

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

--

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.

--

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

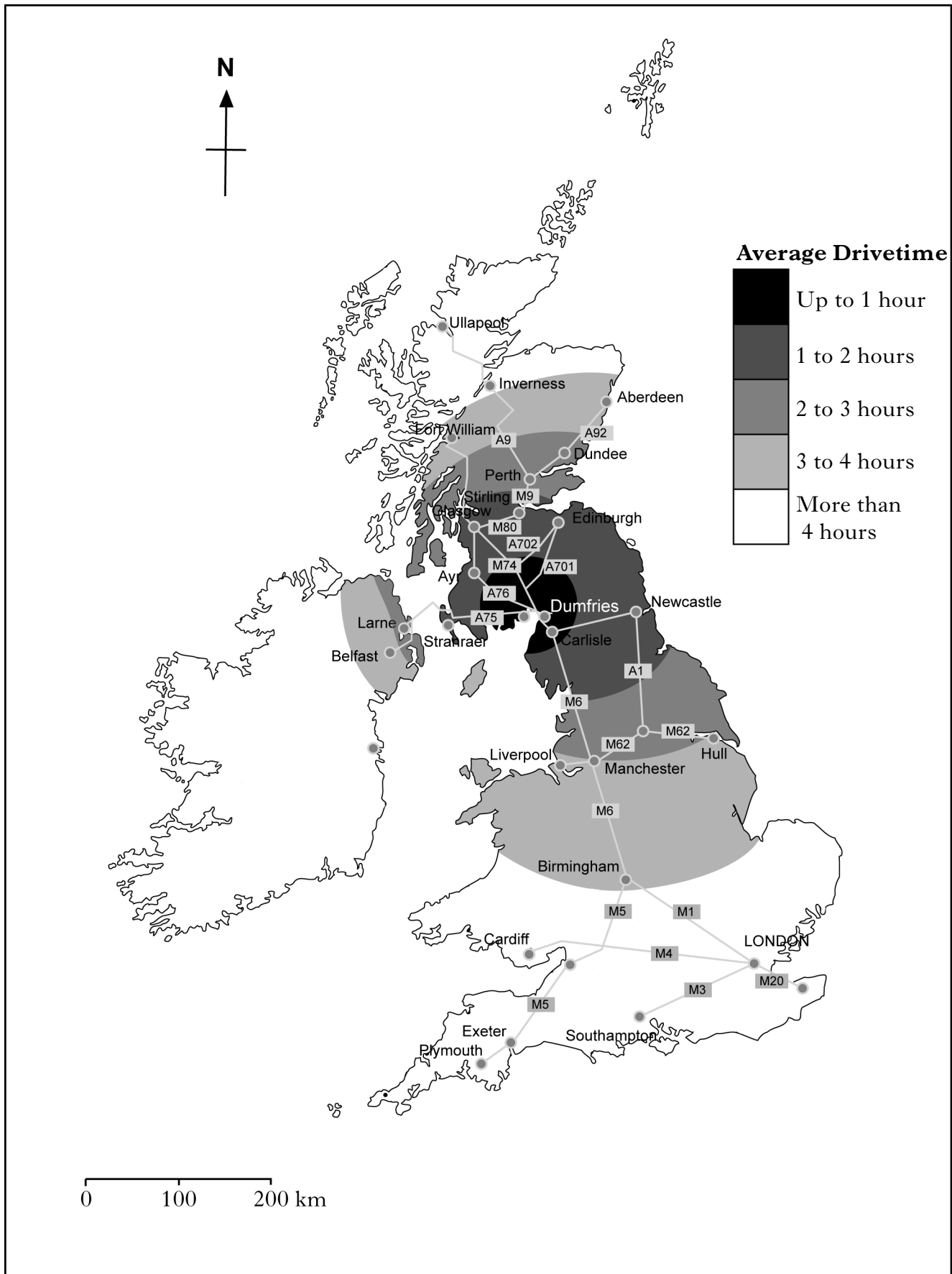
Before leaving the examination room you must give this book to the Invigilator. If you do not, you may lose all the marks for this paper.



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.)**

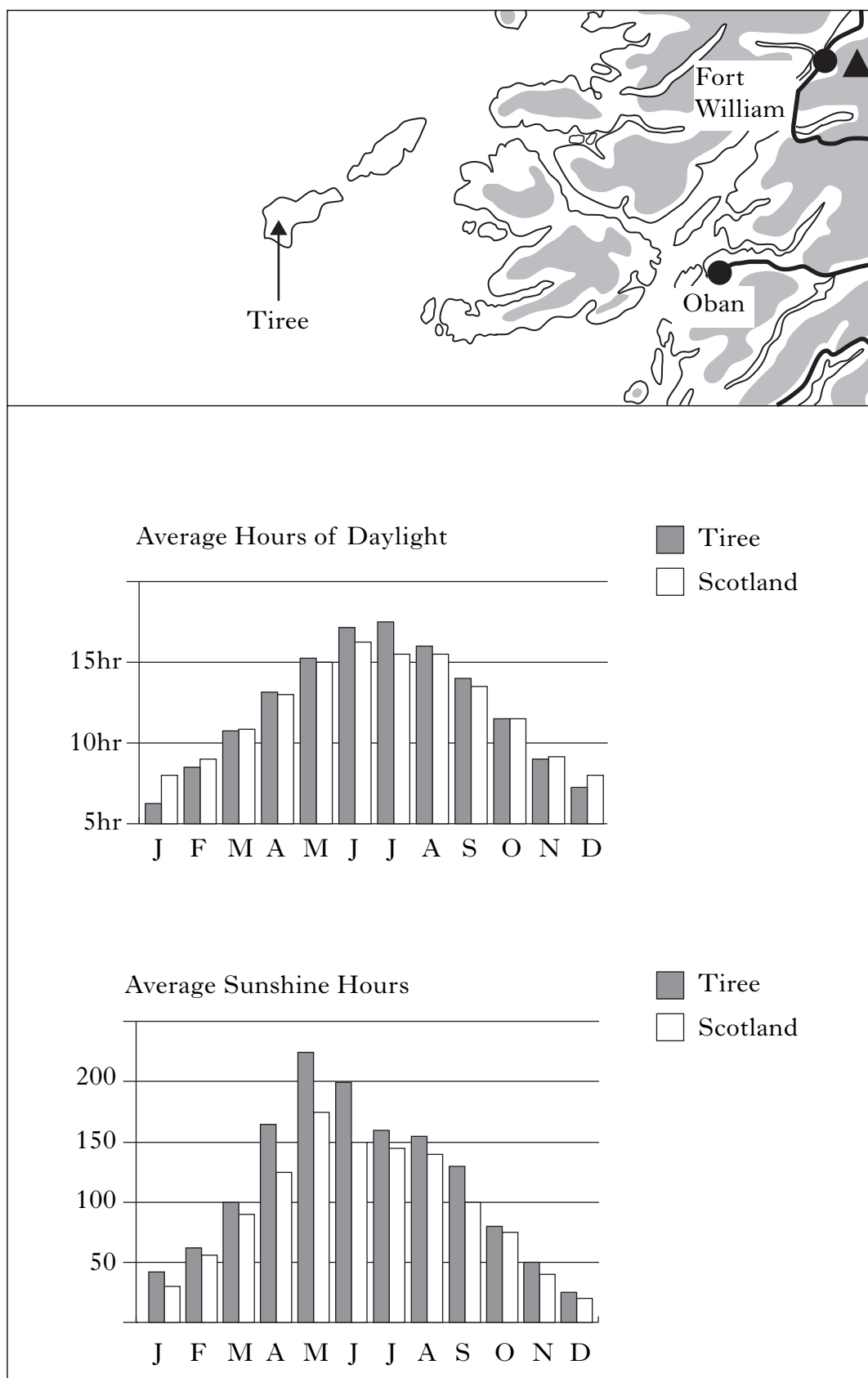
Destination	Type of Holiday Brochure
Dominican Republic, Caribbean Sea	
Kitzbühel, Austria	
Athens, Greece	
Es Cana, Ibiza	

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?

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

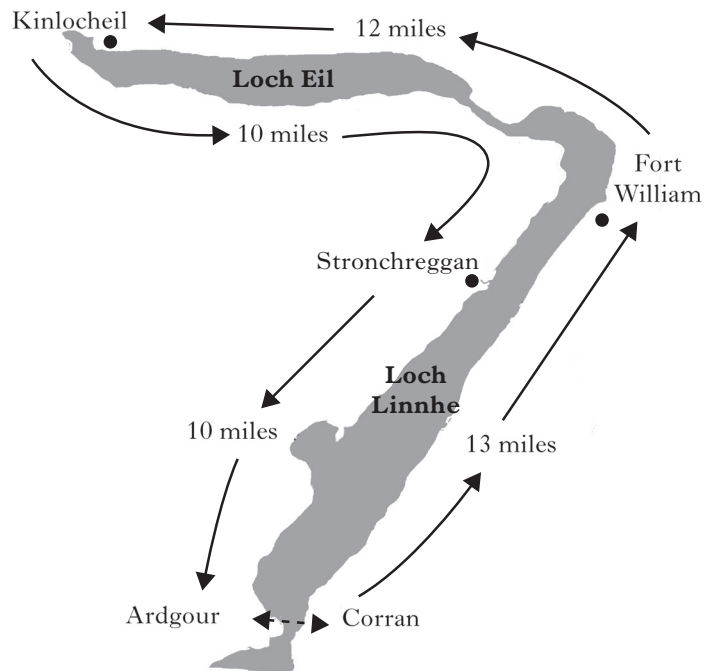
And every half hour

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?

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

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

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

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

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

(f) Look at Diagram Q1D.

[illegible]

3
(18)

[Turn over

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

Resort								
Departure Airport								
Date of Departure								
Number of nights (tick “✓” chosen option)	7		10		11		14	
Group Size (insert numbers)	Adults (18 or over)							
	Children (3 to 17)							
	Infants (under 2)							
Type of Accommodation (tick “✓” chosen option)	Villa							
	Apartment							
	Hotel							
Board Option (tick “✓” chosen option)	Self-catering							
	Bed & Breakfast							
	Half Board							
	Full Board							
	All inclusive							


 Search for Accommodation

7

[Turn over

Question 2 (a) (continued)

Marks

WEBTravel: Screen 2 – Search Results

Accommodation which matches your requirements	Make a Choice		
 APARTHOTEL PLACIDO 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.	Price: £1745 <table border="1"> <tr> <td>Select (✓)</td><td></td></tr> </table>	Select (✓)	
Select (✓)			
 LAS BERMUDAS 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!	Price: £2045 <table border="1"> <tr> <td>Select (✓)</td><td></td></tr> </table>	Select (✓)	
Select (✓)			
 GRANADA PALACE 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.	Price: £1820 <table border="1"> <tr> <td>Select (✓)</td><td></td></tr> </table>	Select (✓)	
Select (✓)			

Confirm Booking

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

Coach transfers

In-flight meals

Flight supplement for Scottish airport

3

Marks

Question 2 (continued)

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

(i) What does this mean?

(ii) Why does it happen at this time?

2

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

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

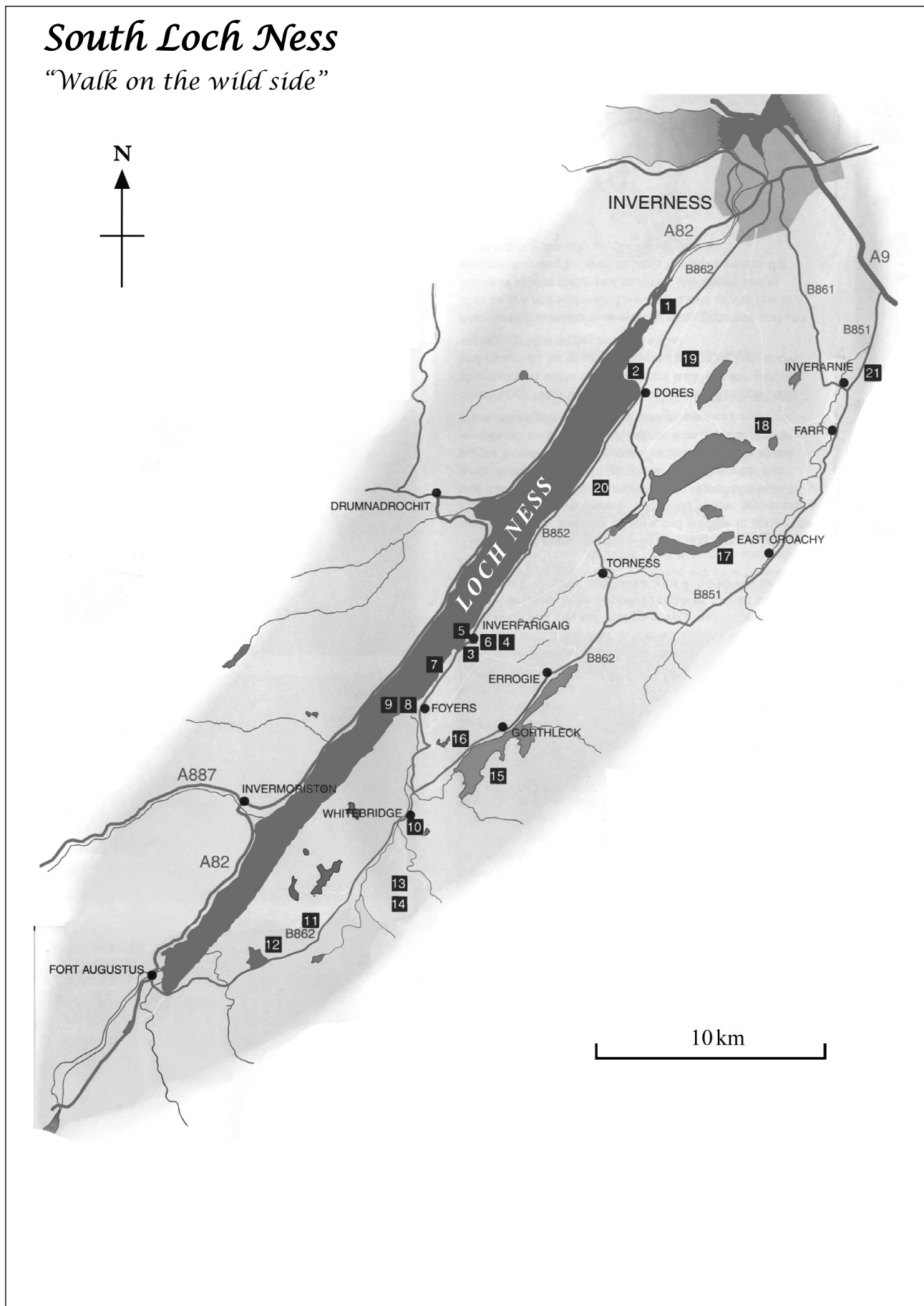
3 North York Moors National Park

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

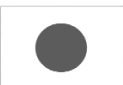
Country	
Destination	
Currency	
Method of travel	
Arrival Point in country (port, airport, etc)	
Name four sightseeing trips or visitor attractions in or near your destination	1.
	2.
	3.
	4.
Name two local food or drink specialities	1.
	2.

8
(16)

Marks

Question 5

Table Q5A: Currency Exchange Rates

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

(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.

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

Column A: Travel Advice Checklist	Column B: Explanations
1. Check your travel company's terms and conditions for bankruptcy, emergencies etc	<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>
2. Get Travel Insurance	
3. Find a good guidebook on your destination	
4. Ensure you have a valid passport	
5. Visit your GP at least six weeks before departure	

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

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

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.

1

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.

2

Marks

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.

2
(17)

[Turn over

Question 6

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



“Old” Benidorm 1960



“New” Benidorm 2010

(a) Look at diagram Q6A.

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

4

Marks

Question 6 (a) (continued)

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

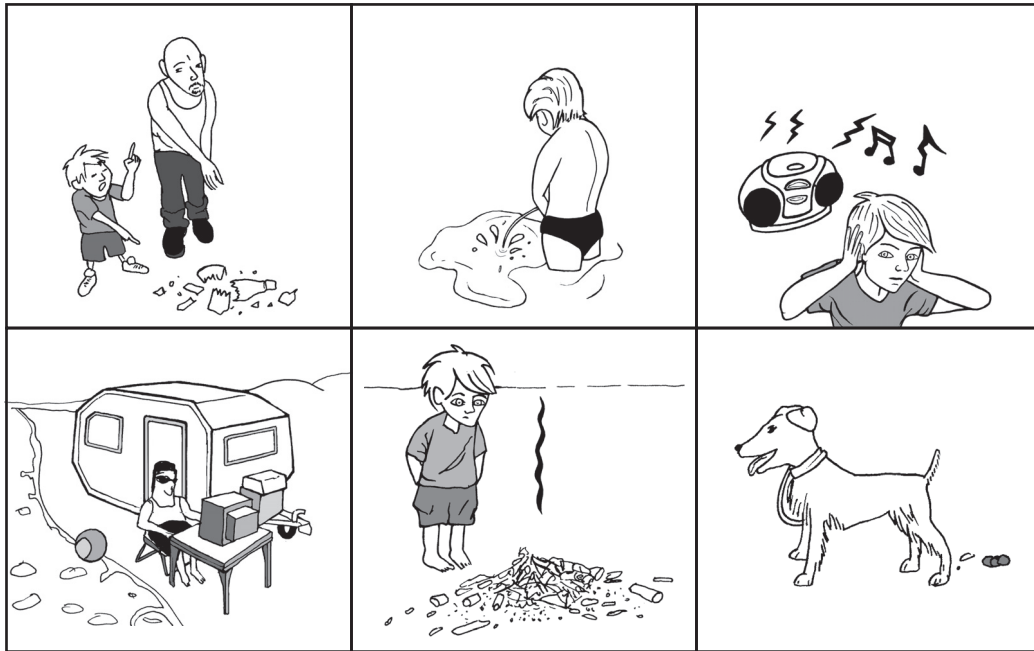
4

[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 _____

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 _____

Key point No _____

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.

2

(16)

[END OF QUESTION PAPER]

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

ACKNOWLEDGEMENT

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