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UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS
International General Certificate of Secondary Education

CANDIDATE NAME	

CENTRE NUMBER						CANDIDATE NUMBER				

* 5 8 9 0 6 0 2 0 0 9 *

TRAVEL AND TOURISM **0471/01**

Core Module **May/June 2009**

2 hours

Candidates answer on the Question Paper.

No Additional Materials are required.

READ THESE INSTRUCTIONS FIRST

Write your Centre number, candidate number and name on all the work you hand in.
Write in dark blue or black pen.
You may use a soft pencil for any diagrams, graphs or rough working.
Do not use staples, paper clips, highlighters, glue or correction fluid.
DO **NOT** WRITE IN ANY BARCODES.

Answer **all** questions.

At the end of the examination, fasten all your work securely together.
The number of marks is given in brackets [ ] at the end of each question or part question.

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1	
2	
3	
4	
Total	

This document consists of **14** printed pages and **2** blank pages.

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Question 1

(a) State **four** components which are usually included in the price of package holidays.

1 .....

2 .....

3 .....

4 ..... [4]

(b) Name **three** ancillary services that a travel agency may offer customers when booking a package holiday. Give a reason why the customer would find each service useful.

Service 1 .....

Reason .....

.....

Service 2 .....

Reason .....

.....

Service 3 .....

Reason .....

..... [6]

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(c) Fig. 1(a) was taken at a major international resort hotel.

Luciano's Restaurant

Traditional Italian food never tasted so good as at Luciano's Restaurant. Set alongside the garden pool, Luciano's offers traditional home-made pizzas and pastas in an atmosphere that is unmistakably Latin. Romantic yet family friendly, Luciano's Restaurant is open for lunch and dinner, with the option for indoor or outdoor dining on the scenic terrace.

Fig. 1(a)

(i) Suggest **three** reasons why this restaurant is likely to be popular with guests.

1 .....

.....

2 .....

.....

3 .....

..... [3]

(ii) State and explain **three** skills that staff working in restaurants, such as the one shown in Fig. 1(a), should possess.

Skill 1 .....

Explanation .....

.....

Skill 2 .....

Explanation .....

.....

Skill 3 .....

Explanation .....

..... [6]

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(d) The picture in Fig. 1(b) is of a major international resort hotel.

Fig 1. (b)

Evaluate the negative socio-cultural impacts that large resort hotels, such as the one shown in Fig. 1(b), are likely to cause.

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Question 2

Refer to Fig. 2, a news item about Emirates.

Emirates Welcomes Boeing 777-200LRs

Emirates recently welcomed the first of its 10 Boeing 777-200LRs on order, bringing the fast-expanding airline's fleet count to 108. The new aircraft represents the 50th Boeing 777 to have joined the fleet of the airline. The technically-advanced Boeing 777-200LR will make its debut for Emirates on the airline's non-stop Dubai to Sao Paulo route. This represents the first non-stop air link between the Middle East and South America. The same aircraft type will also be used on the new Dubai – Houston service.

The Emirates' Boeing 777-200LR is equipped with eight luxurious private suites in First Class, 42 of the latest lie-flat seats in Business, and generous space for 216 passengers in Economy.

Fig. 2

(a) Identify the **two** routes on which Emirates will use the Boeing 777-200LRs.

1 .....

2 ..... [2]

(b) Emirates is an international carrier operating scheduled flights. Describe the main features of such scheduled long haul services.

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..... [4]

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(c) Passengers travelling with international carriers such as Emirates can book their tickets in a variety of ways.

Identify **three** different methods of booking tickets. Give a reason why the customer would find each method useful.

Method 1 .....

Reason .....

.....

Method 2 .....

Reason .....

.....

Method 3 .....

Reason .....

..... [6]

(d) All passengers have to go through security checks when travelling by air.

Complete the following table by stating the purpose of each of the following:

Type of airport security check	**Purpose**
Presenting passport at check-in	
Baggage X-ray	
Boarding card shown at departure gate	

[3]

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(e) Explain **two** procedures which air cabin crew are likely to follow when dealing with unescorted children travelling alone on their flight.

1 .....

.....

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2 .....

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..... [4]

(f) With reference to **one** international airport, discuss the ways in which the services provided inside the terminal buildings cater for travellers with special needs.

Name of airport: .....

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Question 3

Refer to Fig. 3, information about a rail journey on The Eastern & Oriental Express.

Itinerary

Sunday - BANGKOK - The Eastern & Oriental Express (the E&O) departs Bangkok early evening. Having been welcomed onboard the carriages, settle into your comfortable compartment. Dinner is served as the train travels from the city into the countryside with its rice-fields, villages and water buffalo. Retire to your compartment, transformed into a cosy bedroom by your steward.

Monday - WANG PO / KWAI - Awake early in order not to miss the excitement of the train making its way from Wang Po along the wooden bridge beside a towering cliff. On arrival at the River Kwai Bridge station, the E&O stops to allow passengers to disembark. Guides escort you on the short walk down to the jetty to board a local raft for a cruise along the scenic Kwai Yai river, passing under the bridge. On board, a local historian provides a brief overview of the history of the Thailand-Burma railway and the bridge. At the E&O landing point you board a motor coach for a brief trip past the North Temple and Chinese Cemetery to the Thailand-Burma Railway Centre. As you explore the informative museum, the historian is available to answer questions. There is time to visit the Don Rak War Cemetery next to the museum if you wish. Rejoin the coach for the short ride to the Kanchanaburi railway station to board the Eastern & Oriental Express. Later reflect on the day's sights over dinner and relax with a drink in the Bar Car before retiring for the night.

Tuesday - PENANG - After breakfast the train arrives in Butterworth. Enjoy a guided tour of colonial Georgetown, Penang, which includes an introductory tour of this historic town and Fort Cornwallis, and a trishaw ride through the colourful narrow streets. Enjoy lunch at the E&O Hotel before boarding the train. For dinner dine in one of the luxurious dining cars and then spend a relaxing evening in the Bar Car with its resident pianist. Spend your last night on board.

Wednesday - SINGAPORE - After breakfast, it's time to leave the train, having crossed the Straits of Johor into Singapore.

Prices	**2008**
Pullman Superior	US$2 050
State Cabin	US$2 910
Presidential Suite	US$3 970

Prices are per person based on sharing accommodation and include: All table d'hôte meals on board, complimentary tea and coffee in your apartment, and sightseeing tours as described.

Fig. 3

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(a) The Eastern & Oriental Express is a luxury rail tour offering passengers a chance to visit a number of historic sites. Identify the following:

(i) The cost per person for occupying a State Cabin.

..... [1]

(ii) **Three** attractions that passengers will **visit** on Mondays, after the train leaves Wang Po.

1 .....

2 .....

3 ..... [3]

(iii) **Three** attractions that passengers will experience during the Penang stop.

1 .....

2 .....

3 ..... [3]

(b) Using information from Fig.3 as well as your own knowledge, identify and explain **three** aspects of travel that make this a *luxury* trip.

Aspect 1 .....

Explanation .....

.....

Aspect 2 .....

Explanation .....

.....

Aspect 3 .....

Explanation .....

..... [6]

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(c) Many of the countries in this part of South East Asia are Less Economically Developed Countries (LEDCs).

State and explain **three** positive economic impacts that are likely to result from the development of tourism in such countries.

Impact 1 .....

.....

Explanation .....

.....

Impact 2 .....

.....

Explanation .....

.....

Impact 3 .....

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Explanation .....

..... [6]

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(d) Major international city destinations attract large numbers of business visitors each year.

With reference to **one** destination with which you are familiar, discuss the range of facilities that are provided for business visitors.

Name of destination: .....

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Question 4

Refer to Fig. 4, a photograph taken in a National Park in California, USA.

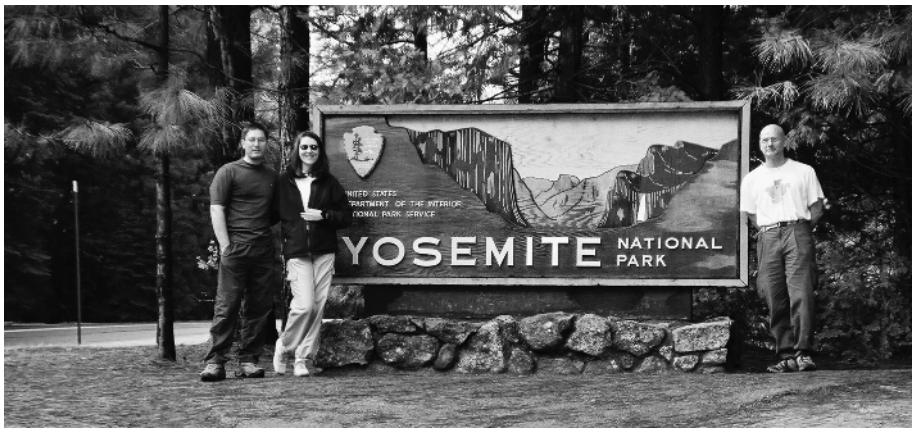

Fig. 4

(a) State **three** outdoor adventure activities that are likely to attract visitors to this park.

1 .....

2 .....

3 ..... [3]

(b) State and explain **three** different ways in which national parks can attempt to reduce the environmental impacts caused by visitors.

Method 1 .....

Explanation .....

.....

Method 2 .....

Explanation .....

.....

Method 3 .....

Explanation .....

..... [6]

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(c) Overseas visitors may want to visit California partly because of its location on the west coast of the United States of America.

In the table below, circle the **four** statements which apply to California.

Lies on the Atlantic coast	Has an Arctic climate	Lies on the Pacific coast
Local time is in advance of New York		Local time is behind New York
Has a Temperate climate	Has an Equatorial climate	Has a Polar climate
Facing towards Europe		Facing towards Asia

[4]

(d) Many visitors to Yosemite will make use of the National Park's Visitor Centre.

State and explain **three** services that such centres may provide.

Service 1 .....

Explanation .....

.....

Service 2 .....

Explanation .....

.....

Service 3 .....

Explanation .....

..... [6]

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(e) Discuss the reasons why many independent travellers choose to hire a car as part of their travel arrangements.

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[Total: 25]

Copyright Acknowledgements:

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Question 2	Photograph of Emirates Plane; © Emirates
Question 2	News Item © www.traveldailynews.com
Question 3	Itinerary; © Eastern & Orient Express Services Ltd

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