

FOR OFFICIAL USE

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Total

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**X217/101**

NATIONAL  
QUALIFICATIONS  
2011

FRIDAY, 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

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Town

--

Forename(s)

--

Surname

--

Date of birth

Day Month Year

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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.

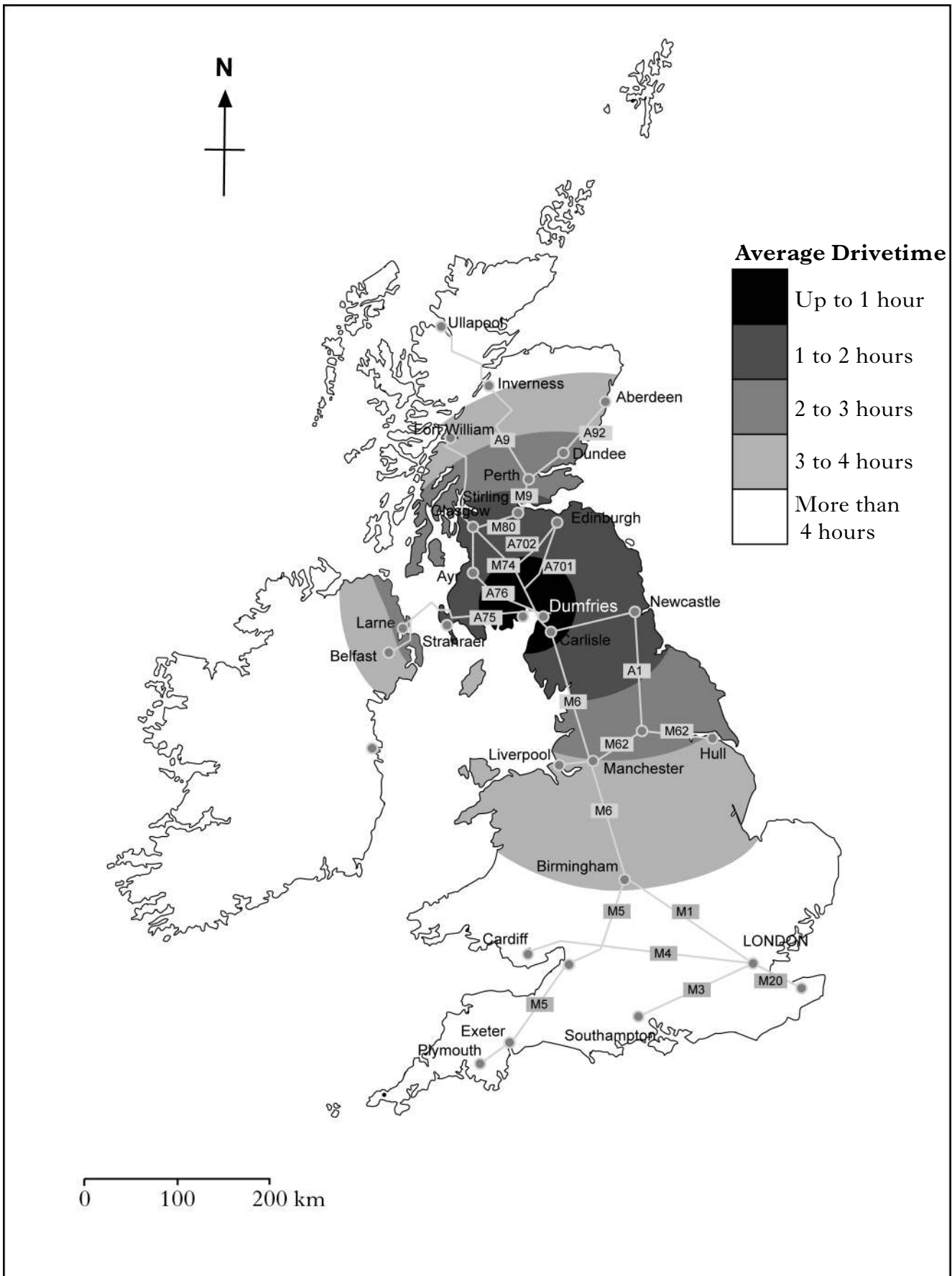
Before leaving the examination room you must give this book to the Invigilator. If you do not, you may lose all the marks for this paper.



You must answer ALL questions in the examination paper.

Question 1

Map Q1A: Average Drivetimes from Dumfries



Marks

**Question 1 (continued)**

(a) Look at Map Q1A.

Give the following journey times **as accurately as possible**:

(i) from Dumfries to Dundee \_\_\_\_\_ hours \_\_\_\_\_ minutes

(ii) from Birmingham to Dumfries \_\_\_\_\_ hours \_\_\_\_\_ minutes **2**

(b) Suggest **two** reasons why you would visit the Tourist Information Office when you are on holiday in Dumfries.

\_\_\_\_\_

\_\_\_\_\_ **2**

(c) The following types of holiday brochures can be found in a Travel Agency.

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

In the table below select **one** brochure that would supply the information on each of the destinations.

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

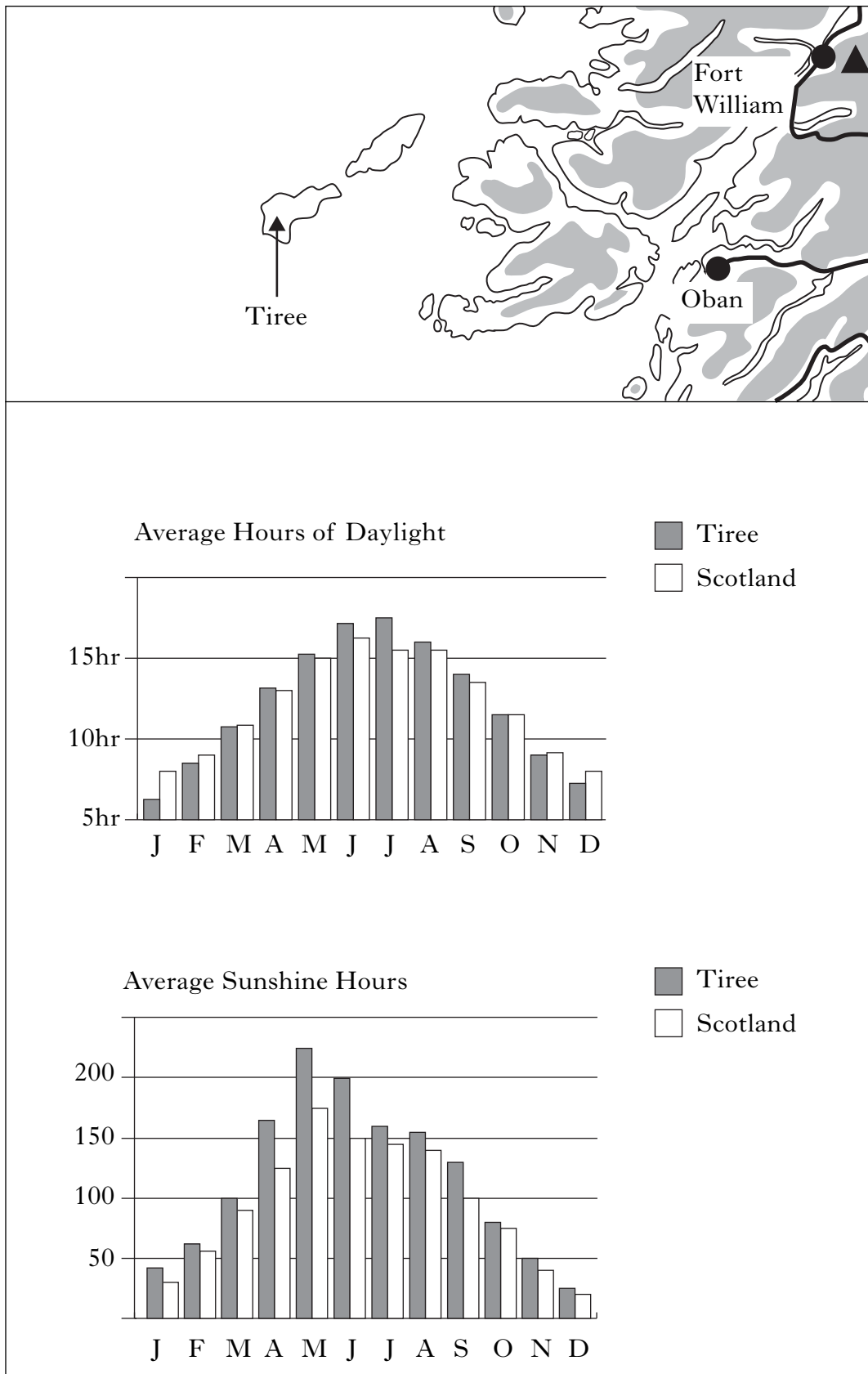
<b>Destination</b>	<b>Type of Holiday Brochure</b>
Dominican Republic, Caribbean Sea	
Kitzbühel, Austria	
Athens, Greece	
Es Cana, Ibiza	

**4**

**[Turn over**

Question 1 (continued)

Diagram Q1B: Location and climate information for Tiree and Scotland



*Marks*

**Question 1 (continued)**

(d) Look at Diagram Q1B.

Based on the **climate information**, why might visitors to Scotland choose to visit the island of Tiree in summer?

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2

**[Turn over**

**Question 1 (continued)**

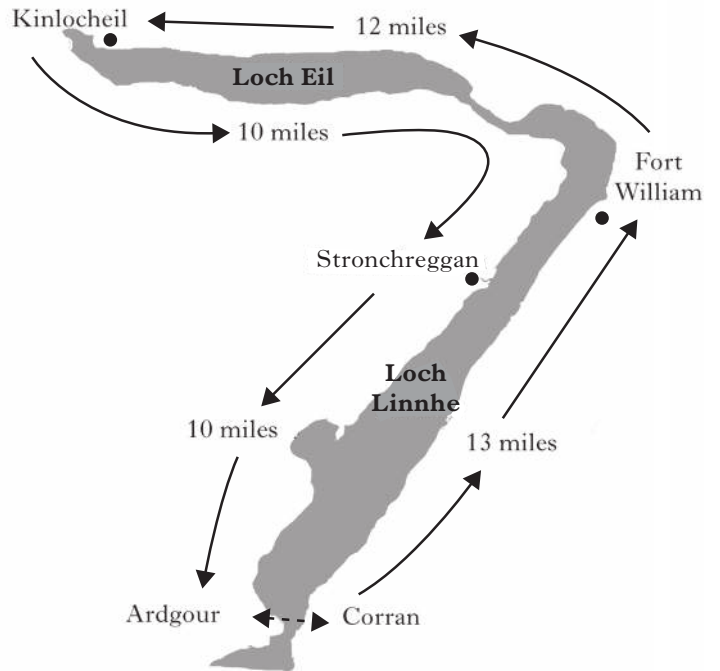
**Diagram Q1C: Information about the Corran to Ardgour Ferry**



**Corran Ferry Timetable**

<u>Depart Corran</u>	<u>Arrive Ardgour</u>
0645	0705
0715	0735
0745	0805
And every half hour	
2115	2135
2145	2205
Fare per car: £6.40	

**MAP**



**KEY**

- > Distance by road
- ←-----> Ferry route

Marks

**Question 1 (continued)**

(e) Look at Diagram Q1C.

**(You may use a calculator to answer this question.)**

(i) What is the total distance by road from Corran to Ardgour?

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(ii) Travelling at 30 mph, how long does this journey take by car?

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(iii) How much time would you save by using the ferry?

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(iv) Why would some tourists prefer to make the journey by road?

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(v) The Corran Ferry is a RO-RO ferry. What does this mean?

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5

**[Turn over**

Question 1 (continued)

Diagram Q1D: Advert and Information about the Leven House Hotel

# Leven House Hotel

Corran




\* \* \* \*



Non-Residents Welcome



Star Rating	Meaning
*	Clean and tidy. Basic facilities
**	Good, all-round standard
***	Very good standard. Good facilities
****	Excellent standard. Good facilities and good food
*****	Exceptional standard. Food and overall service have no faults



Good Food Award



Walkers Welcome & Drying Facilities Available



Cyclists Welcome & Storage Facilities Available



Unassisted Wheelchair Access





## Question 2

### Text Q2A: Your Holiday Requirements

- You want to leave the day after the Travel and Tourism exam before the high season prices start.
- The Majorcan resort of Magaluf is your desired destination.
- You have a fixed budget of £460 pounds each which you think will get you more than a week but probably not as much as a fortnight.
- You are the group leader (aged 18) and the ages of the rest of the group when you leave will be 17, 17 and 16.
- You want all your meals supplied so that your spending money can be used for a lively time.
- You want to leave from a Scottish airport to minimise travelling time.
- Your accommodation should have lots of people your age, be full of lively things to do and be near the beach and centre of the resort.

(a) Look at Text Q2A.

You and three friends wish to take an end of exam holiday.

Fill in the correct information on the three: **www.WEBTravel** screens (**on the next three pages**) which meet your holiday requirements.

Marks

Question 2 (a) (continued)

*WEBTravel: Screen 1 – Holiday Enquiry*

<b>Resort</b>									
<b>Departure Airport</b>									
<b>Date of Departure</b>									
<b>Number of nights</b> (tick “✓” chosen option)	<table border="1"> <tr> <td>7</td> <td></td> <td>10</td> <td></td> <td>11</td> <td></td> <td>14</td> <td></td> </tr> </table>	7		10		11		14	
7		10		11		14			
<b>Group Size</b> (insert numbers)	<b>Adults</b> (18 or over)								
	<b>Children</b> (3 to 17)								
	<b>Infants</b> (under 2)								
<b>Type of Accommodation</b> (tick “✓” chosen option)	<b>Villa</b>								
	<b>Apartment</b>								
	<b>Hotel</b>								
<b>Board Option</b> (tick “✓” chosen option)	<b>Self-catering</b>								
	<b>Bed &amp; Breakfast</b>								
	<b>Half Board</b>								
	<b>Full Board</b>								
	<b>All inclusive</b>								






7

[Turn over

Question 2 (a) (continued)

Marks

*WEBTravel: Screen 2 – Search Results*

Accommodation which matches your requirements	Make a Choice		
 <p><b>APARTHOTEL PLACIDO</b></p> <p>Quiet accommodation about a hundred metres from the beach and two hundred metres from resort centre. Ideal for couples and young families. Swimming Pool and Children’s Pool. Restaurant, Bar and Pool snack bar. Full programme of evening entertainment. Tennis and Crazy Golf.</p>	<p><b>Price: £1745</b></p> <table border="1" data-bbox="1082 394 1358 490"> <tr> <td>Select (✓)</td> <td></td> </tr> </table>	Select (✓)	
Select (✓)			
 <p><b>LAS BERMUDAS</b></p> <p>Lively accommodation on the beach front and in the heart of the resort entertainment area. Perfect for families and young adults. Full programme of daytime and evening entertainment. Games Saloon and full sports facilities. Three Pools, Restaurant and Pool snack bars. Everything you need is on site or nearby!</p>	<p><b>Price: £2045</b></p> <table border="1" data-bbox="1082 940 1358 1037"> <tr> <td>Select (✓)</td> <td></td> </tr> </table>	Select (✓)	
Select (✓)			
 <p><b>GRANADA PALACE</b></p> <p>Lively accommodation about two hundred metres from the beach and a hundred and fifty metres from resort centre. Full programme of evening entertainment and daytime “animation” activities for all ages. All sporting activities catered for – plus “Electronic Games Centre”. Two pools, restaurant and snack bar.</p>	<p><b>Price: £1820</b></p> <table border="1" data-bbox="1082 1503 1358 1599"> <tr> <td>Select (✓)</td> <td></td> </tr> </table>	Select (✓)	
Select (✓)			



Marks

Question 2 (a) (continued)

*WEBTravel: Screen 3 – Booking Details*

TRAVELLING GROUP DETAILS	Name	Age
Group Leader:		
Group member 2:		
Group member 3:		
Group member 4:		

1

(b) “*WEBTravel*” may charge a supplement for the four extra services listed below.

Choose **three** and explain what you would get for your money.

**A sea view**

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**Coach transfers**

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**In-flight meals**

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**Flight supplement for Scottish airport**

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3

Marks

**Question 2 (continued)**

(c) “The **High Season** for Mediterranean Beach Holidays is July and August.”

(i) What does this mean?

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(ii) Why does it happen at this time?

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2

(d) Explain **fully** why it can sometimes be a better idea to buy “Annual Holiday Insurance” rather than “Single Trip Insurance”.

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2

(17)

**[Turn over for Question 3 on *Page sixteen***

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 \_\_\_\_\_ (*Island*)

B \_\_\_\_\_ (*River*)

C \_\_\_\_\_ (*City*)

D \_\_\_\_\_ (*Water Feature*)

**4**

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

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

1 Isle of Man

2 Bristol

3 North York Moors National Park

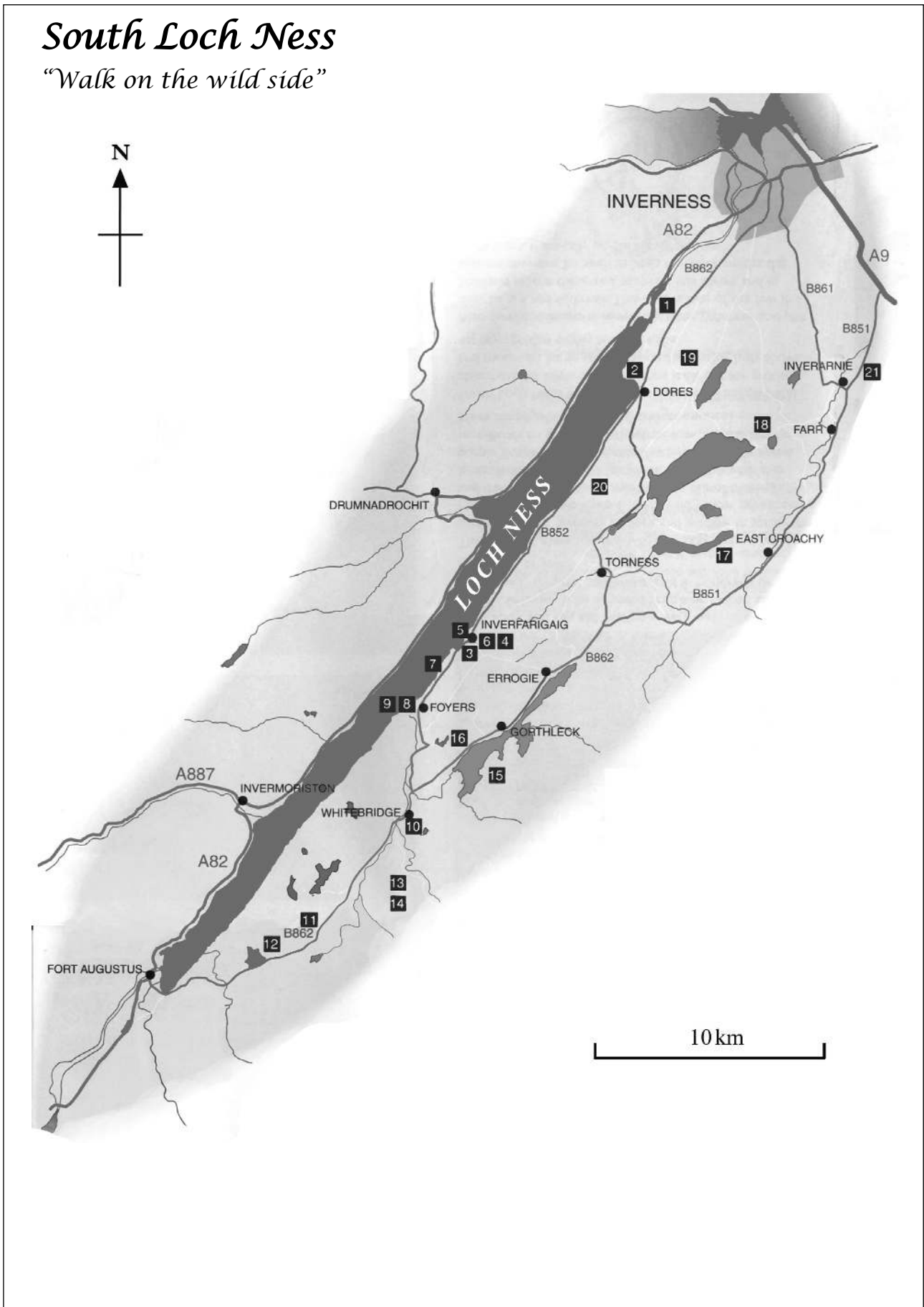
4 Dover

**4**

**[Turn over**

Question 3 (continued)

Diagram Q3B: Map of South Loch Ness



**[Turn over for Question 3 (continued) on *Page twenty***

### Question 3 (continued)

#### Diagram Q3B: Map of South Loch Ness (continued)

##### Notes

- 1 Aldourie castle—19th century castle, also known as the pink castle
- 2 Dores Beach—the only beach on Loch Ness
- 3 Farigaig Forest Trails
- 4 Dun Dearduil—massive rocky bluff that towers above Inverfarigaig
- 5 Inverfarigaig Pier—now sadly in state of disrepair
- 6 The “Corkscrew”—aptly named road that twists into the deep open lands
- 7 Boleskin Graveyard—can tell some interesting tales
- 8 The Falls of Foyers—gaelic name “Eas na Smuid”—Waterfall of Smoke
- 9 Foyers Pier—provides excellent mooring for cabin cruisers
- 10 Whitebridge—built 1732 by General Wade
- 11 Suidhe Chuimein Viewpoint—between Inverness and Fort Augustus
- 12 Loch Tarff—picture postcard loch
- 13 Loch Killin—good fishing loch nestling in the foothills of the mountains
- 14 Stronlairig Hunting Lodge—situated on the confluence of two rivers with waterfalls nearby
- 15 Loch Mhor—once two lochs, the waters feed the hydro station at Foyers
- 16 Loch Bran—gem of a loch hidden in the woods and rich in flora and fauna
- 17 Loch Ruthven—the RSPB hide is open throughout the year for watching and recording a wide variety of birds
- 18 Dunlichity Church and Graveyard—resting place of clan McGillivray chiefs
- 19 McBain Memorial—walled enclosure was erected in 1961
- 20 Picnic Sites—there are 7 picnic sites along the lochside between Dores and Inverfarigaig
- 21 Littlemill Wood, Inverarnie—a Site of Special Scientific Interest (SSSI). Walk the three trails and see the esker ridges and kettle hole lakes

Marks

**Question 3 (continued)**

(c) Look at Diagram Q3B.

Complete the table below by giving a **named location from the map**, for each type of tourist attraction.

Type of Tourist Attraction	Named Location
Waterfall – Natural	
Castle – Historical	
Forest Walks – Active	
Clan History – Ancestry	
Protected Area eg SSSI or RSPB – Wildlife	
Cabin Cruiser Mooring – Sailing	
Good Fishing Loch – Sporting	

7

(d) Which “mythical character” attracts worldwide tourists to this area?

\_\_\_\_\_

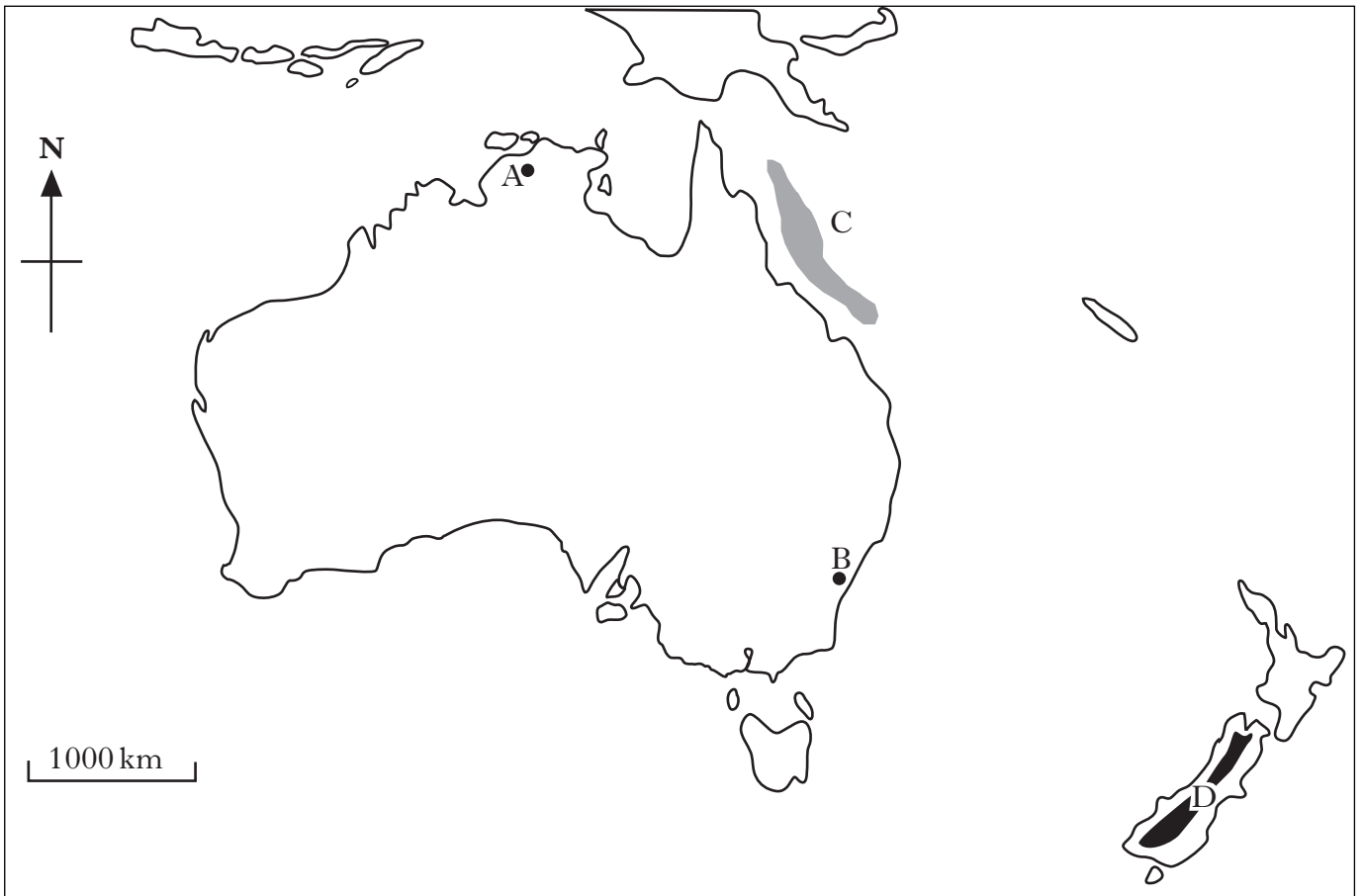
1

(16)

**[Turn over**

Question 4

Map Q4: Australasia



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

Look at Map Q4.

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

A \_\_\_\_\_ (*City*)B \_\_\_\_\_ (*City*)C \_\_\_\_\_ (*Physical Feature*)D \_\_\_\_\_ (*Mountain Range*)**4**

- (b) Using Map Q4, mark the following **four** holiday destinations on the map using a dot and a number for each.

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

1 Perth, Australia

2 Wellington, New Zealand

3 Tasmania

4 Gulf of Carpentaria

**4****[Turn over**

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

- (c) You are planning a trip to another country **outside the British Isles**. Complete the factfile below for your chosen destination.

**You may wish to use one you have studied.**

**DESTINATION FACTFILE**

<b>Country</b>	
<b>Destination</b>	
<b>Currency</b>	
<b>Method of travel</b>	
<b>Arrival Point in country (port, airport, etc)</b>	
<b>Name four sightseeing trips or visitor attractions in or near your destination</b>	1.
	2.
	3.
	4.
<b>Name two local food or drink specialities</b>	1.
	2.





**8**  
**(16)**



Marks

## Question 5

Table Q5A: Currency Exchange Rates

			
<b>GB Pounds</b>	<b>US dollars \$</b>	<b>Euros €</b>	<b>Japanese Yen ¥</b>
<b>£1 =</b>	<b>1.65</b>	<b>1.20</b>	<b>150</b>

(a) Look at Table Q5A.

**(Remember you may use a calculator.)**

(i) How many Japanese Yen (¥) would you receive in exchange for £500?

¥ \_\_\_\_\_

1

(ii) How many GB Pounds would you receive in exchange for €60?

£ \_\_\_\_\_

1

(iii) You are shopping in a store in Florida (USA) and buy two souvenirs.

One Baseball cap                      \$16.50

One Mickey Mouse T-Shirt              \$33

What is the total value of your shopping in GB Pounds? £ \_\_\_\_\_

1

(iv) Explain why currency exchange rates change daily.

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1

**[Turn over**

**Question 5 (continued)**

(b) Read Table Q5B Column A.

Explain in detail in **Column B** how following each piece of travel advice can help reduce holiday problems.

No 1 has been completed as a guide.

**Table Q5B: Travel Advice Checklist**

<b>Column A: Travel Advice Checklist</b>	<b>Column B: Explanations</b>
<p><b>1. Check your travel company's terms and conditions for bankruptcy, emergencies etc</b></p>	<p><u>It is important to know that arrangements are in place to stop tourists being stranded abroad if the travel company is declared bankrupt.</u></p>
<p><b>2. Get Travel Insurance</b></p>	<p>_____</p> <p>_____</p> <p>_____</p>
<p><b>3. Find a good guidebook on your destination</b></p>	<p>_____</p> <p>_____</p> <p>_____</p>
<p><b>4. Ensure you have a valid passport</b></p>	<p>_____</p> <p>_____</p> <p>_____</p>
<p><b>5. Visit your GP at least six weeks before departure</b></p>	<p>_____</p> <p>_____</p> <p>_____</p>

Marks

**Question 5 (b) (continued)**

<p><b>6. Check the UK Government's travel advice website: (www.fco.gov.uk)</b></p>	<hr/> <hr/> <hr/>
<p><b>7. Make copies of your passport, insurance policy and travel documents and leave copies with friends and/or family</b></p>	<hr/> <hr/> <hr/>
<p><b>8. Take enough money for your trip and some "back-up" funds</b></p>	<hr/> <hr/> <hr/>
<p><b>9. Leave a copy of your itinerary and your contact details with family and/or friends</b></p>	<hr/> <hr/> <hr/>

8

**[Turn over**

Marks

**Question 5 (continued)**

- (c) Explain **fully** why it is a good idea to have a European Health Card (EHIC) when you go on holiday to a European country.

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**Diagram Q5C: Sign on Hotel Lift Door**



- (d) Look at Diagram Q5C.  
Explain **fully** why you should follow the instructions on the notice if a fire alarm sounds in the hotel.

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**Question 5 (continued)**

**Text Q5D: A problem occurs in your hotel**

It is the last night in your hotel. You went to bed at 10.30 pm because you have to get up at 5.00 am to catch an early flight back to Scotland. You are wakened at 1.15 am by loud music, singing and laughter from the room next door – it's a party!

You are very upset!

(e) Read Text Q5D.

Describe **fully** how you would deal **effectively** with this problem.

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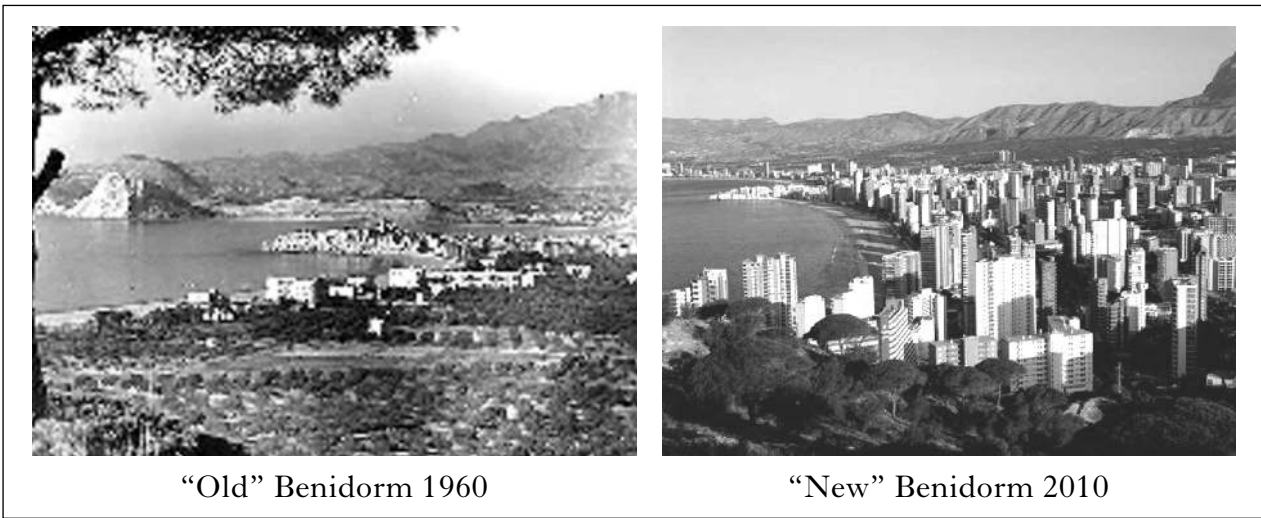
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2  
(17)

**[Turn over**

Question 6

Diagram Q6A: Photos of “Old” and “New” Benidorm, Spain



(a) Look at diagram Q6A.

(i) Describe fully **four** advantages that Tourism will have brought to the people living in Benidorm.

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*Marks*

**Question 6 (a) (continued)**

- (ii) Describe fully **four** disadvantages that Tourism may have brought to the people living in Benidorm.

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4

**[Turn over**

Marks

Question 6 (continued)

Cartoon Q6B: Banned Activities for Visitors to a Blue Flag Beach



(b) Look at Cartoon Q6B.

Describe **four** activities which are banned on this beach.

- 1 \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 2 \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 3 \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 4 \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4



Marks

**Question 6 (continued)**

**Text Q6C: Extract from Scottish Outdoor Access Code**

Some key points

1. Do not take your dog into a field where there are young farm animals, such as lambs or calves.
2. Take all your litter away with you and never feed farm animals.
3. Leave gates as you find them.

(c) Read Text Q6C.

**Fully** explain why **two** of the key points are important.

Key point No \_\_\_\_\_

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Key point No \_\_\_\_\_

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2

(d) A key point of the Scottish Outdoor Access Code is to “Care for your Environment”.

Explain how you should behave in relation to plants, birds and other animals.

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2

**(16)**

[END OF QUESTION PAPER]

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**FOR OFFICIAL USE**

<b>Question</b>	<b>Possible Mark</b>	<b>Actual Mark</b>
<b>1</b>	<b>18</b>	
<b>2</b>	<b>17</b>	
<b>3</b>	<b>16</b>	
<b>4</b>	<b>16</b>	
<b>5</b>	<b>17</b>	
<b>6</b>	<b>16</b>	
<b>Total</b>	<b>100</b>	

## ACKNOWLEDGEMENT

Diagram Q1D—Scottish Tourist Board *Eat Scotland* logo is reproduced by kind permission of VisitScotland.