

FOR OFFICIAL USE

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Total

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X217/101

NATIONAL
QUALIFICATIONS
2009

THURSDAY, 4 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

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

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.

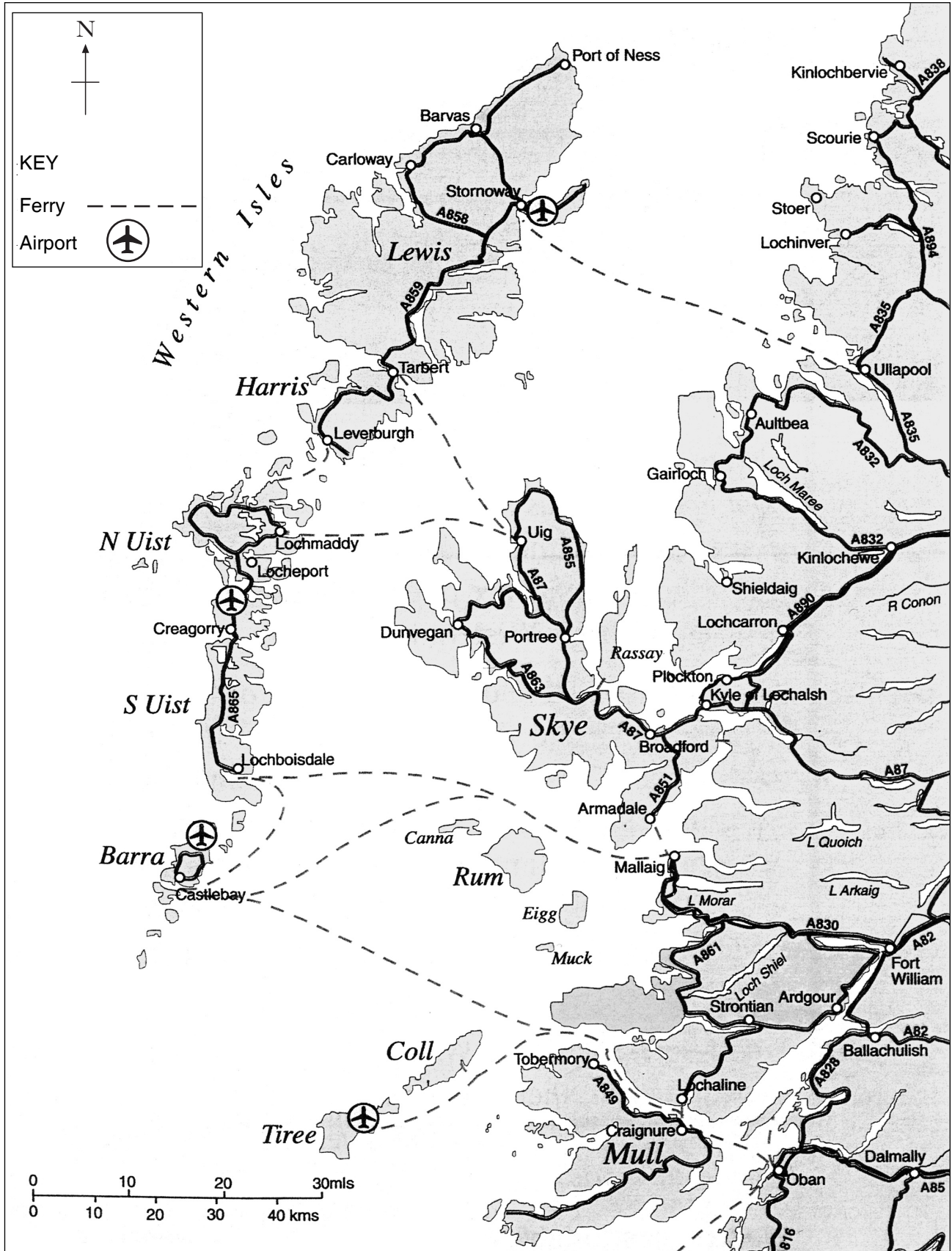
Before leaving the examination room you must give this book to the invigilator. If you do not, you may lose all the marks for this paper.



You must answer ALL questions in the examination paper.

Question 1

Reference Map Q1A: Ferry Routes–Western Isles of Scotland



Marks

Question 1 (continued)

Look at Reference Map Q1A.

- (a) Name **three** routes that you could use to travel to the island of Lewis from the Scottish mainland.

3

- (b) What is the approximate ferry distance from Ullapool to Stornoway?

1

Reference Diagram Q1B: Caledonian MacBrayne Ferry timetable

Ferry times To LEWIS (Stornoway) From Ullapool	MONDAY TO FRIDAY			SATURDAY	
ULLAPOOL	<i>dep</i>	1030	1700	1030	1800
STORNOWAY	<i>arr</i>	1310	1940	1310	2040
STORNOWAY	<i>dep</i>	0715	1345	0715	1440
ULLAPOOL	<i>arr</i>	0955	1625	0955	1720

- (c) Look at Reference Diagram Q1B.

- (i) When does the first ferry leave Ullapool each morning?

- (ii) What time does the last Saturday ferry from Ullapool arrive in Stornoway?

- (iii) How long does the 1440 Saturday crossing from Stornoway take to reach Ullapool?

3

- (d) Give **two** reasons why you would visit a Tourist Information Office.

- (i)

- (ii)

2

Marks

Question 1 (continued)**Reference Diagram Q1C: Western Isles Mileage Chart**

			Ness
		Stornoway	28
	Tarbert	37	65
Leverburgh	20	57	85

- (e) Look at Reference Diagram Q1C.

Fill in the blanks.

(i) The distance from Stornoway to Tarbert is _____ miles.

(ii) How long would this journey take if you travel by car at 30mph?

2

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

Select **one** which would supply information on each of the destinations in the table below.

(You may use your atlas to help you answer this question.)

European Summer Sun European Lakes and Mountains Winter Sport
French Breaks European Cities Worldwide

Destination	Type of Holiday Brochure
Florida	
Benidorm, Spain	
Aviemore, Scotland	
Rome, Italy	

4

Marks

Question 1 (continued)**Reference Information Q1D: Climate Data: Christchurch, New Zealand****Average Temperature**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
°C	17.3	16.9	15.4	12.2	9.2	6.4	6.0	7.6	9.7	12.4	13.7	16.1

Average Rainfall

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
mm	47.6	37.2	60.5	60.1	81.3	49.7	64.9	44.7	38.6	35.2	45.6	46.2

(g) Look at Reference Information Q1D.

(i) Which month is the warmest in Christchurch?

1

(ii) Which month is the wettest?

1(iii) Give a reason why Christchurch, New Zealand would **not** be a good beach destination for holidays during the Scottish summer.

1**(18)****[Turn over**

Question 2

Reference Diagram Q2A: Website Travel Information

Interjet Holiday Information

Flights

Edinburgh to Amsterdam

Flight No.	IJH 031	IJH 555
Dep.	09:00	18:45
Arr:	11:35	21:10
Cost	£65	£60

Amsterdam to Edinburgh

Flight No.	IJH 032	IJH 556
Dep.	09:40	16:00
Arr:	12:05	18:35
Cost	£65	£60

Accommodation

Hotel Dutch

- Four star hotel on edge of city
- Swimming pool, TV room, Restaurant
- All rooms twin and en-suite
- Price per room per night – £150
- Half board available at £30 per person per night

Hotel Van Gogh

- Three star hotel in city centre
- Restaurant & Bar
- All rooms twin and en-suite
- Price per room per night – £75
- Half board available at £25 per person per night

Extras

Holiday insurance – £20 per person for three nights.

Amsterdam airport return train transfer – £10 person

(a) Look at Reference Diagram Q2A.

You and a friend wish to arrange and book a three night holiday to Amsterdam. Your booking requirements are as follows.

• 3 nights in Amsterdam from Friday 24th June • Outbound – 09.00 flight from Edinburgh airport to Amsterdam airport • Inbound – 16.00 flight from Amsterdam airport to Edinburgh airport	• Train transfers to and from Amsterdam airport • City centre accommodation • One twin room • Budget £300 per person • Insurance cover
--	--

Choose the accommodation and flight that best suits your booking requirements.

Marks

Question 2 (a) (continued)Complete the booking form below, giving **all** the required details.**(Remember that you can use a calculator.)****Interjet Holidays**Please complete in **BLOCK CAPITALS****Flight details**

Out Flight date: 24/6/09	Airport: EDI	Flight number: _____	Depart Time: 09.00	No of seats: 2	Cost per adult: _____	Total cost: _____
Return Flight date: 27/6/09	Airport: AMS	Flight number: _____	Depart Time: 16.00	No of seats: 2	Cost per adult: _____	Total cost: _____

Accommodation details

Name of Accommodation: _____	No of rooms: 1	No of adults: 2	No of nights: 3	Cost per Room per Night: _____	Total cost: _____
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Passenger details

MR/MRS/MISS	FIRST NAME	SURNAME

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

Total Cost = £ _____Insurance 2 persons @ £ _____ per person **Total** = £ _____

Deposit required (10% of total cost plus total insurance) = £ _____

Method of payment: Credit/Debit Card ☒

11

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

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

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) State **two** further costs that you may have to pay while on holiday in Amsterdam.

1 _____

2 _____

2

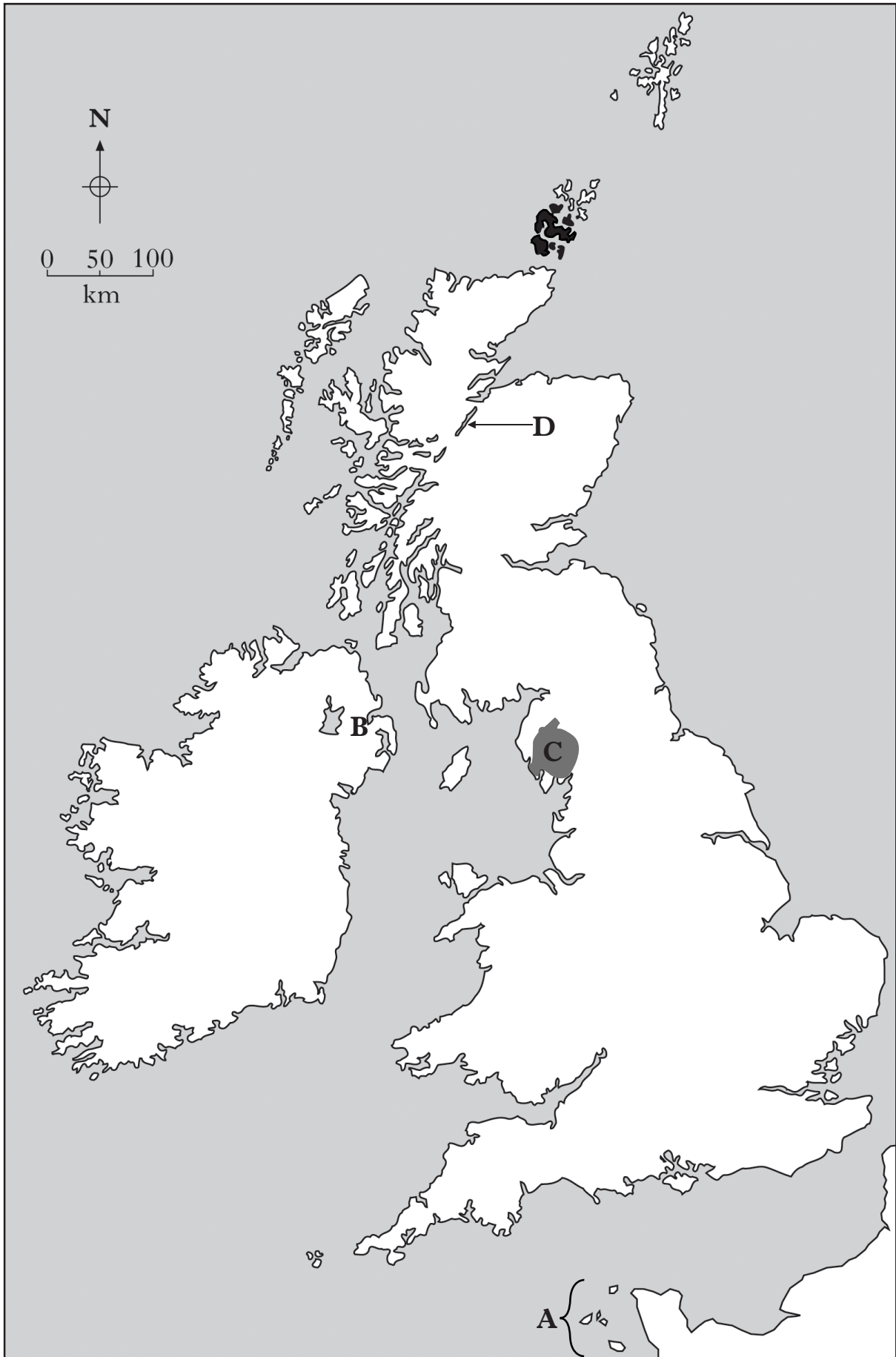
- (iv) Both hotels in Reference Diagram Q2A offer a “Half Board” option. What will a customer receive for “Half Board”?

1**(16)**

[Turn over for Question 3 on *Page ten*

Question 3

Reference Diagram Q3A:
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 _____ (*Island Group*)B _____ (*City*)C _____ (*National Park*)D _____ (*Large Water Feature*)**4**

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

For example, Orkney Islands should be shown by: •1.

1 Orkney Islands

2 Firth of Forth

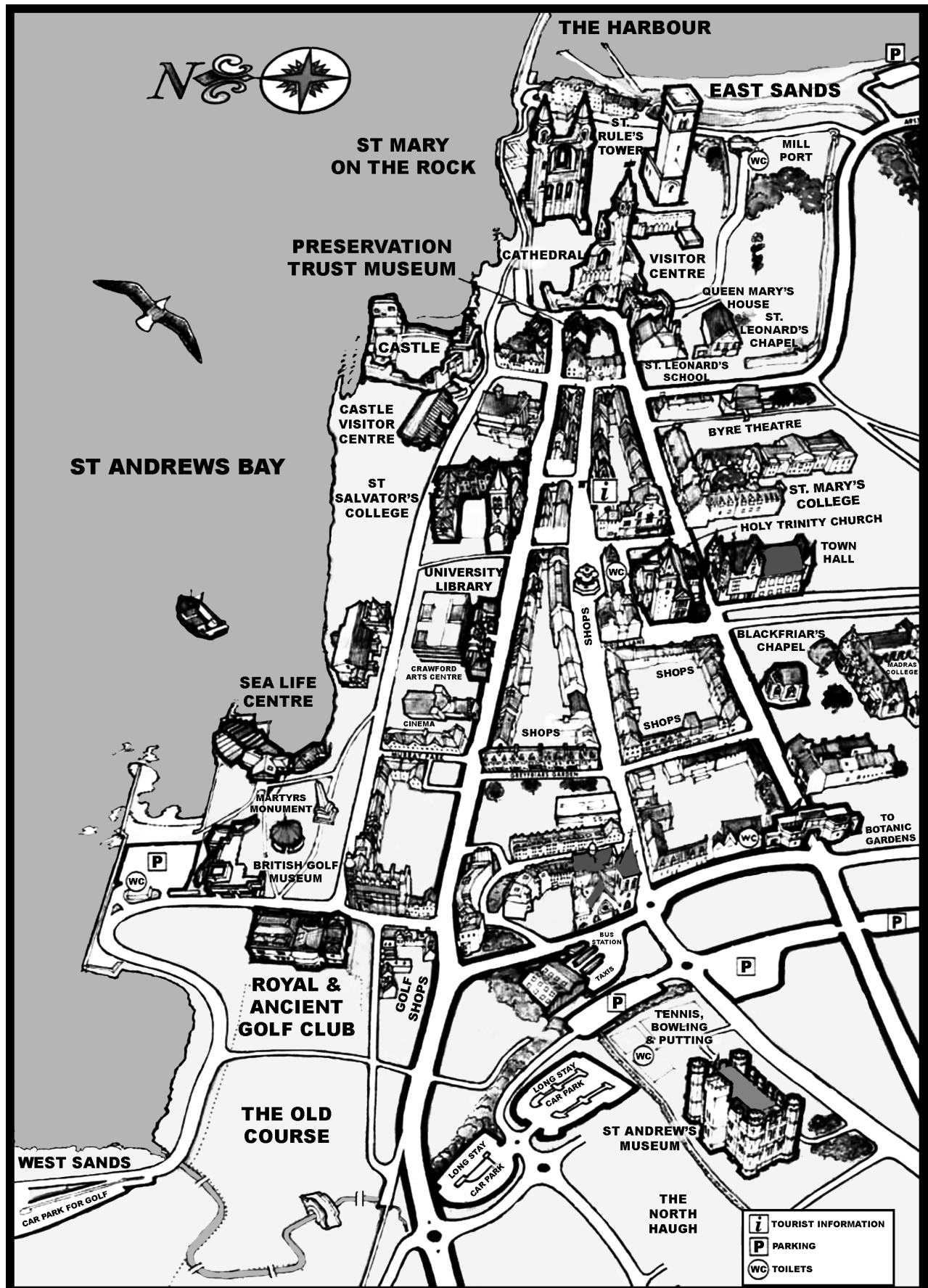
3 York

4 London

4**[Turn over**

[X217/101]

Page twelve



*Marks***Question 3 (continued)**

(c) Look at Reference Diagram Q3B.

Complete the table below for **St Andrews** using **information from the map**.

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

- **Two** General Amenities
- **Three** Historical Attractions
- **Two** Sporting Attractions
- **One** Wildlife Attraction
- **One** Beach Area

General Amenities	1
	2
Historical Attractions	1
	2
	3
Sporting Attractions	1
	2
Wildlife Attraction	1
Beach Area	1

9
(17)

[Turn over

Question 4

Reference Diagram Q4: World Map



*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 _____ (*Country*)B _____ (*City*)C _____ (*Island*)D _____ (*River*)**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, New York should be shown by: •1.

1 New York

2 Iceland

3 Madrid

4 North Island, New Zealand

4**[Turn over]**

Marks

Question 4 (continued)

- (c) You are planning a trip to another country **outside the British Isles** in which English is not the main language.

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 in or near your destination	1
	2
	3
	4
Name one local food or drink speciality	
Write down one word/phrase in language of your chosen country and what it means in English.	
Word or phrase	English meaning
_____	_____

8
(16)

Marks

Question 5

Reference Diagram Q5A: Currency Conversion Table

	GB Pound (£)
US Dollar \$	2.02
GB Pound £	1
Canadian Dollar \$	2.02
Euro €	1.43
Australian Dollar \$	2.33

(a) Look at Reference Diagram Q5A.

- (i) Before going on holiday you change £250 into US Dollars \$. How many would you receive?

_____ US dollars (\$)

1

- (ii) While in Italy on holiday you take €300 (Euros) from an ATM (cash machine).

How many GB pounds (£) will this be shown as on your bank statement? (To the nearest pound)

_____ GB Pounds (£)

1

(b) **CURRENCY TRAVELLERS' CHEQUES CREDIT CARD**

Three methods of taking money on holiday are shown above.

Pick **one method** and give an advantage and disadvantage of its use.

Method _____

Advantage _____

Disadvantage _____

2

Question 5 (continued)*Marks***Reference Diagram Q5B: Fire Alarm in a Holiday Hotel**

You are on a city break in Paris and the hotel fire alarm goes off just as you are preparing to go out. When you return to your room, you discover that someone has been in while you were gone and has stolen your Passport, some travellers' cheques, your MP3 player, your hotel room key and €50 in cash – all of which you had left lying on your bed.

(c) How would you deal with each problem?

(i) Stolen Passport

(ii) Stolen Travellers' Cheques

(iii) Stolen MP3 player

(iv) Stolen Key to Hotel Room

(v) Stolen Cash

Question 5 (continued)**Reference Diagram Q5C:
A Problem occurs while you are on Holiday**

While you are on holiday in the Tzina Apartments (No 6) in Lindos, Rhodes, Greece, you receive a phone call, from a neighbour at home, to say that there has been a flood in your hometown which has left your home damaged by flood water. You must return home as soon as possible.

You have to contact your holiday representative, Tracy, to arrange this.

(d) Look at Reference Diagram Q5C.

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

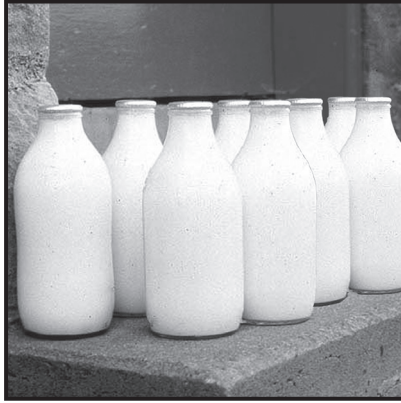
4

[Turn over

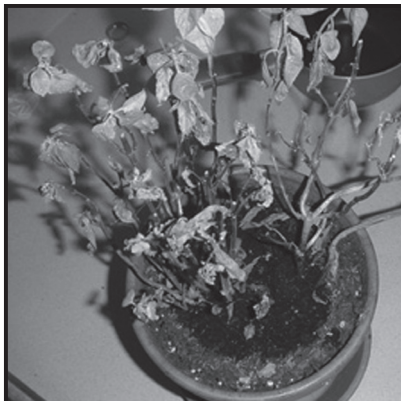
Question 5 (continued)

**Reference Diagram Q5D:
Problems at home after a holiday**

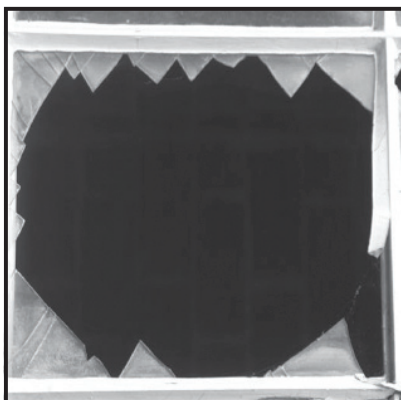
Problem 1: Deliveries



Problem 2: Plants and Pets



Problem 3: Crime



Marks

Question 5 (continued)

(e) Look at Reference Diagram Q5D.

For the **three** problems shown, describe how each of these could have been **prevented**.

Problem 1: Deliveries

Prevention

Problem 2: Pets and Plants

Prevention

Problem 3: Crime

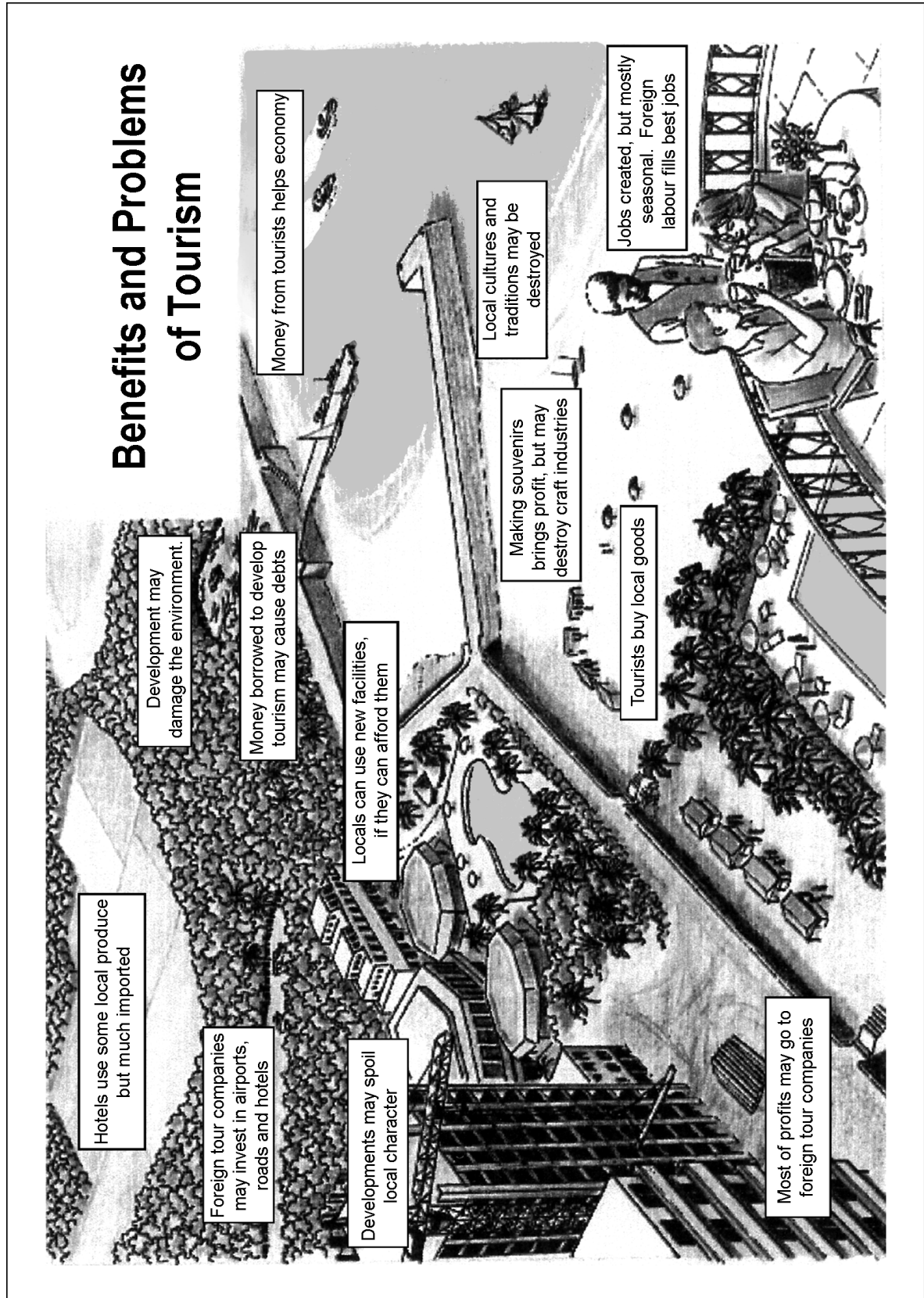
Prevention

**3
(16)**

[Turn over

Question 6

Reference Diagram Q6A: Benefits and Problems of Tourism



Question 6 (continued)*Marks*

Look at Reference Diagram Q6A.

- (a) (i) State (list) **five** ways in which tourism may have brought benefits to the people of this holiday destination.

5

- (ii) State (list) **five** ways in which tourism may have created problems for the people of this holiday destination.

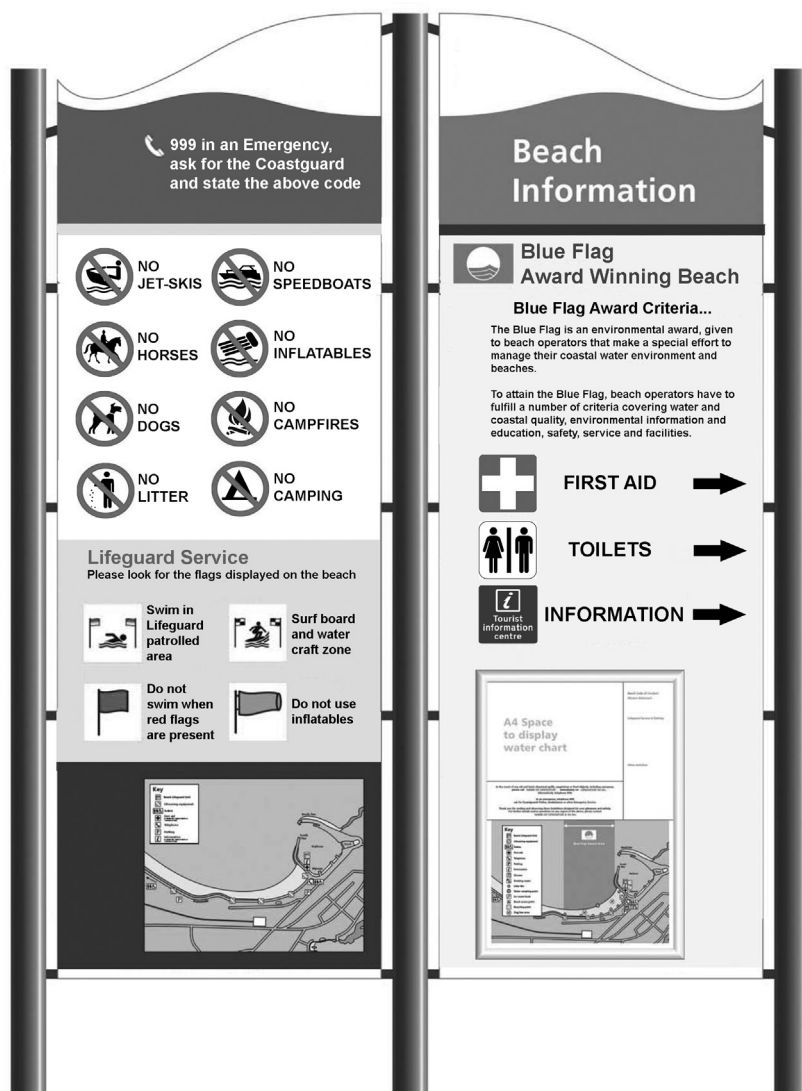
5

- (iii) Select **two** “Benefits of Tourism” from Reference Diagram Q6A that are examples of Responsible or Sensitive Tourism.

2

Question 6 (continued)

Reference Diagram Q6B: Some Information on Blue Flag Beaches



Look at Reference Diagram Q6B.

- (b) Indicate which of the following would apply on a Blue Flag Beach by placing a tick (✓) under “YES” or “NO”.

	YES	NO
First aid equipment must be available on the beach		
Camping is allowed on the beach		

Marks

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Question 6 (continued)

Reference Information Q6C: Blue Flag Beach Criteria

GROUP HEADINGS FOR BEACH CRITERIA

- **ENVIRONMENTAL EDUCATION AND INFORMATION**
To inform and educate beach users
- **WATER QUALITY**
To preserve the quality of the water and sea bed
- **ENVIRONMENTAL MANAGEMENT**
A committee set up to maintain the beach
- **SAFETY AND SERVICES**
Users of the beach must be safe and services must be provided

Look at Reference Information Q6C.

- (c) Explain, **in detail**, why tourists may prefer to visit Blue Flag beaches.

3
(17)

[END OF QUESTION PAPER]

ACKNOWLEDGEMENTS

Reference Map Q1A—Map of Calmac ferry routes is taken from *The Western Isles 2002 - the Outer Hebrides of Scotland*. © Ashworth Maps and Interpretation Ltd.

Reference Diagram Question 6A—Illustration is taken from Page 93 of *The Dynamic World 2* by M J Readman and F M Mayers. ISBN 0 05 004367 6. Published by Pearson Education. Reproduced by kind permission of Pearson Education Ltd.

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