all bedrooms</p> <p>Oven, grill and gas hob, fridge</p> <p>Full bathroom</p>

(b) Look at Diagram Q2B.

List **three** advantages that the mobile home has compared with staying in the tent.

3

Marks

Question 2 (continued)

- (c) Camping is generally a self-catering holiday.
Explain, in detail, the meaning of “self-catering”.

2

- (d) Describe how an in-car satellite navigation system would help you on a self-drive holiday to France.

1

(17)

[Turn over

Question 3

Diagram Q3A:
Map of the British Isles



*Marks***Question 3 (continued)****(Remember, you may use an atlas to answer this question.)**

- (a) Look at Diagram Q3A.

Name the **four** tourist destinations identified by the letters A, B, C and D.

A _____ (*Scenic area*)

B _____ (*Coastal resort*)

C _____ (*City*)

D _____ (*Island*)

4

- (b) Using Diagram Q3A, mark the following **four** holiday destinations on the map, using a dot and a number for each.

For example, Isle of Skye should be shown by: •1.

1 Isle of Skye

2 Dartmoor

3 Dublin

4 Brighton

4**[Turn over**

Marks

Question 3 (continued)

- (c) List the tourist accommodation, attractions and amenities for **any tourist destination in the British Isles**.

(Do NOT select your hometown.)

Your answer should give **nine named** examples—with a maximum of three for accommodation.

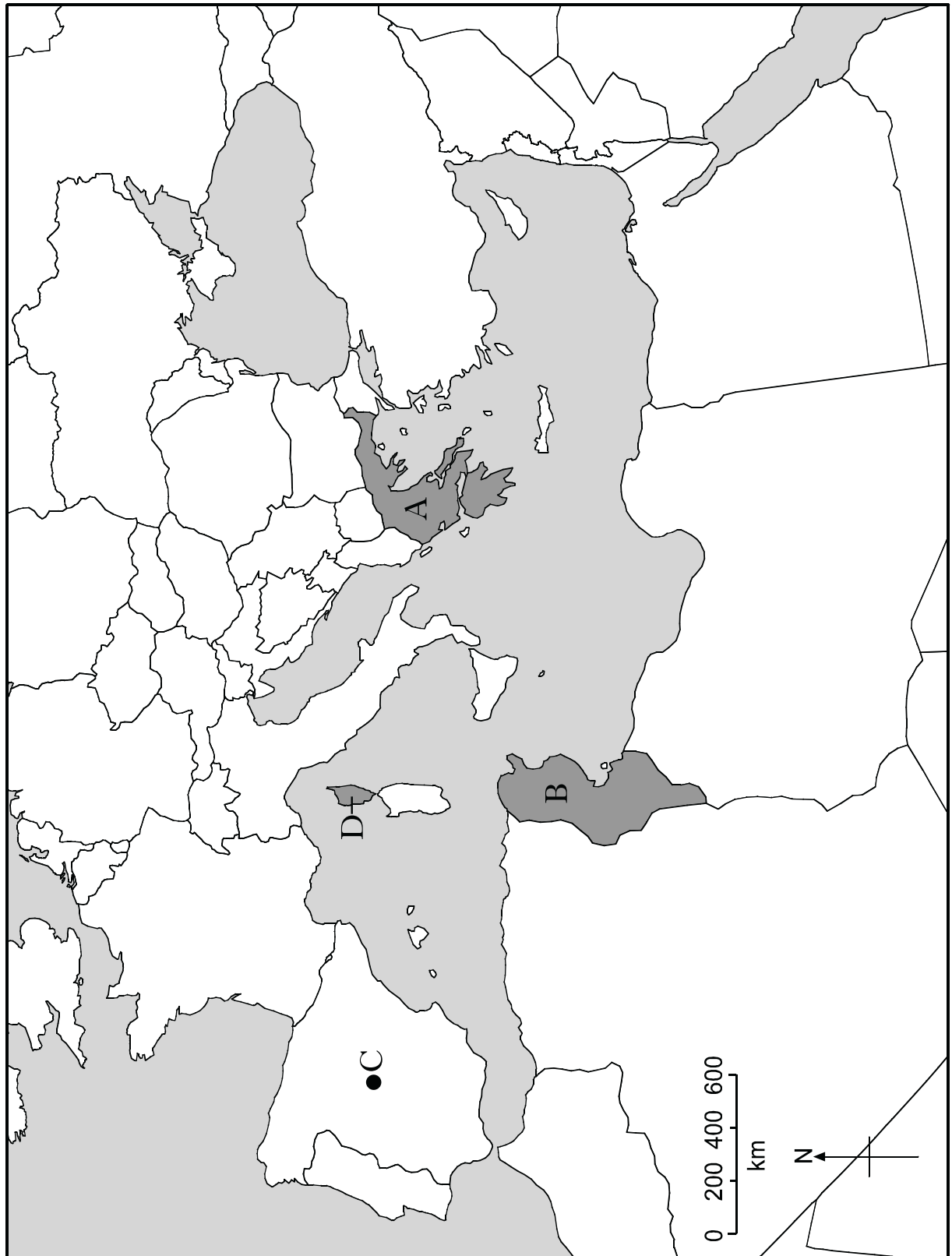
Name of Destination	<div></div>
Named Tourist Accommodations	1
	2
	3
Named Amenities and Attractions	1
	2
	3
	4
	5
	6

9
(17)

[Turn over for Question 4 on *Page sixteen*

Question 4

Diagram Q4A: Map of Mediterranean



*Marks***Question 4 (continued)****(Remember, you may use an atlas to answer this question.)**

Look at Diagram Q4A.

- (a) Name the **four** tourist destinations identified by the letters A, B, C and D.

A _____ (*Country*)B _____ (*Country*)C _____ (*City*)D _____ (*Island*)**4**

- (b) Using Diagram Q4A, mark the following **four** holiday destinations on the map using a dot and a number for each.

For example, Cyprus should be shown by: •1.

1 Cyprus

2 Lisbon

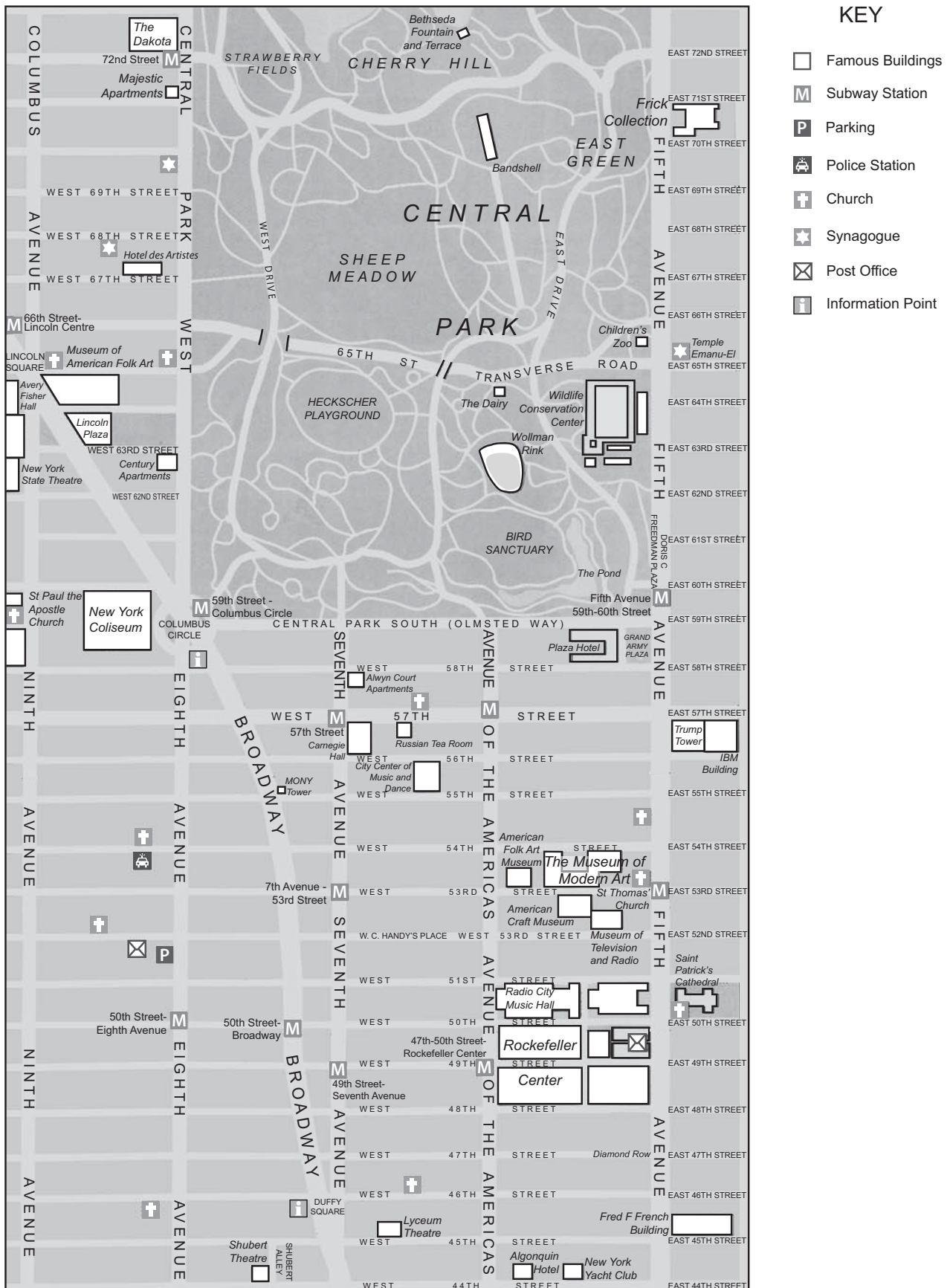
3 Sicily

4 Istanbul

4**[Turn over**

Question 4 (continued)

Diagram Q4B: Map of Part of New York City



Marks

Question 4 (continued)

- (c) Look at Diagram Q4B.
Complete the table below.

Attraction/Amenity	Named example in New York
Art Gallery	
Wildlife or Nature	
Religious	
Theatre	
Hotel	
Famous Building	

6

- (d) Using Diagram Q4B:

- (i) where can you find a Tourist Information Centre?

1

- (ii) give the **street name** of the Subway Station (**M**) which is nearest to the Rockefeller Centre.

1

(16)**[Turn over**

Question 5

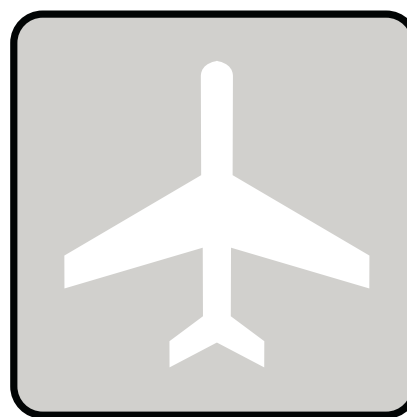
Diagram Q5A: Airport Problem Situations

Letter	Problem for passenger
A	Long wait here because your flight is delayed
B	Suitcase has been damaged on the flight
C	A pair of scissors is found in hand luggage
D	Discover that your suitcase is over the weight limit
E	No transfer taxi to meet you at the destination airport
F	Banned substances found when suitcase is checked
G	You have forgotten to bring passport from the plane

(a) Look at Diagram Q5A.

Place each letter **A–F** into the table below beside the airport area where each problem may occur. The letter “**G**” has been inserted as an example.

Airport Area	Letter
Check in	
Passport control	G
Customs	
Security check	
Departure Lounge	
Baggage Hall	
Arrivals Hall	



Marks

Question 5 (continued)

Diagrams Q5B: Currency Conversion Table and Menu

Currency Table

Exchange Rates	
For £1 sterling you get –	
US dollars (\$)	1.60
Euros (€)	1.20

Menu

Pizza Shack	
Small Pizza	\$3
Coffee	\$2
Cheeseburger	\$4
Cola	\$1

(b) Study Diagrams Q5B.

(i) How many Euros would you get for £150 sterling?

€ _____

1

(ii) Look at the menu.

How much does it cost in “Pizza Shack” for the following?

One Small Pizza and Cola US \$ _____

1

Cost in pounds sterling (£) £ _____

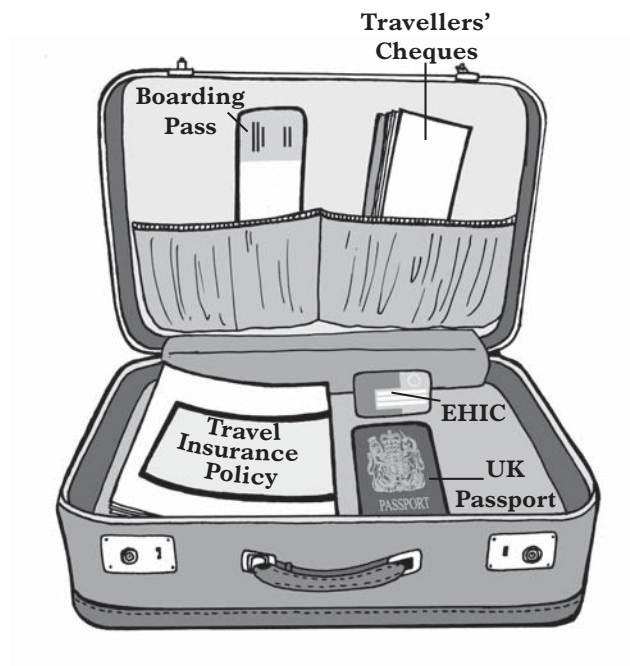
1

[Turn over]

Marks

Question 5 (continued)

Diagram Q5C: The contents of a traveller's hand luggage



(c) Look at Diagram Q5C.

Choose **three** of the items shown in the hand luggage and explain why each may be necessary.

Item 1 _____

Explanation _____

Item 2 _____

Explanation _____

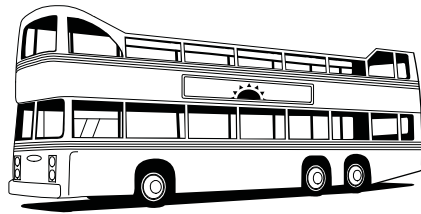
Item 3 _____

Explanation _____

3

Question 5 (continued)**Text Q5D: Holiday Problem 1**

You are on a sightseeing trip to Barcelona and are using the city buses to travel around. At one stop you are surrounded by a group of people and you have to push your way through to climb on the bus. It is only as you try to pay the driver that you realise that you have been the victim of a gang of pickpockets. Your wallet containing your currency and travellers' cheques has been taken from your rucksack. Your camera is also missing.



(d) Look at Text Q5D.

Describe how you would deal with each problem.

Missing Travellers' Cheques

Stolen Passport

Theft of Camera

3**[Turn over]**

Marks

Question 5 (continued)

Text Q5E: Holiday Problem 2

Airport announcement on return journey:

“The flight from Barcelona Airport to Glasgow will be delayed for at least six hours.”

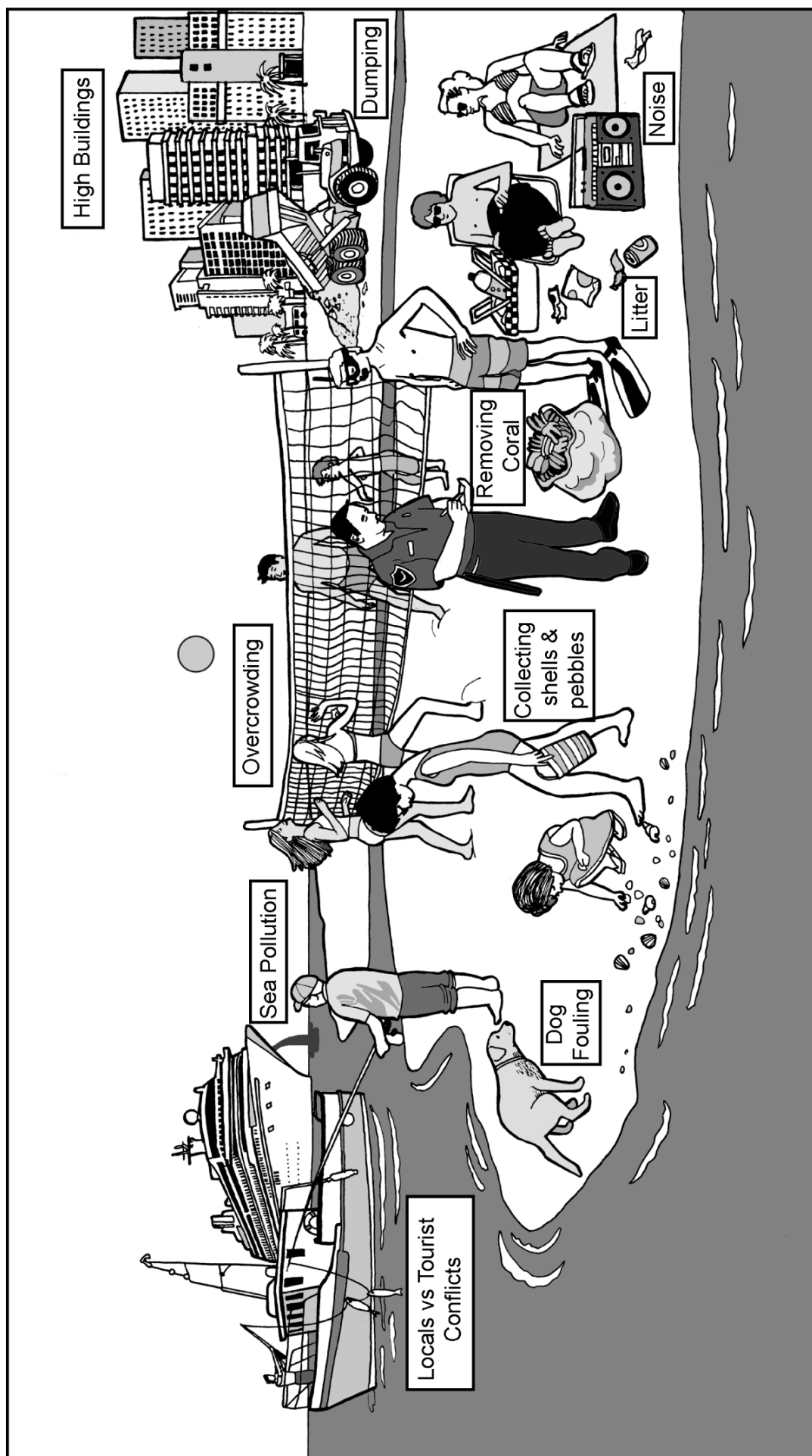
- (e) Look at Text Q5E.
- Explain, **in detail**, what you would expect to be provided for your comfort **and** peace of mind during the delay at the airport.

2
(17)

[Turn over for Question 6 on *Page twenty-six*

Question 6

Diagram Q6A: Problems of Tourism



*Marks***Question 6 (continued)**

- (a) Diagram Q6A shows some of the problems that tourists can bring to coastal areas.

Choose **three** problems and for each one describe a **different** action which can be taken to reduce the problem.

(i) Problem _____

Action _____

(ii) Problem _____

Action _____

(iii) Problem _____

Action _____

3

- (b) Tourism can bring **benefits** to holiday destinations. Describe any **four**.

1 _____

2 _____

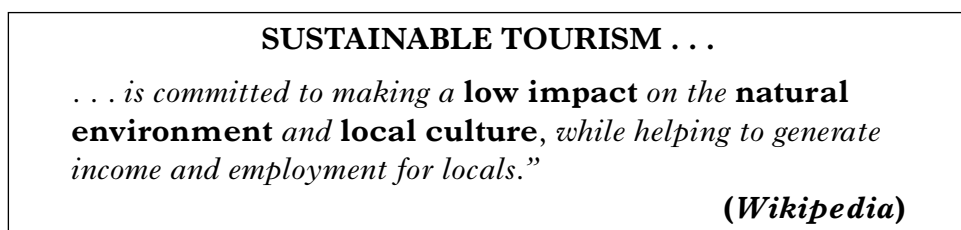
3 _____

4 _____

4**[Turn over**

Question 6 (continued)

Diagram Q6B: Sustainable Tourism Information



(c) Look at Diagram Q6B.

Complete the last column of the table below by choosing the rule, **A** or **B**, that **best** describes sustainable tourism on a visit to another country.

	Rule A	Rule B	Choice A or B?
ENVIRONMENT	Conserve energy in your hotel by turning off lights, TVs etc when not in use.	Leave air conditioning on in hotel room when outside at pool.	
TRANSPORT	Hire a car, moped or quad bike to visit local beaches.	Walk or cycle to local beauty spots.	
CULTURE AND CUSTOMS OF LOCALS	Visit restaurants and bars that serve only UK food and drink. Only speak English.	Learn some local phrases, visit a museum and always ask permission for photos	
SHOPPING	Buy local goods and souvenirs made by local craftsmen.	Haggle over prices and always buy the cheapest goods.	
ACTIVITIES	Organise your own activities, for example, beach barbecues, jet skis and hill walking.	Don't support activities that can cause pollution or exploit wild animals, for example, swimming with dolphins.	
WILDLIFE	Don't pick wild flowers or collect pebbles and sea shells.	Pay to have your photo taken with monkeys or lion cubs for a lasting souvenir.	

Question 6 (continued)

Marks

Diagram Q6C: Ralf, Walking Tour Guide, Rethymnon, Crete



Every day, in the tourist season, Ralf leads a guests' walking tour from a different hotel into the hills behind the town.

The group visits the monastery of St Irene where the nuns give them a cool drink and where they tour the church and the gift shop.

They then walk on to Ralf's home village where they buy lunch in the local taverna and then return by a different route.

As they walk, Ralf talks about the plants, crops and animals in the countryside. He describes how the people farm the land and some local beliefs and customs.

He is unemployed for six months in the winter.

(d) Look at Diagram Q6C.

In what ways are the walking tours of benefit to:

(i) the people of Crete;

(ii) the hotel guests in Rethymnon?

[END OF QUESTION PAPER]

ACKNOWLEDGEMENTS

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Diagram Q4B—Map of Manhattan is taken from Page 12 of *Eyewitness Travel Guide – New York* ISBN 0 7513 6860 1. Published by Dorling Kindersley. Reproduced by permission of D K Images.

Diagram Q6B—Definition of Sustainable Tourism is taken from Wikipedia © Wikipedia/Creative Commons.

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Question	Possible Mark	Actual Mark
1	16	
2	17	
3	17	
4	16	
5	17	
6	17	
Total	100	