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Total

X217/101

NATIONAL
QUALIFICATIONS
2007

THURSDAY, 24 MAY
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

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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.

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

Reference Diagram Q1A: Map of Arran



(a) Look at Reference Diagram Q1A.

(i) Name **two** visitor attractions in or near Brodick.

Marks

Question 1 (a) (continued)

(ii) What is the name of the highest mountain on Arran?

1

(iii) Which island can you visit from Lamlash?

1

(iv) How many car ferry routes can you use to sail to Arran?

1

(v) How long does it take to sail to Ardrossan?

1

(vi) You are planning to cycle around the coast of the island of Arran.
Give the number of the road that follows the coast.

1

(vii) Where is the Tourist Information Centre in Arran?

1

(b) Give **two** reasons why you would visit a Tourist Information Centre.

(i) _____

(ii) _____

2

[Turn over

Question 1 (continued)

Marks

Reference Diagram Q1B:
Arran Road Distances Chart

From Brodick to:	km	From Blackwaterfoot to:	km
Corrie	9.5	Lochranza	29.0
Sannox	13.0	Whiting Bay	25.5
Lochranza	24.0	Machrie	6.5
Lamlash	5.0	Kilmory	11.5

- (c) Look at Reference Diagram Q1B.
Complete the table.

Journey	Distance in km
Brodick to Lochranza	
Lochranza to Blackwaterfoot	

2

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

Match the following destinations to the Holiday Type in the table below.

Destinations: Edinburgh, Mull, Aviemore, Largs

Holiday Type	Destination
City Breaks	
Rural Centres	
Coastal Resorts	
Island Holidays	

4

- (e) You are planning a journey from your own home to a hotel in central London.

- (i) Describe **fully** each stage of your journey.

3

- (ii) Explain why you chose this method of travel rather than any other.


1

[Turn over for Question 2 on *Page six*

Question 2

**Reference Diagram Q2A:
Holiday Brochure
Lagos, Algarve, Portugal**

HOTEL POND **
LAGOS, ALGARVE.**

Name & Board	POND HOTEL		
Holiday Code	AP 55		
Board Basis	HB		
Nights	7	14	
DATES	£	£	
29 Jun – 05 Jul	425	595	
06 Jul – 12 Jul	465	675	
13 Jul – 19 Jul	469	679	
20 Jul – 26 Jul	499	709	
27 Jul – 08 Aug	519	735	
09 Aug – 16 Aug	519	735	
<p><i>Prices per person based on 2 people sharing</i></p> <p>Supplements Sea View £25 per room per week</p> <p>Extras In flight meals £10 per person return Coach transfers £10 per person return Late check out £30 per room Insurance £10 per person per week</p>			<p>This friendly hotel is close to the centre of Lagos.</p> <p>Meals – Buffet style restaurant Families – Children’s pools and high chairs Facilities – Pool with gardens. Free sun beds, Health club, and Tennis court Room facilities – En-suite bathroom. Satellite TV, hairdryer. Safety deposit box, balcony. Air conditioning. Entertainment – Two lounges, weekly barbecue, Nightclub.</p>

Question 2 (continued)

(a) Look at Reference Diagram Q2A.

(i) You and a friend wish to take a holiday to the Pond Hotel in Lagos on the Algarve in Portugal.

Complete **every part** of the booking form below, giving **all** the required details of your booking requirements.

- 14 nights, departing on 6th July 2007 for two people
- Supplement—Sea View room
- Extras – Two in-flight meals
– Two return coach transfers
- Insurance for two adults

(Remember that you can use a calculator.)

Algarve Holidays: BOOKING FORM

Please complete in BLOCK CAPITALS

Holiday details

Name of Accommodation: <p style="text-align: center;">POND HOTEL</p>		Resort: _____
Departure Date: <p style="text-align: center;">6 JULY</p>	Holiday Code: _____	Board Basis: <p style="text-align: center;">HALF BOARD</p>

Party details

MR/MRS/ MS/MISS	FIRST NAME	SURNAME	AGE	COST PER ADULT
				£
				£

Supplements

Sea view 2 weeks @ £ _____ per room per week = £ _____

Extras

Return coach transfers 2 persons @ £ _____ per person = £ _____

In-flight meals 2 persons @ £ _____ per person return = £ _____

Insurance 2 persons @ £ _____ per person per week = £ _____

Total Cost = £ _____

Deposit required (£100 per person **plus all** insurance) = £ _____

Signature _____

Marks

Question 2 (a) (continued)

(ii) Look at Reference Diagram Q2A.

Choose two **Room facilities** and explain why each is helpful to tourists.

Room facility 1 _____

Room facility 2 _____

2

(iii) The Pond Hotel offers “Buffet style” in the restaurant. What does this mean?

1

(iv) The charge for “Late check out” for the Pond Hotel is £30. Why do hotels make this charge?

1

Reference Diagram Q2B: Algarve Climate Information

Month	June	July	August
Temperature (°C)	25	28	29
Sunshine (hours)	12	12	12
Rainfall (cm)	1	0	0

(b) Look at Reference Diagram Q2B.

(i) Suggest **one** reason, based on this information, why prices are higher in July and August.

(ii) Suggest another reason why prices are higher in July and August.

2

(16)

[Turn over for Question 3 on *Page ten*

Question 3

Reference Diagram Q3A:
Map of the British Isles



Marks

Question 3 (continued)

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

(a) Look at Reference 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 _____ (*Sea Area*)

4

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

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

1 Isle of Man

2 Brecon Beacons

3 Cork

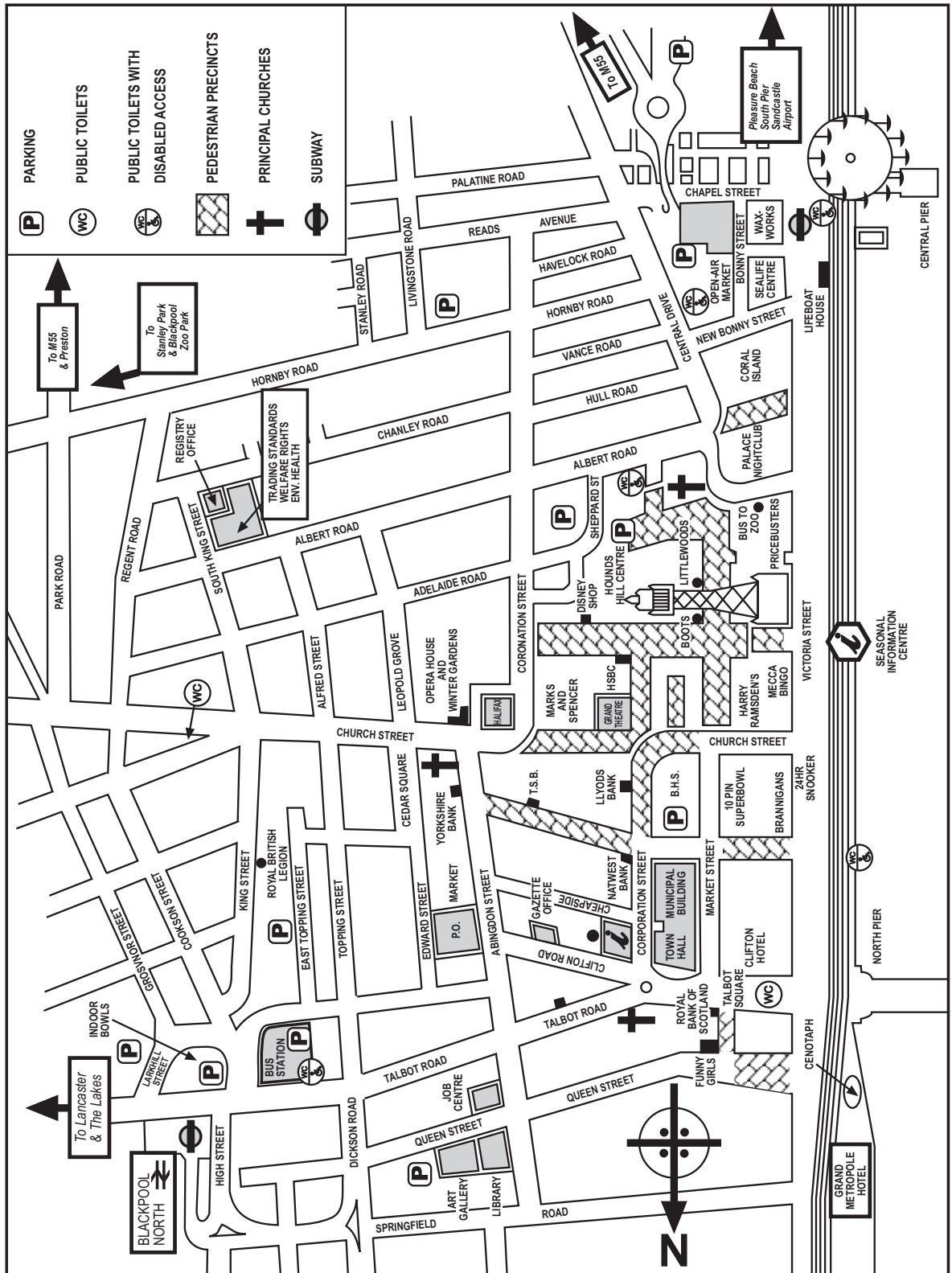
4 Great Yarmouth

4

[Turn over

Question 3 (continued)

Reference Diagram Q3B: Blackpool Street Map



Marks

Question 3 (continued)

(c) Look at Reference Diagram Q3B.

Complete the table below for **Blackpool** using **information from the map**.

Your answer should give **nine** named examples.

- **One** tourist accommodation
- **Two** travel amenities
- **Three** general tourist amenities
- **Three** tourist attractions

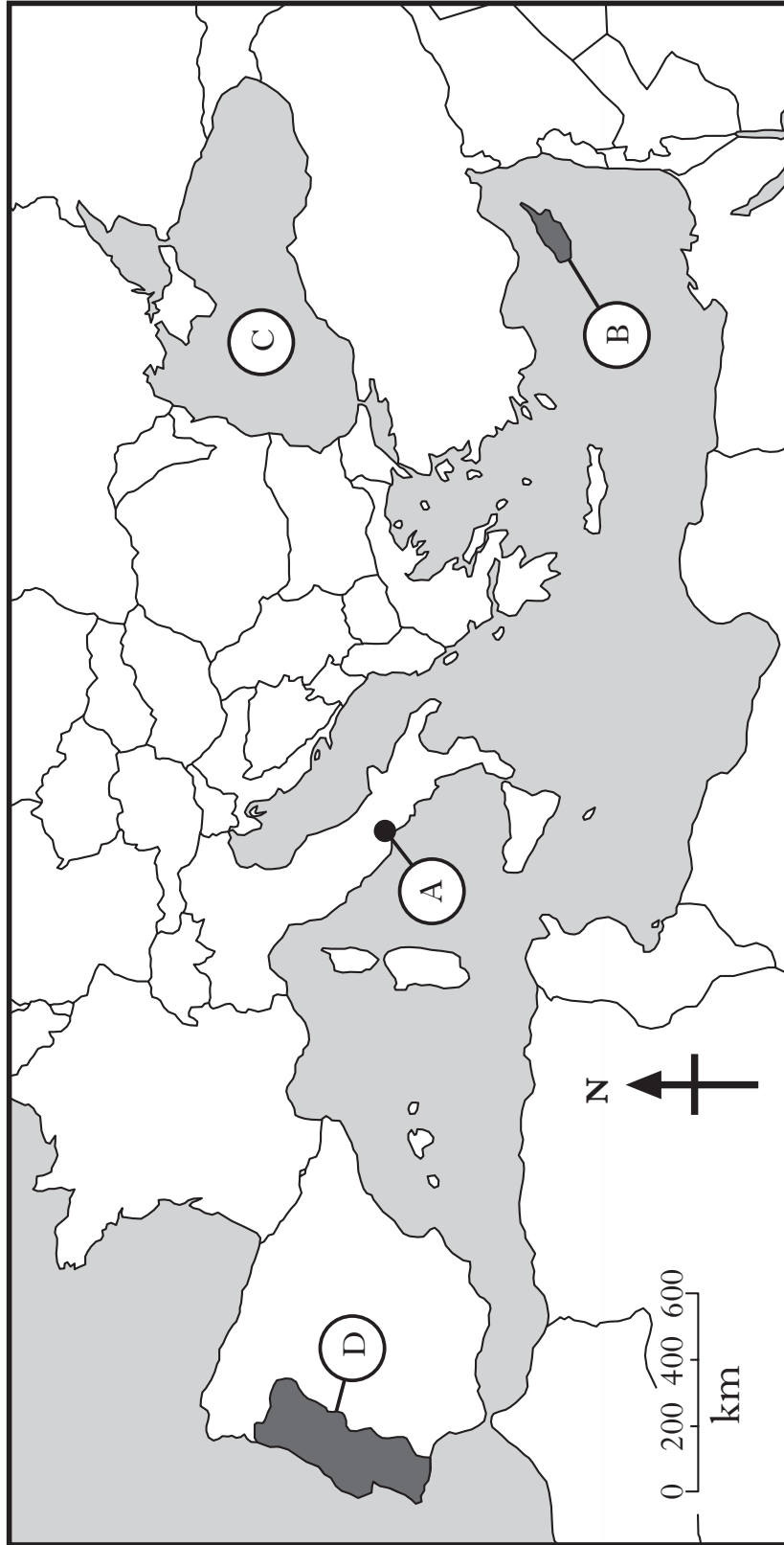
Tourist Accommodation	1
Travel Amenities	1
	2
General Tourist Amenities	1
	2
	3
Tourist Attractions	1
	2
	3

9
(17)

[Turn over

Question 4

Reference Diagram Q4: Map of the Mediterranean Area



Marks

Question 4 (continued)

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

Look at Reference Diagram Q4.

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

A _____ (*City*)

B _____ (*Island*)

C _____ (*Sea Area*)

D _____ (*Country*)

4

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

For example, the Island of Majorca should be shown by: •1.

1 The Island of Majorca (Mallorca)

2 Barcelona, Spain

3 Athens, Greece

4 Bulgaria

4

[Turn over

Marks

Question 4 (continued)

(c) You are planning a trip to a destination **outside the British Isles**.

Complete the factfile below for your chosen destination.

You may wish to choose one that you have studied.

DESTINATION FACTFILE	
Country	
Destination	
Currency	
Method of travel	
Arrival point in country (port, airport, etc)	
Name four sightseeing trips or visitor attractions	1
	2
	3
	4
Name two local food or drink specialities	1
	2

8
(16)

[Turn over for Question 5 on *Page eighteen*

Question 5

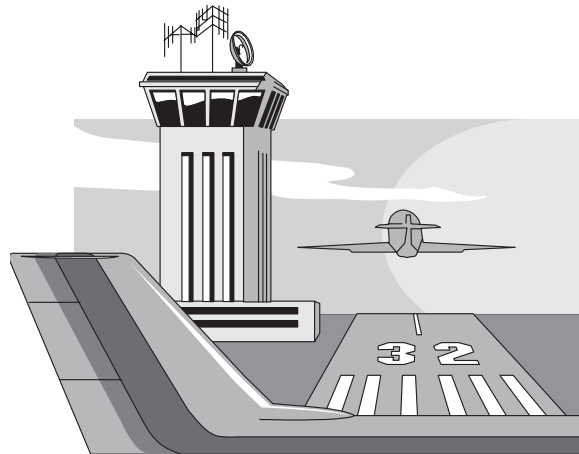
**Reference Diagram Q5A:
Airport Problem Situations**

Letter	Problem for passenger
A	A pen knife is found in hand luggage.
B	You have forgotten to bring flight ticket to airport.
C	Long wait here because your flight is delayed.
D	Discover passport has been left on plane.
E	No holiday rep to meet you at the destination airport.
F	Illegal substances found when luggage is checked.
G	Suitcase did not appear after the flight.

(a) Look at Reference Diagram Q5A.

- (i) 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	
Passport Control	
Customs	
Security Check	
Departure Lounge	
Baggage Hall	G
Arrivals Hall	



6

- (ii) What would you do, **at the airport**, if your suitcase did not appear in the Baggage Hall?

1

Marks

Question 5 (continued)

**Reference Diagram Q5B:
Holiday Booking Cancellation Charges**

Cancellation Fees	% 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 Reference Diagram Q5B.

- (i) How much money would you lose if you cancel a £1000 holiday seven weeks before the departure date? **(Remember that you can use a calculator.)**

- (ii) Suggest a reason why travel companies charge cancellation fees.

2

**Reference Diagram Q5C:
Holiday Accommodation Problem**

You have been allocated apartment 15 in the “Sun Apartments”.
There are **two** problems when you arrive:

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

You have Shona, the Holiday Representative’s contact number
but she is still at the Airport.

(c) Look at Reference Diagram Q5C.

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

3

Marks

Question 5 (continued)

**Reference Diagram Q5D:
Currency Exchange Rates**

Today's Exchange Rates	
For £1 sterling you get:	
US Dollars (\$):	1.70
Euro (€):	1.40

(d) Look at Reference Diagram Q5D.

(Remember that you can use a calculator.)

(i) How many US dollars (\$) would you receive for £200?

(ii) How many pounds sterling (£) would you receive for €28 (euros)?

2

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

1

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

2

(17)

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

Question 6

Reference Diagram Q6A: Two Neighbours' land in Pefkos, Rhodes, Greece



Giorgio's House and Farm

Giorgio and his wife grow figs, melons and grapes on the small farm that has been in his family for centuries. Both their children have moved away from the village for work but better transport means they can visit often. Electricity and piped water have made life better. They are not very wealthy but they enjoy their quiet life although it can be noisy in the tourist season.



Maria's Supermarket

Maria and her two sons have turned her small farmhouse on the road to the main beach into a profitable supermarket. Behind the house, they have built three family homes for themselves and an apartment block that they rent out to families in the six months of the holiday season.

They work long hours in the summer and rest over the winter months instead of farming and fishing as their family has done for generations.

Marks

Question 6 (continued)

Look at Reference Diagram Q6A.

- (a) List **four** benefits that growth of Tourism may have brought to people in Pefkos.

1 _____

2 _____

3 _____

4 _____

4

- (b) List **four** problems that the growth of Tourism may have brought to Pefkos.

1 _____

2 _____

3 _____

4 _____

4

[Turn over

Question 6 (continued)

**Reference Diagram Q6B:
An extract from the Outdoor Access Code**

Outdoor Access Code

Help Farmers, Landowners and others to work safely and effectively—Keep a safe distance from any work and watch for signs that tell you dangerous activities are being carried out, such as tree felling or crop spraying.

You can also help by following these rules:

- 1 Leaving gates as you find them
- 2 Not blocking or obstructing an entrance or track
- 3 Looking for alternative routes before entering a field containing animals
- 4 Not feeding animals
- 5 Ask about local shooting or stalking
- 6 Not damaging fences or walls.

Look at Reference Diagram Q6B.

- (c) (i) Explain **in detail** why you should avoid areas of “tree felling” **and** “crop spraying”.

2

Marks

Question 6 (c) (continued)

- (ii) Explain why any **four** of the six rules are important in the countryside.

Rule No _____

Rule No _____

Rule No _____

Rule No _____

4
(14)

[END OF QUESTION PAPER]

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Question	Possible Mark	Actual Mark
1	20	
2	16	
3	17	
4	16	
5	17	
6	14	
Total	100	

ACKNOWLEDGEMENTS

Reference Diagram Q6B – Extract is adapted from the Scottish Natural Heritage 2007, “Know the Code before you go!” leaflet summarising the Scottish Outdoor Access Code ISBN 1 85397 426 9. The Code is not a set of rules, rather it gives a set of guidelines for responsible behaviour in the outdoors. Reproduced by kind permission of Scottish Natural Heritage.