

FOR OFFICIAL USE

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Total

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X217/10/01

NATIONAL
QUALIFICATIONS
2013

THURSDAY, 23 MAY
9.00 AM – 10.15 AM

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

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

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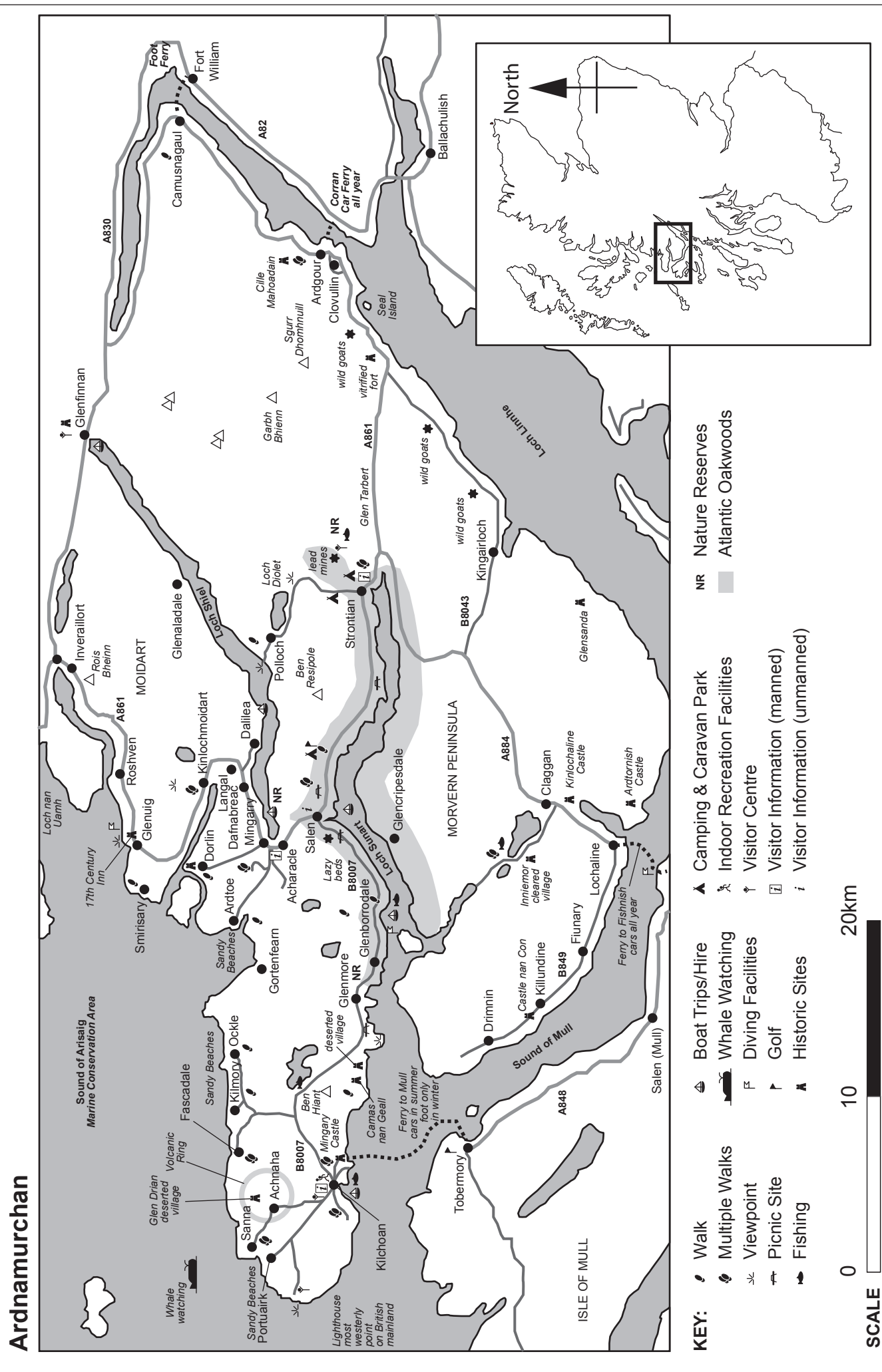
You may wish to use a **calculator** to answer some questions.

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.



Question 1

Map Q1A: Ardnamurchan Peninsula



Marks

Question 1 (continued)

(a) Look at Map Q1A.

You are on holiday in Fort William. You are planning a day trip to the Ardnamurchan peninsula.

(i) Using the map, name **two** attractions in this area for visitors.

2

(ii) Name the roads (letter and number eg A1) which you would take travelling by car from Fort William to the beaches at Sanna in the far west of the map.

Fort William _____

_____ Sanna

2

(iii) From the map, which ferry route could you use to visit the Isle of Mull from the Ardnamurchan peninsula?

1

(iv) Suggest **two** ways you could find out information about the Ardnamurchan peninsula before your visit.

2

(v) Give **two** examples of amenities (not accommodation or attractions) for tourists in areas like Ardnamurchan.

2

*Marks***Question 1 (continued)**

- (b) In the table below, select **one** brochure that would supply the information for each of the popular holiday destinations..

(Remember, you may use an atlas to help you answer this question.)

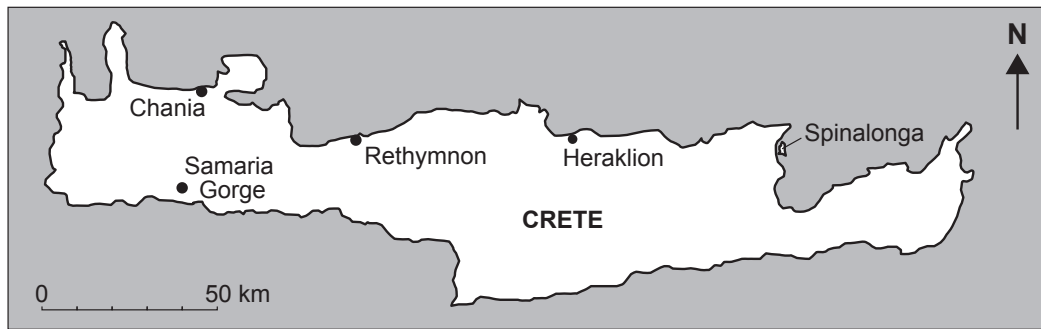
Summer Sun European Lakes and Mountains Winter Sports
Worldwide European City Breaks UK Short Breaks
World Golf Resorts Winter Sun

Destination	Type of Holiday Brochure
Belfast, Northern Ireland	
Geneva, Switzerland	
Mombasa, Kenya	
Palma, Majorca	

4

Question 1 (continued)

Table Q1B: Daily excursions from Rethymnon, Crete



			Hotel pick-up times for the tour bus		
Trip	Cost per person	Available on:	Atlantis Hotel	Delphini Hotel	Olympic Hotel
Samaria Gorge Extra: Boat €13	€30	Every day	05.20	05.30	05.40
Mountain Villages	€30	Wednesdays	08.20	08.30	08.40
Chania – city and villages Extra: church entrance €2	€27	Mondays & Fridays	08.35	08.25	08.15
Spinalonga Island Extra: boat and entrance €9	€30	Thursdays	07.10	07.20	07.30

(c) Look at Table Q1B.

You are on holiday in the resort of Rethymnon, Crete, staying at the **Atlantis Hotel**.

Excursions are available from the hotel.

(i) How much will it cost per person to take the Mountain Villages trip?

1

(ii) On the Spinalonga trip, what is the extra cost and why would you have to pay it?

1

(iii) At what time will the tour bus pick you up from your hotel for the Samaria Gorge trip?

1

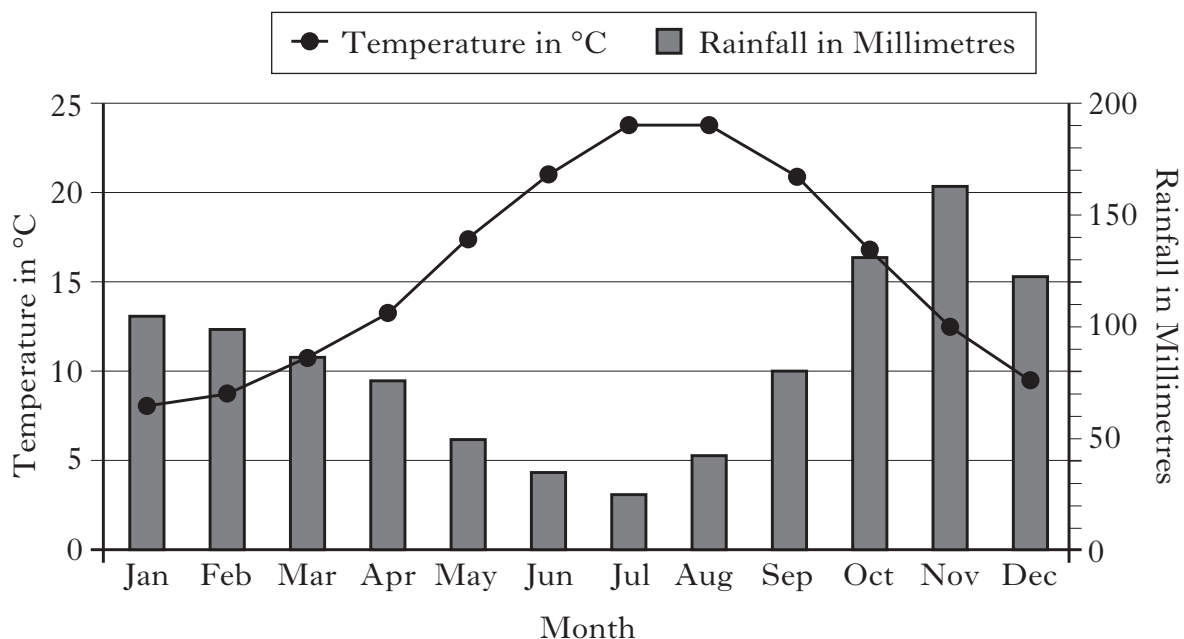
DO NOT
WRITE IN
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Marks

Question 1 (continued)

Marks

Graph Q1C: Naples Climate Information



(d) Look at Graph Q1C.

The Roman ruins of Pompeii are near Naples.

- (i) Using only the climate information, when would be a comfortable time of year to go there for a sightseeing trip?

1

- (ii) Why would this be a suitable time of year to go?

1

(18)

[Turn over for Question 2 on *Page eight*

Question 2

Diagram Q2A: Website Travel Information

Aerlign Holiday Information

Flights between GLASGOW (Prestwick) and BERLIN (Brandenburg)

Prestwick to Berlin – 21/6/13

Berlin to Prestwick – 24/6/13

Flight No.	ALN204	ALN276
Dep.	06:35	17:15
Arr.	10:45	20:45
Cost	£85	£60

Flight No.	ALN205	ALN277
Dep.	11:10	21:40
Arr.	12:40	23:10
Cost	£95	£55

Accommodation

Hotel Linden

- Four star hotel in the present city centre (former East Berlin).
- Swimming pool, TV room. Restaurant.
- All rooms twin and en-suite.
- Price per room per night – £85.
- Half board available at £30 per person per night.

Hotel Schloss

- Four star hotel on Kurfurstendamm (former West Berlin).
- Restaurant & Bar.
- All rooms twin and en-suite.
- Price per room per night – £95.
- Half board available at £25 per person per night

Extras

Holiday insurance – £15 per person for three nights.

Berlin airport return train transfer – £12 per person.

(a) Look at Diagram Q2A.

You and a friend wish to arrange and book a weekend holiday to Berlin.

Choose the flights and accommodation that best suit your booking requirements.

Your booking requirements are as follows:

- | | |
|---|---|
| <ul style="list-style-type: none">• 3 nights in Berlin from Friday 21 June• Flights which get you as much time as possible in the city on your first and last day• Train transfers from and to Berlin airport | <ul style="list-style-type: none">• City centre accommodation• One twin room• Travel & Accommodation Budget £300 per person• Insurance cover |
|---|---|

Question 2 (a) (continued)

Complete the booking form below, giving **all** the required details.
(Remember that you can use a calculator.)

Marks

Aerlign Holidays						
Please complete in BLOCK CAPITALS						
Flight details						
Outbound Date:	Airport:	Flight number:	Depart time:	No. of seats:	Cost per adult:	Total cost:
21/6/13	Glasgow Prestwick	_____	_____	2	_____	_____
Return Date:	Airport:	Flight number:	Depart time:	No. of seats:	Cost per adult:	Total cost:
24/6/13	Berlin Brandenburg	_____	_____	2	_____	_____
Accommodation details						
Name of Accommodation:		No. of rooms:	No. of adults:	No. of nights:	Cost per Room per Night:	Total cost:
_____		1	2	3	_____	_____
Passenger details						
MR/MRS/MISS		FIRST NAME		SURNAME		
<p>Return train transfers 2 persons @ £ _____ per person = £ _____</p> <p style="text-align: right;">Total Cost = £ _____</p> <p>Insurance 2 persons @ _____ per person Total = £ _____</p> <p>Deposit required (10% of Total Cost plus Total insurance) = £ _____</p> <p>Signature: _____ Date: _____</p> <p>Method of payment: Credit/Debit Card <input checked="" type="checkbox"/></p>						

11

*Marks***Question 2 (continued)**

(b) Look at Diagram Q2A.

- (i) Each hotel offers “Half Board” for a supplement. What would you get by paying this?

1

- (ii) Suggest **one** disadvantage of arranging your own holiday using the Internet rather than booking a package holiday through a travel company.

1

- (iii) In Berlin tourists can buy a travel card which covers all public transport.

What advantage is gained by doing this?

1

- (iv) State **two** further costs that you may have to pay while on holiday in Berlin.

1

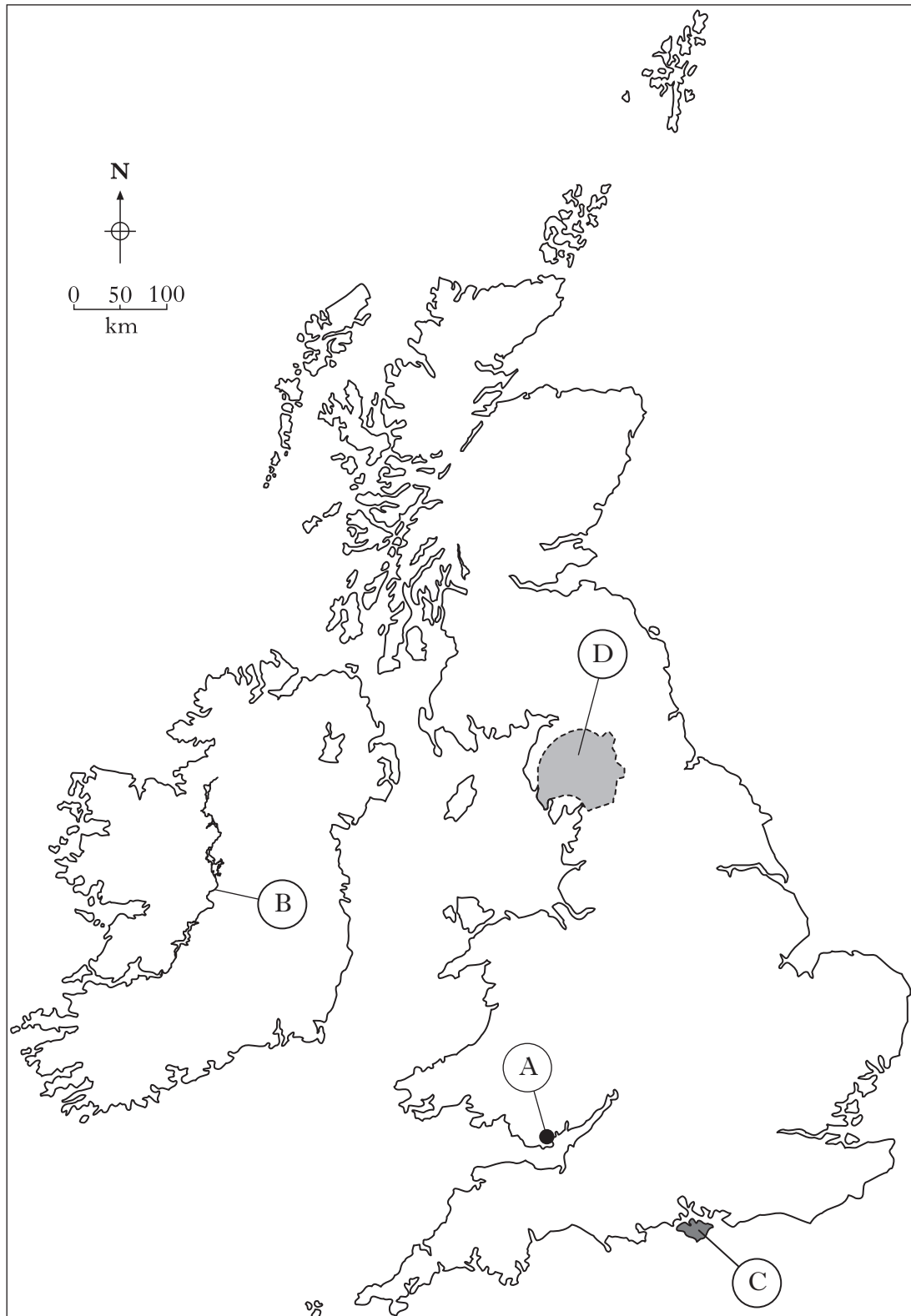
2

2**(16)**

[Turn over for Question 3 on *Page twelve*

Question 3

Map Q3A: The British Isles



Marks

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

- (a) Look at Map Q3A.

Name the **four** tourist destinations identified by the letters A, B, C and D.A _____ (*City*)B _____ (*River*)C _____ (*Island*)D _____ (*Upland/National Park*)**4**

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

For example, London should be shown by ●1.

1 London

2 Irish Sea

3 Loch Lomond and Trossachs National Park

4 Inverness

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.

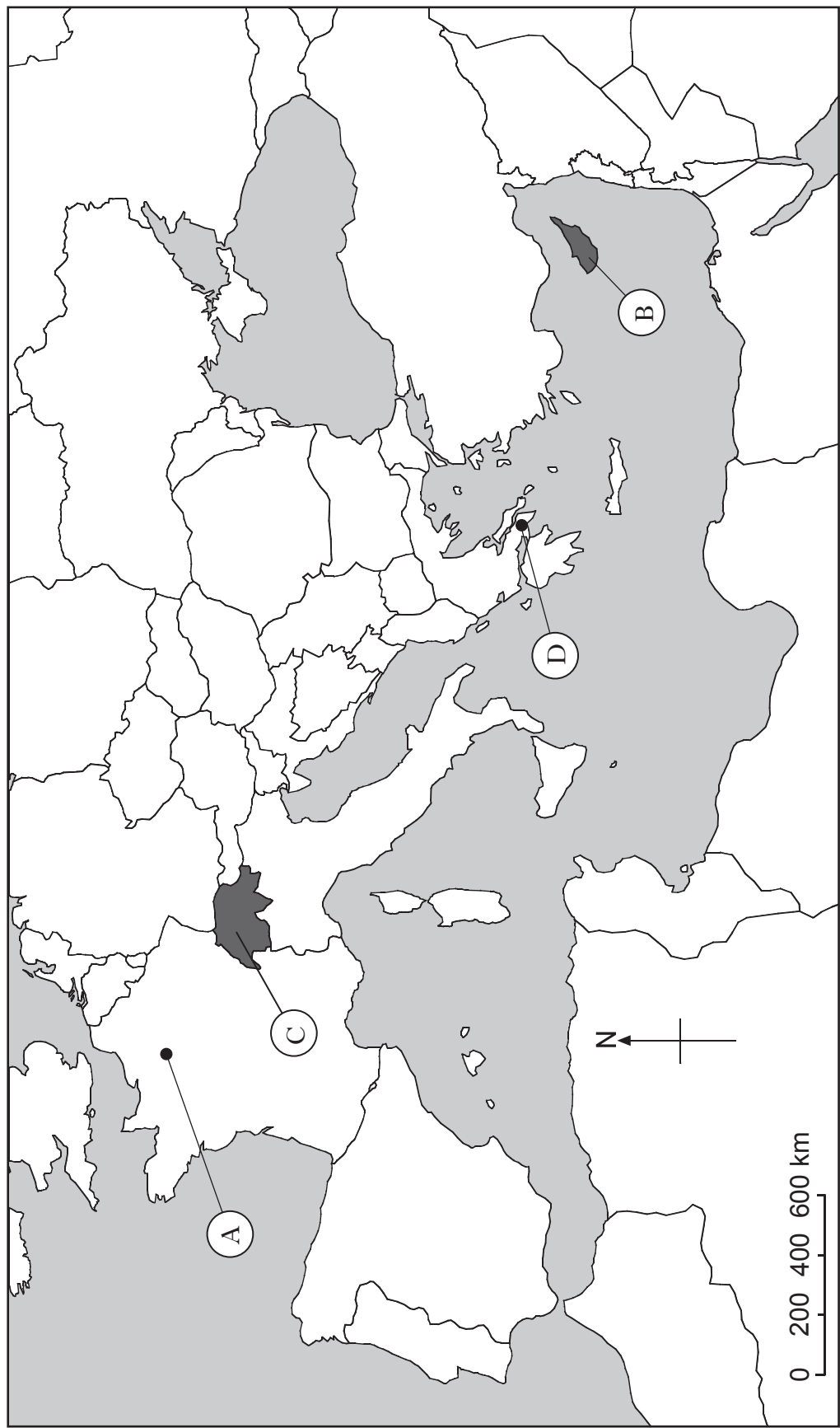
Name of Destination	_____
Named Tourist Accommodations	1.
	2.
	3.
Named Amenities and Attractions	1.
	2.
	3.
	4.
	5.
	6.

9
(17)

[Turn over for Question 4 on *Page sixteen*

Question 4

Map Q4A: Lands around the Mediterranean Sea



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

Look at Map Q4A.

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

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

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

For example, Croatia should be shown by ●1.

1 Croatia

2 Rome

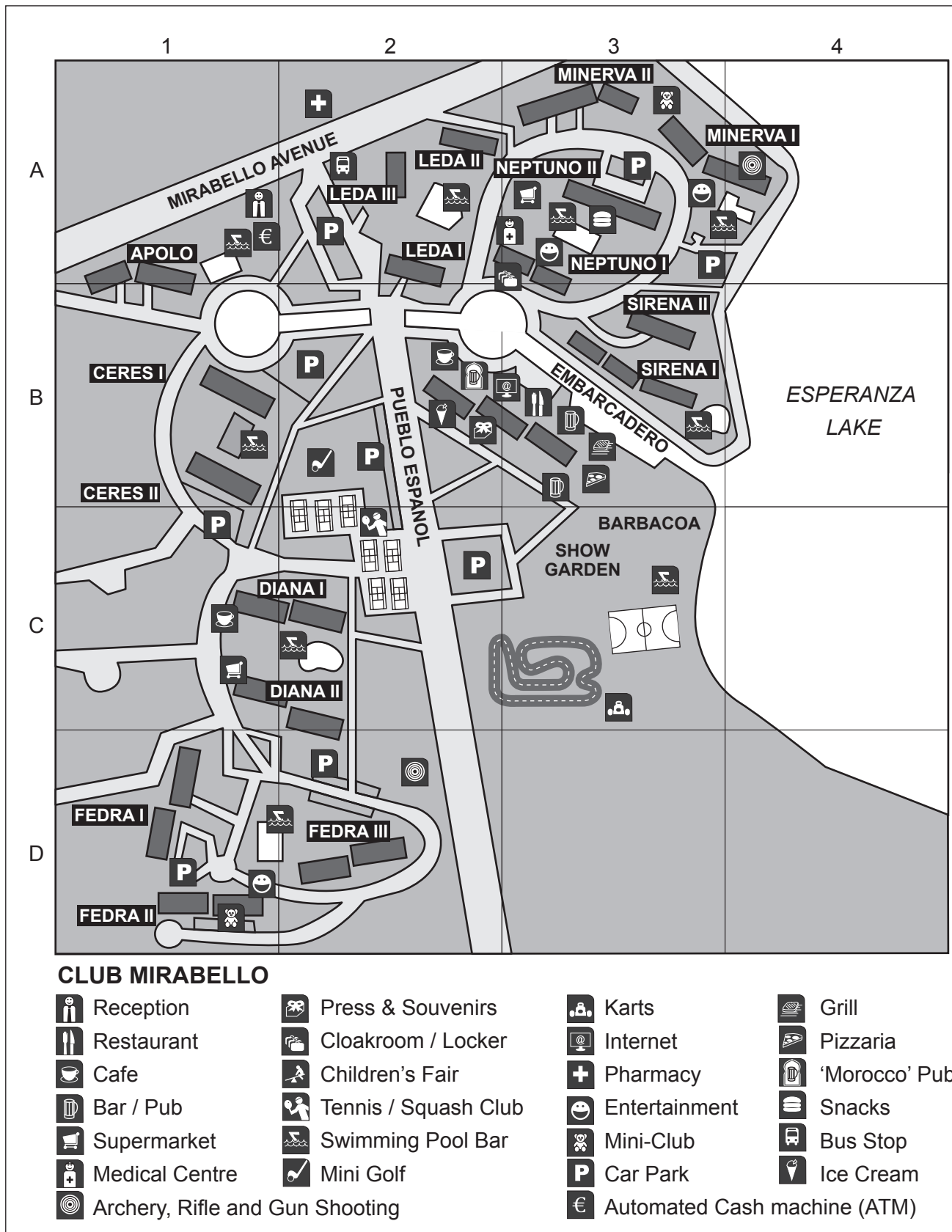
3 Sicily

4 Pyrenees

4**[Turn over**

Question 4 (continued)

Map Q4B: An All-Inclusive Holiday Complex in the Mediterranean Area



*Marks***Question 4 (continued)**

Look at Map Q4B.

(c) Complete the table by giving the name and grid square.

(The first one has been done for you.)

	Name	Grid square
A place where you can stay	Fedra II	D1
One place where you can buy food		
One place where you can get local currency		
One place where you can get a bus		
Locate one sporting activity		
Locate a second sporting activity		
Where is there a children's club		

6

(d) Give an advantage and a disadvantage of All-Inclusive Holidays.

Advantage _____

Disadvantage _____

2**(16)****[Turn over**

Marks

Question 5

Map Q5A: Airport Problem Situations

Letter	Problem for Passenger
A	Delayed here – mislaid boarding pass
B	Carousel breakdown delays passengers
C	Bottle of water has to be placed in bin
D	Discover that your suitcase is over the weight limit
E	Holiday Representative has no information about your transfer
F	Held back for a baggage inspection
G	A long queue before entering the airport after landing

(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 Areas	Letter
Check In	
Security Check	
Departure Gate	
Passport Control	G
Baggage Hall	
Customs	
Arrivals Hall	



6

Marks

Question 5 (continued)

Diagram Q5B: Holiday Booking Cancellation Charges

Amount to Pay	
Time of Cancellation	Percentage of Total Cost
Within 8 weeks of departure	40%
Within 4 weeks of departure	70%
Within 2 weeks of departure	100%
Please notify all cancellations in writing	

(b) Look at Diagram Q5B.

- (i) How much money would you lose if you cancel a £1400 holiday three weeks before the departure date? **(Remember you may use your calculator for this.)**

- (ii) Is there any way that you could get this money refunded to you?

2

[Turn over

*Marks***Question 5 (continued)****Diagram Q5C: Holiday Accommodation Problem**

You have been allocated Room 203 in the “Seaview Apartments”. There are two problems when you arrive.

- 1 Apartment not ready and not cleaned properly
- 2 No sea view as required.

There is no reception in the apartments, but you have Alan, the Holiday Representative’s contact number. He is still meeting other arrivals at the Airport.

(c) Look at Diagram Q5C.

Write down the message you would leave on Alan’s voicemail to explain your problem and tell him what you want him to do.

2

Question 5 (continued)

Marks

Diagram Q5D: Currency Exchange Rates

Today's Exchange Rates	
For £1 sterling you get:	
US Dollars (\$)	1.55
Euro (€)	1.20

(d) Look at Diagram Q5D.

(Remember you may use your calculator for this.)

(i) How many US dollars (\$) would you receive for £300?

(ii) How many pounds sterling (£) would you receive for €54 (Euros)?

2

(e) Before you go on holiday you can obtain a CASHCARD with prepaid amounts of foreign currency on it.

Explain fully, what advantages a CASHCARD would have over Currency **and** Travellers' Cheques.

2

(f) (i) Why would it be useful to take a European Health Insurance Card (EHIC) with you on holiday to Spain?

1

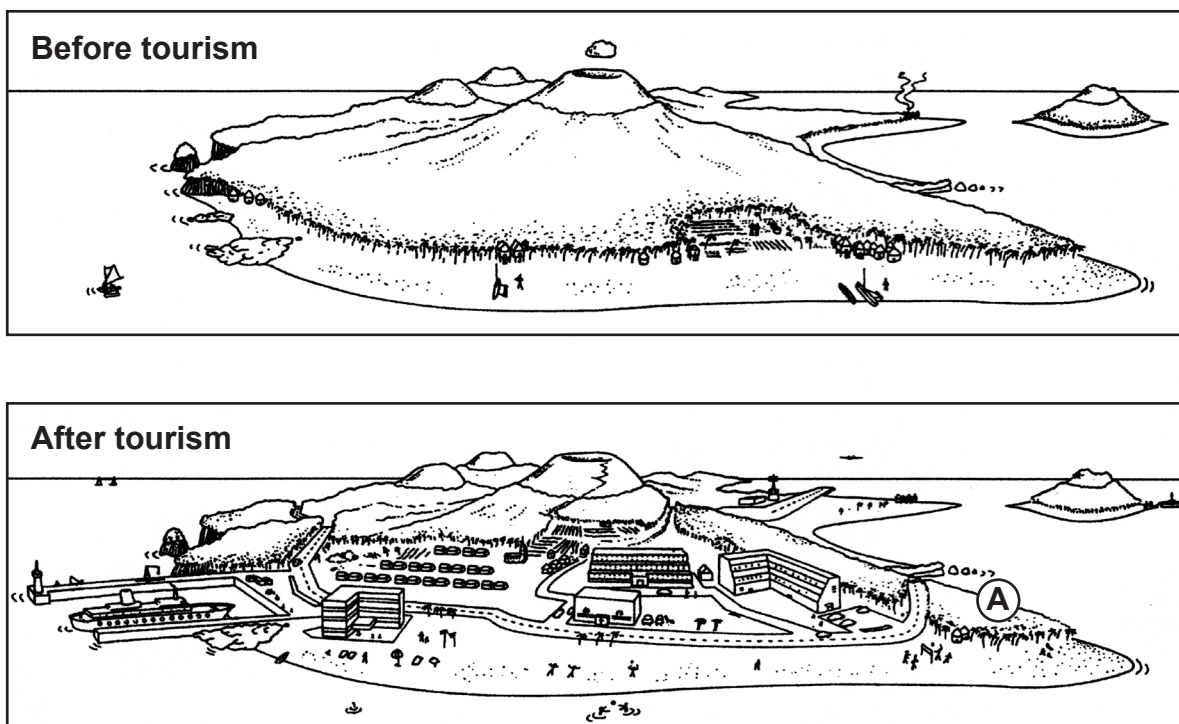
(ii) Explain **fully** why holiday insurance is also necessary on your holiday to Spain.

2

(17)

Question 6

Diagram Q6A: Changes to an island in the Indian Ocean due to the development of tourism



(a) Look at Diagram Q6A.

Due to the development of tourism on this Indian Ocean island:

(i) what changes have been made to travel?

(ii) what leisure facilities might now be available?

(iii) what accommodation is now available?

(iv) from where might food be supplied now?

Question 6 (continued)*Marks*

(b) Look at Diagram Q6A.

(i) Give **two more** benefits that tourism has brought to the islanders.

2

(ii) Name **four** problems which may have been caused by tourism.

4

(c) Look at Diagram Q6A.

A “water park” has been proposed at Location **A**. Why might this development be:

(i) opposed by environmentalists and some local residents?

(ii) welcomed by some local residents?

2

[Turn over for Question 6(d) on Page twenty-six]

Marks

Question 6 (continued)

Text Q6B: Sustainable tourism

SUSTAINABLE TOURISM . . .

*. . . is committed to making a **low impact** on the **natural environment** and **local culture**, while helping to generate income and employment for locals.”*

(Wikipedia)

(d) Look at Text 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	Leave lights on in evening so you don't bang into furniture	Switch off lights and air conditioning when out	
Trips/ Excursions	Go on organised foreign tour company trips	Explore the local countryside using local transport	
Customs	Buy locally produced souvenirs	Buy fake imported designer goods	
Wildlife	Collect sea shells as a souvenir of your holiday and bury your litter on the beach	Take only photographs, leave only footprints	

4
(16)

[END OF QUESTION PAPER]

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Question	Possible Mark	Actual Mark
1	18	
2	16	
3	17	
4	16	
5	17	
6	16	
Total	100	