

FOR OFFICIAL USE

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**X217/101**

NATIONAL  
QUALIFICATIONS  
2008

MONDAY, 2 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

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Forename(s)

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Surname

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Date of birth

Day Month Year

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Scottish candidate number

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Number of seat

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**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.

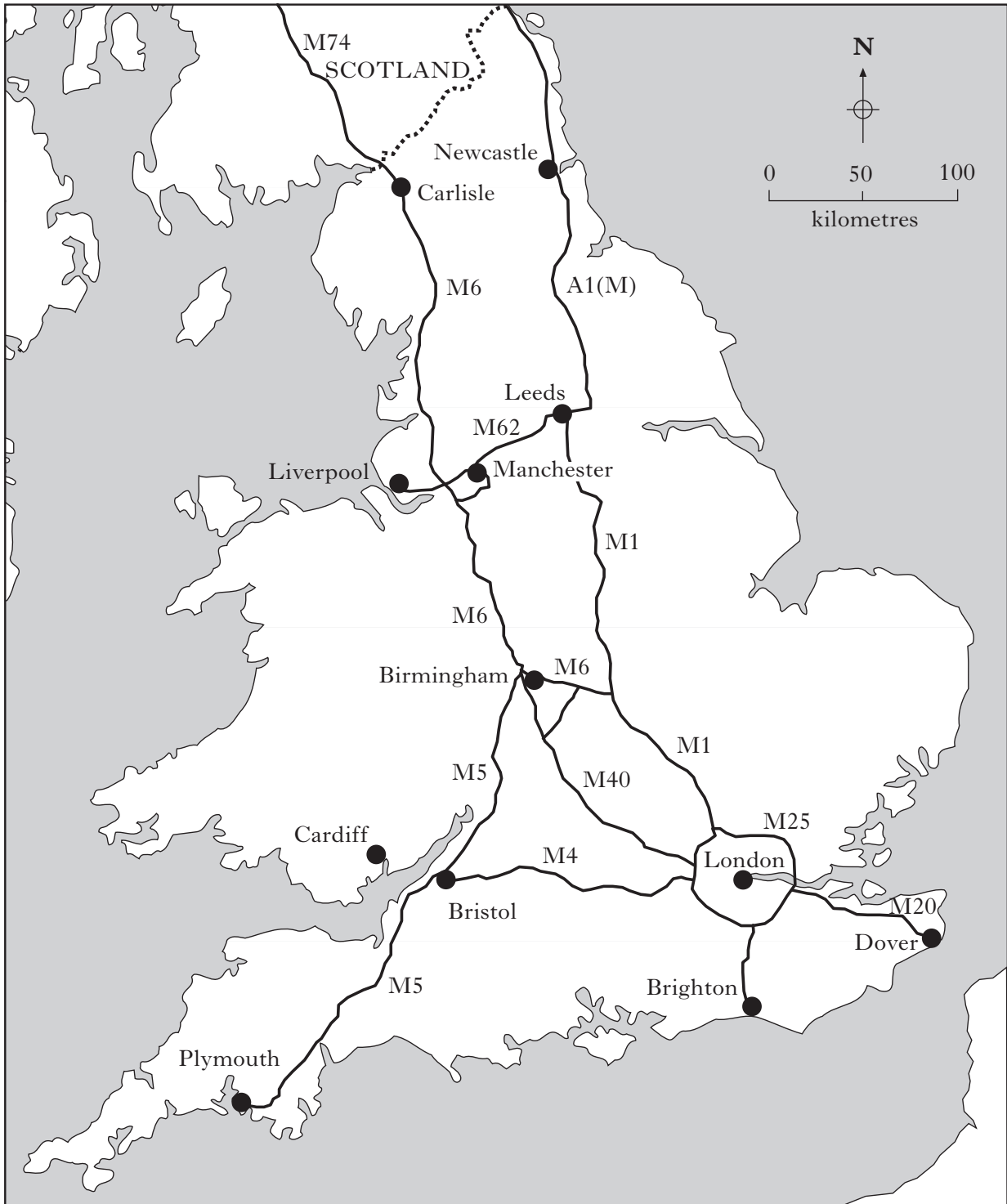
Before leaving the examination room you must give this book to the invigilator. If you do not, you may lose all the marks for this paper.



**You must answer ALL questions in the examination paper.**

**Question 1**

**Reference Map Q1A: Map of Selected Motorways in England and Wales**



| KEY |                 |
|-----|-----------------|
|     | Motorway        |
|     | Town            |
|     | Scottish Border |

Marks

**Question 1 (continued)**

Look at Reference Map Q1A and answer the following questions.

- (a) You are travelling by car from Scotland to Dover, but you have to go to Bristol first, to pick up a friend.

Fill in the blanks in the travel directions for your journey.

**Travel Directions:**

Follow the M74 to Carlisle and join the **M** \_\_\_\_\_ south.

Continue in this direction on to the M5 south of \_\_\_\_\_ (city).

At Bristol take the **M** \_\_\_\_\_ east towards \_\_\_\_\_ (city) and join the **M** \_\_\_\_\_ ring road.

Follow the signs for the **M** \_\_\_\_\_ southeast to Dover.

6

- (b) Suggest **two** advantages of travelling on this journey by car rather than bus or train.

(i) \_\_\_\_\_

(ii) \_\_\_\_\_

2

- (c) Name **two** sources of information that you could consult to get information to help you with your journey.

(i) \_\_\_\_\_

(ii) \_\_\_\_\_

2

**[Turn over]**

Marks

## Question 1 (continued)

## Reference Diagram Q1B: Mileage Chart

| Distance Chart for selected British Towns (in miles) |                 |               |              |
|------------------------------------------------------|-----------------|---------------|--------------|
| <b>Bristol</b>                                       |                 |               |              |
| 281                                                  | <b>Carlisle</b> |               |              |
| 120                                                  | 314             | <b>London</b> |              |
| 206                                                  | 400             | 78            | <b>Dover</b> |

(d) Look at Reference Diagram Q1B.

Fill in the blanks.

(i) The direct journey distance from Carlisle to Dover is \_\_\_\_\_ miles.

1

(ii) The whole journey distance from Carlisle to Bristol and then to Dover is \_\_\_\_\_ miles.

1

(e) The following types of holiday brochures can be found in a 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.)**

Summer Sun

European Lakes and Mountains

Winter Sports

Winter Sun

European City Breaks

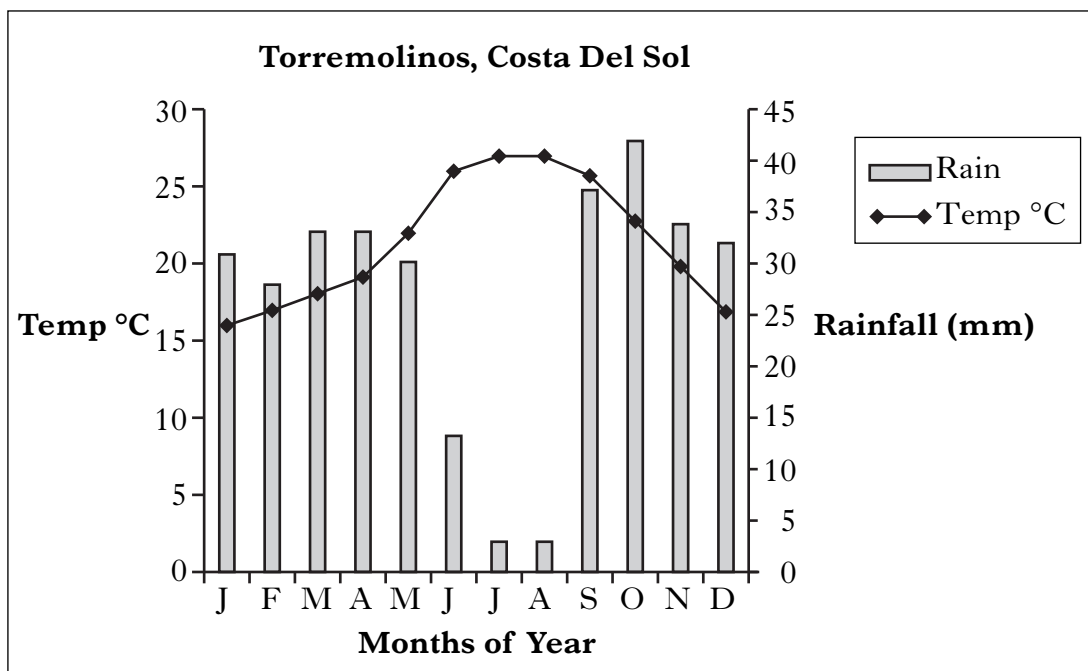
UK Short Breaks

Worldwide

| Destination | Type of Holiday Brochure |
|-------------|--------------------------|
| Amsterdam   |                          |
| Swiss Alps  |                          |
| Cyprus      |                          |
| New Zealand |                          |

4

Marks

**Question 1 (continued)****Reference Diagram Q1C: Climate Graph, Costa del Sol**

(f) Look at Reference Diagram Q1C.

- (i) You are planning a beach holiday to Torremolinos, Costa Del Sol, Spain.

Based on the information in the climate graph, which two-month period is the best time to go?

---

**1**

- (ii) Explain why you chose this period.

---



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

## Question 2

### Reference Diagram Q2A: Extract from Sunshine Holiday Brochure

| HOTEL MARLEY ****<br>JAMAICA                                                                                                                                                                                                                                                   |               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Prices based on Manchester airport departures and two adults sharing a twin room.                                                                                                                                                                                              |               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Accommodation                                                                                                                                                                                                                                                                  | HOTEL MARLEY  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Code                                                                                                                                                                                                                                                                           | JA 55         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Board Basis                                                                                                                                                                                                                                                                    | All inclusive |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Nights                                                                                                                                                                                                                                                                         | 7             | 14                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| DATES                                                                                                                                                                                                                                                                          | £ (per adult) | £ (per adult)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 29 Jun – 05 Jul                                                                                                                                                                                                                                                                | 750           | 1095                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 06 Jul – 12 Jul                                                                                                                                                                                                                                                                | 800           | 1100                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 13 Jul – 19 Jul                                                                                                                                                                                                                                                                | 850           | 1150                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 20 Jul – 26 Jul                                                                                                                                                                                                                                                                | 900           | 1200                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 27 Jul – 08 Aug                                                                                                                                                                                                                                                                | 950           | 1250                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 09 Aug– 16 Aug                                                                                                                                                                                                                                                                 | 1000          | 1300                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Supplements</b><br>Glasgow departure £50 per person<br><br><b>Extras</b><br>In flight meals £10 per person return<br>Coach transfers £10 per person return<br>Insurance £20 per person<br><br><b>Excursions</b><br>Reggae Tour £50 per person<br>River Falls £50 per person |               |  <p>Fabulous hotel offering an “all inclusive” holiday on a tropical beach.<br/>           Choose from 5 restaurants, 3 bars, 1 Swim up bar.<br/> <b>Families</b> – Children’s pools and high chairs.<br/> <b>Facilities</b> – Large swimming pool with gardens. Hot tubs. Health Club and Spa and Tennis court.<br/> <b>Room facilities</b> – En-suite bathroom. Satellite TV, Hairdryer, Safety deposit box. Balcony. Air conditioning.<br/> <b>Entertainment</b> – Beach barbecues, Piano bar and reggae nightclub.</p> |

Marks

**Question 2 (continued)**

(a) Look at Reference Diagram Q2A.

You and a friend wish to take a holiday to the Hotel Marley in Jamaica.

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

- 14 nights, departing on 6th July 2008
- Two adults
- Holiday insurance for two
- Departures – Glasgow
- Flight Supplement
- Extras – In-flight meals for two
  - Return coach transfers for two
  - Insurance for two

**(Remember that you can use a calculator.)**

## SUNSHINE HOLIDAYS

### BOOKING FORM

Please complete Holiday details in **BLOCK CAPITALS**

|                                               |                        |                                      |
|-----------------------------------------------|------------------------|--------------------------------------|
| Name of Accommodation:<br><b>Hotel Marley</b> |                        | Departure airport:<br>_____          |
| Departure Date:<br><b>06-Jul-08</b>           | Holiday Code:<br>_____ | Board Basis:<br><b>All inclusive</b> |

| MR/MRS/MISS | FIRST NAME | SURNAME | COST PER ADULT |
|-------------|------------|---------|----------------|
|             |            |         | £ _____        |
|             |            |         | £ _____        |

**Supplements**

Flight supplement – 2 persons @ £ \_\_\_\_\_ per person = £ \_\_\_\_\_

**Extras**

Return coach transfers – 2 persons @ £ \_\_\_\_\_ per person = £ \_\_\_\_\_

In-flight meals – 2 persons @ £ \_\_\_\_\_ per person return = £ \_\_\_\_\_

**Total Cost** = £ \_\_\_\_\_

Insurance – 2 persons @ £ \_\_\_\_\_ per person      Total = £ \_\_\_\_\_

Deposit required (10% of **Total Cost** plus **Total Insurance**) = £ \_\_\_\_\_**Signature** \_\_\_\_\_

10

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

(b) Look at Reference Diagram Q2A.

(i) Name **one** of the excursions offered on this holiday.

---

**1**

(ii) What is meant by an “excursion”? Explain fully.

---

---

**1**

(c) The Hotel Marley in Reference Diagram Q2A is “all inclusive”.

Describe, **in detail**, what a customer would receive for this in addition to accommodation and travel.

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---

**2**

(d) Why do travel companies charge a flight supplement?

---

**1**

(e) What facilities would you expect to find in a hotel’s “Health Club and Spa”?

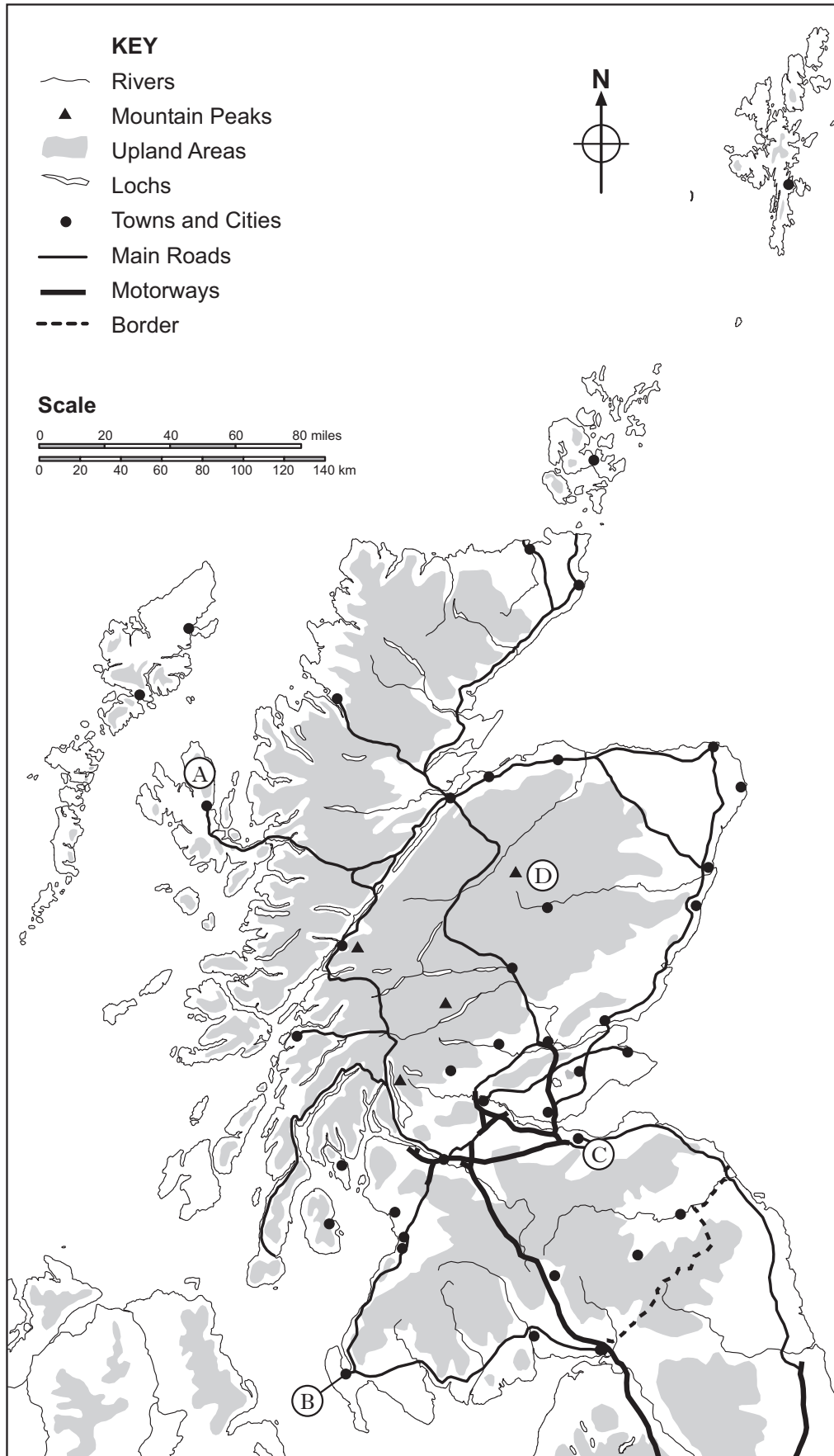
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**1****(16)**

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

### Question 3

#### Reference Diagram Q3A: Map of Scotland



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*)

B \_\_\_\_\_ (*Ferry Port*)

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

D \_\_\_\_\_ (*Mountain 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, Aberdeen should be shown by: •1.

1 Aberdeen

2 Ayr

3 Shetland Islands

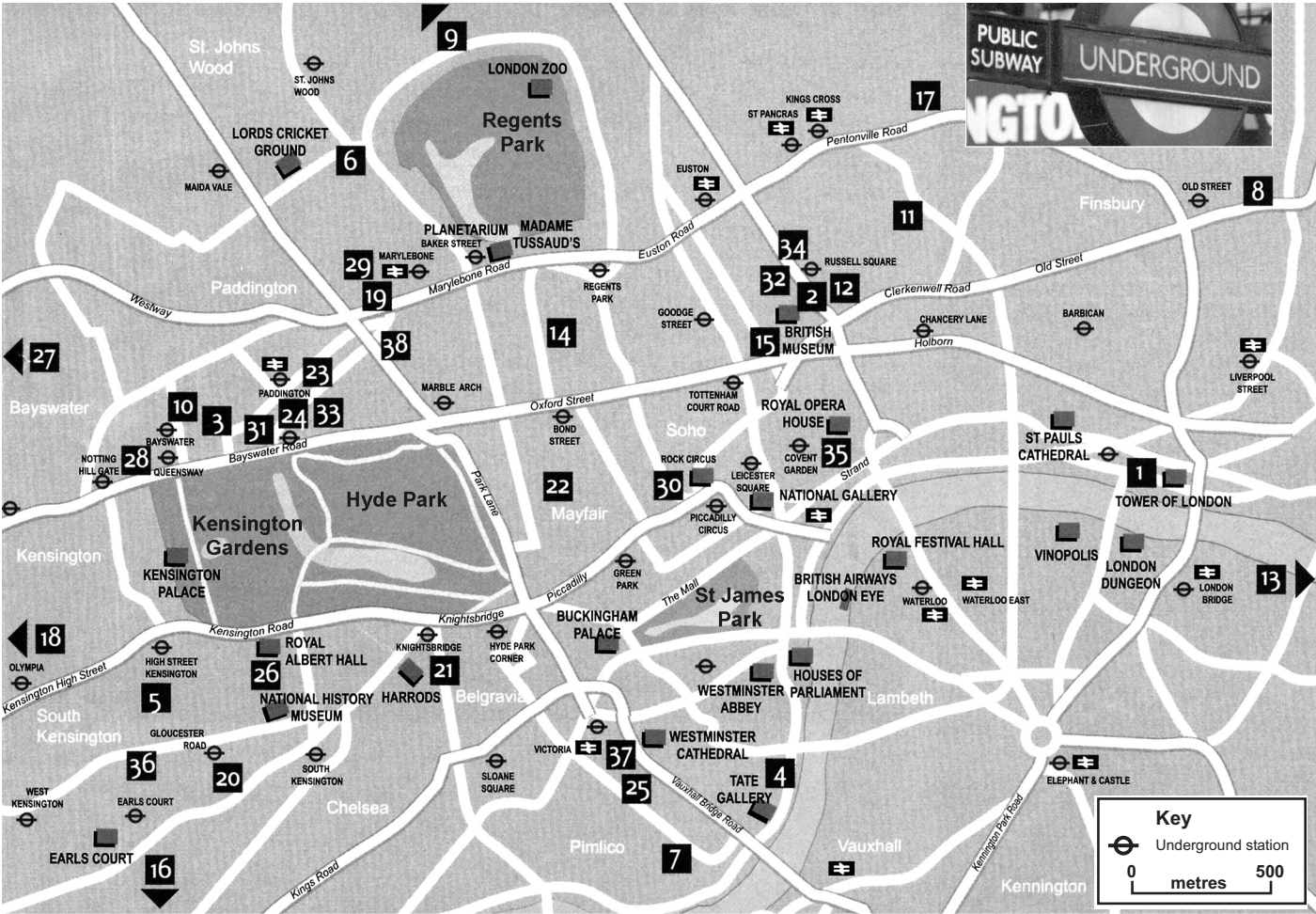
4 Loch Ness

4

**[Turn over**

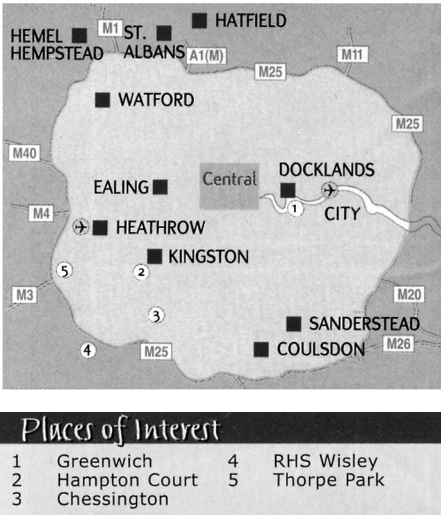
Question 3 (continued)

Reference Diagram Q3B: Find Your Way Around London



Greater London

| Key Hotel |                                      | Key Hotel |                          |
|-----------|--------------------------------------|-----------|--------------------------|
| 1         | Apex City of London                  | 19        | Landmark                 |
| 2         | Bedford                              | 20        | Millennium Baileys       |
| 3         | Blakemore                            | 21        | Millennium Knightsbridge |
| 4         | City Inn Westminster                 | 22        | Millennium Mayfair       |
| 5         | Copthorne Tara                       | 23        | Norfolk Towers           |
| 6         | Danubius Regents Park                | 24        | Quality Crown Paddington |
| 7         | Days Inn Westminster                 | 25        | Quality Westminster      |
| 8         | Express by Holiday Inn 'Lon City'    | 26        | Queen's Gate Concorde    |
| 9         | Hampstead Britannia                  | 27        | Ramada Ealing            |
| 10        | Henry VIII                           | 28        | Ramada Hyde Park         |
| 11        | Holiday Inn Kings Cross / Bloomsbury | 29        | Ramada Marylebone        |
| 12        | Imperial                             | 30        | Regent Palace            |
| 13        | International                        | 31        | Royal Lancaster          |
| 14        | Jurys Clifton Ford                   | 32        | Royal National           |
| 15        | Jurys Great Russell Street           | 33        | Royal Sussex             |
| 16        | Jurys Inn Chelsea                    | 34        | Russell                  |
| 17        | Jurys Inn Islington                  | 35        | Strand Palace            |
| 18        | K West                               | 36        | The Kensington Rooms     |
|           |                                      | 37        | Victoria Park Plaza      |



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

(c) Look at Reference Diagram Q3B.

Answer the following questions.

(i) Name the hotel closest to the Royal Albert Hall.

\_\_\_\_\_

(ii) Which underground station would you travel to if you were going to the Royal Opera House?

\_\_\_\_\_

(iii) Name **four** visitor attractions within reasonable walking distance of St James's Park.

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

4 \_\_\_\_\_

(iv) Name the **two** airports within Greater London.

1 \_\_\_\_\_

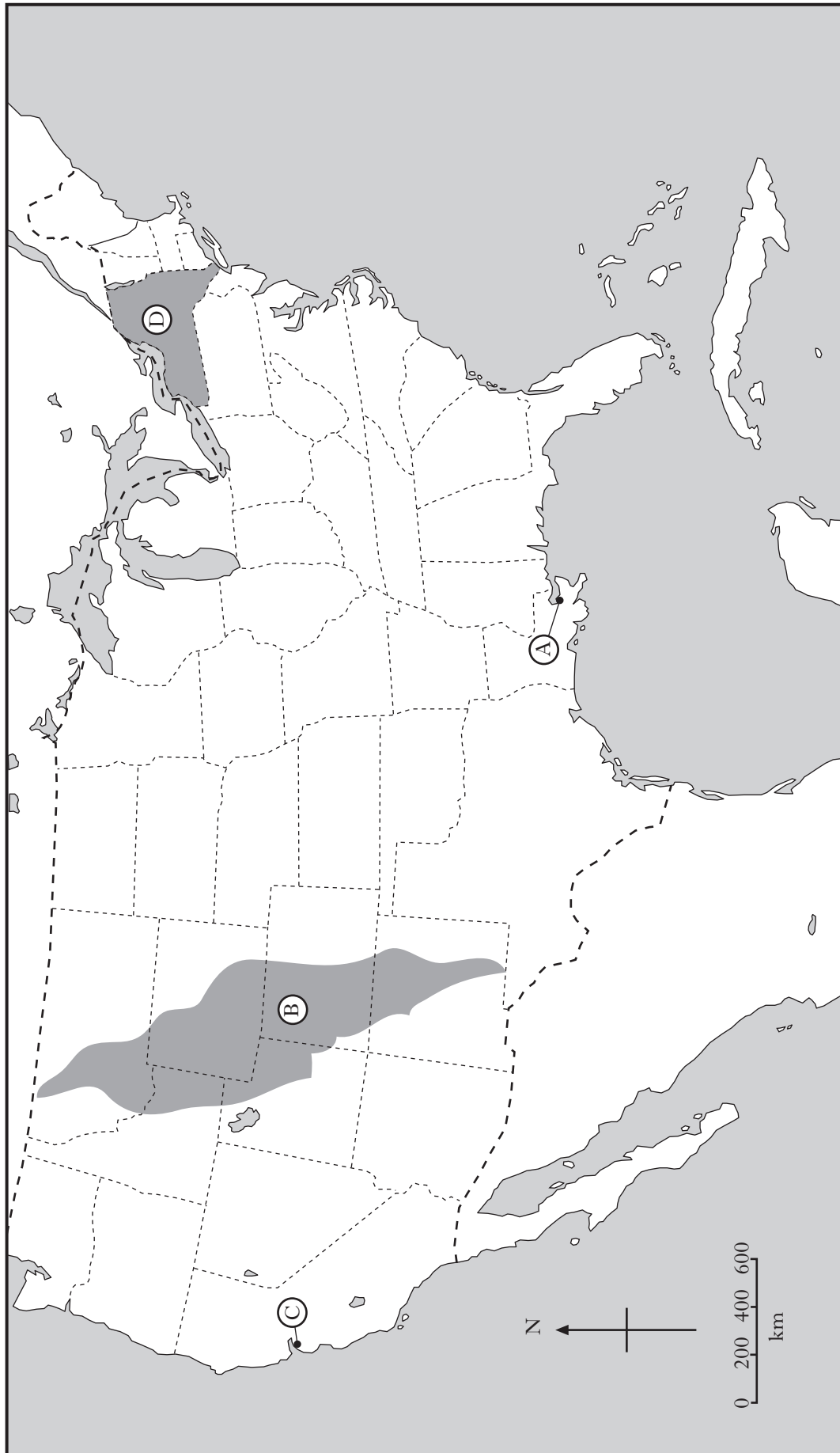
2 \_\_\_\_\_

8  
(16)

**[Turn over**

**Question 4**

**Reference Diagram Q4: Map of the United States of America**



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 \_\_\_\_\_ (*Mountains*)

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

D \_\_\_\_\_ (*State*)

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 City of Orlando should be shown by: •1.

- 1 Orlando, Florida
- 2 Chicago, Illinois
- 3 Boston, Massachusetts
- 4 Las Vegas, Nevada

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

**8  
(16)**

**[Turn over for Question 5 on *Page eighteen***

## Question 5

## Reference Diagram Q5A: Newspaper Advert

# Ski in Italy

**7 nights • January, February • from £250**

**Price includes • Flights, transfers and self-catering chalet accommodation**

**For a SnowSlopes brochure:**

**Call SnowSlopes on: 0871 400 1700 or email: [eva@snowslopesolidays.co.uk](mailto:eva@snowslopesolidays.co.uk)**

**Quote Reference: Scotpaper H14**

(a) Look at Reference Diagram Q5A.

What **four** pieces of information would you give if you were emailing or leaving a phone message in response to the advert?

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

4 \_\_\_\_\_

4

## Question 5 (continued)

## Reference Diagram Q5B: Brochure Price Panel

# Ski in Italy

**RESORT SKI PACK EXTRAS (Payable in resort):**

| Lift Passes                          | 6 Days     |             |
|--------------------------------------|------------|-------------|
|                                      | LOW SEASON | HIGH SEASON |
| Adults                               | €210       | €240        |
| Youths (13–18)                       | €180       | €200        |
| Children (7–12)                      | €100       | €120        |
|                                      |            |             |
| Equipment                            | 6 Days     |             |
| Adult Standard Skis, Poles and Boots | €80        |             |
| Superior Skis and Pole               | €90        |             |
| Snowboard and Boots                  | €120       |             |
| Child Skis, Poles and Boots          | €60        |             |
| Child Snowboard and Boots            | €90        |             |
|                                      |            |             |
| Tuition (6 days)                     | LOW SEASON | HIGH SEASON |
| Adults                               | €180       | €220        |

(b) Look at Reference Diagram Q5B.

Suggest **three** major expenses that a “Beginner Skier” would have to pay on his/her visit to a ski resort.

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

3

[Turn over]

Marks

## Question 5 (continued)

## Reference Diagram Q5C: Currency Exchange Rates

**Today's Exchange Rates**

For £1 sterling you get:

US Dollars (\$): 2.00

Euro (€): 1.45

(c) Look at Reference Diagrams Q5B and Q5C.

**(Remember that you can use a calculator.)**

- (i) How many Euros (€) would you receive for £650 holiday spending money?

---

1

- (ii) How many pounds sterling (£) would the hire of the Child's snowboard and boots cost for six days?

---

1

- (iii) Explain
- fully**
- why it would be sensible to take some of your holiday spending money as 'Travellers' cheques.

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2

- (d) (i) Why would it be useful to take a European Health Insurance Card (EHIC) with you on a skiing holiday to Italy?

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1

*Marks***Question 5 (d) (continued)**

- (ii) Explain **fully** why holiday insurance is also necessary, in addition to an EHIC on this skiing holiday to Italy.

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**2**

- (iii) Why should you carefully check the “Accommodation Inventory” when you arrive at your self-catering accommodation in the ski resort?

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**1****[Turn over**

## Question 5 (continued)

Reference Diagram Q5D:  
Selected Ski Holiday Booking Conditions**Snow Guarantee (piste closure)****Only available if you have bought SnowSlopes Ski Insurance**

If, due to a lack of snow, less than 20% of the lifts or runs in your resort are operating or the local ski school director considers it unsuitable to teach, we will provide transport each day to the nearest resort where snow is available. We will also provide lift passes. If there is no other resort available, we will pay you £50 for each person each day you cannot ski. In order to make your claim you must tell your SnowSlopes holiday representative in your resort. The most we will pay is £300 per person, which you should claim when you return home.

(e) Look at Reference Diagram Q5D.

(i) Who would you contact if there was no snow in your ski resort?

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1

(ii) Explain **fully** what you would expect to happen if there was no snow in your ski resort.

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2

(18)

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

## Question 6

### Reference Diagram Q6A: Kefalos, Island of Kos, Greece



#### **The Effects of Tourism in Kos**

Thirty years ago, the Kamari coastal plain (shown above), which is situated next to the village of Kefalos, was a traditional area of small farms and inshore fishing.

Today, a large part of the farmland has been developed for tourism. The buildings in the picture are a mixture of villas, apartment blocks, hotels, tavernas, restaurants, cafes, bars, discos, nightclubs, supermarkets, gift shops, watersport centres and car hirers etc.

The area is almost deserted outside the tourist season.

*Marks***Question 6 (continued)**

Look at Reference Diagram Q6A.

- (a) Describe in detail, at least **four** benefits that the growth of Tourism may have brought to people in Kefalos.

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**4**

- (b) Describe in detail, at least **four** problems that the growth of Tourism may have brought to Kefalos.

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

**Question 6 (continued)****Reference Diagram Q6B: Principles of Responsible Tourism**

(Responsible Tourism includes: “Sustainable Tourism”, “Ecotourism” and “Green Tourism”)

**When tourism is developed responsibly in a new area it should be done in the following ways.**

- 1 It does not put excessive demands on natural resources.
- 2 It integrates the customs and lifestyles of local people into the tourism experience.
- 3 Local people have a sensible share in the economic benefits of tourism.

Look at Reference Diagram Q6B.

- (c) In the table, tick (✓) the correct column for each of the responses below, to indicate whether each is responsible tourism or not responsible tourism.

| Some responses to developing tourism                                                        | RESPONSIBLE<br>TOURISM | NOT<br>RESPONSIBLE<br>TOURISM |
|---------------------------------------------------------------------------------------------|------------------------|-------------------------------|
| Use local foods grown by local farmers.                                                     |                        |                               |
| Bring in familiar food supplies from the tourists own country.                              |                        |                               |
| Build an all-inclusive resort which the tourists will rarely leave.                         |                        |                               |
| Use the accommodation and amenities planned and developed by local people.                  |                        |                               |
| Encourage tourists to make visits to tourist attractions when the attractions are not busy. |                        |                               |
| Bring resort representatives in from the same countries as the tourists.                    |                        |                               |
| Educate and inform tourists about local customs and traditions.                             |                        |                               |
| Employ and train local people for tourism jobs.                                             |                        |                               |

8  
(16)

[END OF QUESTION PAPER]

## ACKNOWLEDGEMENTS

Question 3c—Extract taken from Leisure Breaks in Britain Brochure, finding your way around London, Greater London Hotels by the Jarvis Hotels Ltd. Reproduced by kind permission of Superbreaks.

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