Centre Number	Candidate Number	Name

# UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS General Certificate of Education Ordinary Level

#### TRAVEL AND TOURISM

7096/01

Paper 1

October/November 2005

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.

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.

For Examiner's Use	
1	
2	
3	
4	
Total	

This document consists of 13 printed pages and 3 blank pages.





Fig. 1

Refer to Fig. 1, an advertisement about Tunisia.

(a)	Tur	nisia attracts different types of international visitor.
	(i)	State how many UK visitors go to Tunisia each year.
		[1]
	(ii)	Using only information from Fig.1, explain <b>three</b> different features of Tunisia's international visitor appeal.
		[6]
(b)	Tur	nisia has several major resort hotels.
	(i)	State the <b>three</b> major components of a package holiday.
		[3]
	(ii)	Name <b>five</b> ancillary services that major resort hotels provide for the convenience of their guests.
		[5]

(c)	Explain <b>two</b> ways an embassy or consulate might help any of their visiting nationals difficulty while on holiday in Tunisia.	
		[4]
(d)	Discuss the social and cultural impacts that tourism can have on countries such as Tunisia	
		[6]

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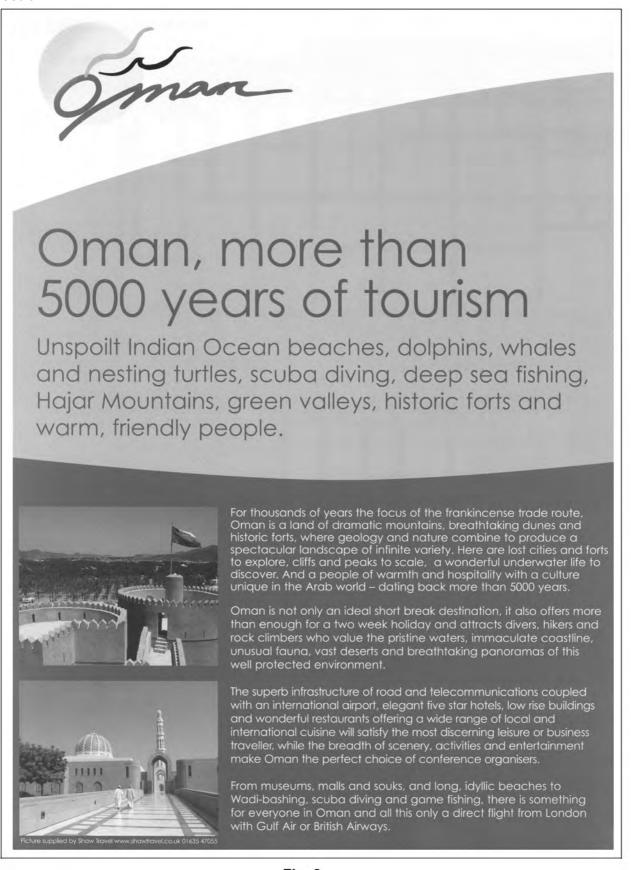


Fig. 2

Refer to Fig. 2, an advertisement for the Sultanate of Oman.

(a)	Identify <b>four</b> adventure tourism activities that visitors can try while they are in Oman.	
		[4]
(b)	Gulf Air and British Airways operate scheduled flights to Oman. State <b>five</b> characteristics of scheduled flight.	of a
		[5]
(C)	Explain <b>three</b> reasons why Oman might be 'the perfect choice of conference organisers'.	
		 [6]
(d)	Describe <b>two</b> ways in which Oman can maintain its 'well protected environment'.	
		[4]

(e)	Explain why many destinations, such as Oman, are now marketed as 'an ideal short bre destination'.	
		 [6]
		[ս]

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South Africa's extraordinary cultural and scenic diversity, the untamed beauty and excitement of its wilderness and its fascinating history of conflict and conquest are all explored on this superb, personally escorted tour.

A journey that takes us to the very heart of the South African experience begins in Pietermaritzburg - one of Africa's most historically significant cities - and continues through the spectacular Drakensberg mountain region and on to retrace bloody steps on the battlefields of the Zulu and Boer wars. From there we venture into the natural splendour of the St Lucia Wetlands, a World Heritage Site teeming with wildlife and game before returning to Durban via Shakaland to experience life how it was during the reign of Shaka, legendary King of the Zulus.





Our experience begins at Durban International Airport where you will be met by your guide and driver and transferred to Pietermaritzburg, journeying through traditional Zulu country as we navigate the beautiful Valley of a Thousand Hills. Despite its impressive colonial architecture, this fascinating city was founded by the Dutch-speaking Voortrekkers, and originally named in honour of their leader Pieter Mauritz Retief. Today it is very much a South African city with a large Zulu community, and the combination of the modern, cosmopolitan provincial capital and its rich history provides for a fascinating

On arrival we will visit many places of interest including:

- The railway station where Mahatma Gandhi's commitment to non-violent campaigning was sparked by his eviction from a train
- . The Oueen Elizabeth Park, beautiful home to varied bird and wildlife
- · World's View from where the Boers travelled to, found the city, and from which panoramic views may now be enjoyed
- The massive and magnificent City Hall with its wonderful stained glass windows and
- · Natal Museum which houses fascinating displays of African art, a large butterfly collection and other absorbing attractions.

We then retire to the Hilton Hotel and enjoy the rest of the day at leisure.

#### Overnight:

The Hilton Hotel, Pietermaritzburg (or similar standard alternative), dinner included.

Fig. 3

Refer to Fig. 3, an extract from a brochure featuring holidays to South Africa.

(a)	The	e 'South Africa Experience' is an escorted tour.	
	(i)	State <b>two</b> reasons why the Drakensberg mountain region is included in the itinerary.	
	(ii)	State <b>two</b> reasons why the St. Lucia Wetlands will be of interest to visitors.	[2]
	(,	The reasons will all the Ladia Wellands will be of interest to violate.	
	(iii)	Identify the <b>four</b> built visitor attractions in Pietermaritzburg.	[2]
			[4]
(b)	Exp	plain <b>two</b> functions of the tour guide.	
	•••••		[4]
(c)	The	e tour uses the Pietermaritzburg Hilton Hotel.	
	(i)	Explain <b>two</b> reasons why the hotel welcomes tour groups.	
			[4]

	(ii)	Describe how hotel staff should deal with a complaint from a guest who is a member the tour group.	of
			[3]
(d)		h reference to <b>one</b> tourist attraction with which you are familiar, explain how the attracti leals to different types of visitor.	on
			[6]

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## SKORPIOS... UNA NUEVA RUTA AL GLACIAR SAN RAFAEL

ROMPHOS T

Un encuentro con la maravillosa naturaleza de la Patagonia Norte, en el sur de Chile.

An encounter with the nature of Northern Patagonia, in southern Chile.

arpa todos los lunes y viernes desde Puerto Chacabuco, ciudad ubicada a 1.600 kms. aproximadamente al sur de Santiago, rumbo al Glaciar San Rafael, majestuoso vestigio de la última glaciación del planeta.

Skorpios le lleva en un Crucero de Ensueño de 4 días y 3 noches, (con la alternativa de 1 día adicional en Quitralco para los cruceros que zarpan los lunes), navegando por canales

espectaculares y archipiélagos, donde se va manifestando en todo su esplendor una naturaleza vigorosa y,

donde aún, el accionar del hombre resulta casi imperceptible, con islas de suave geografía salpicadas en el extenso mar de esta nueva ruta a la Laguna San Rafael, que nos recibirá con su Glaciar de esculturales torres de más de 70 metros de altura para navegar en seguras embarcaciones entre los espectaculares hielos multicolores de más de 30.000 años. En el regreso, nos espera el fiordo Quitralco con sus baños termales.

A bordo de la M/N Skorpios I, usted encontrará la mejor atención con la reconocida calidez de la familia Kochifas y su tripulación.

Podrá disfrutar de la mejor gastronomía internacional y local junto a los mejores vinos y licores de nuestro siempre tradicional Bar abierto.

Embárquese y disfrute de todas las comodidades a bordo de un crucero donde usted será el centro de nuestra atención. Skorpios le invita e este viaje inolvidable

ailing every Monday and Friday from Puerto Chacabuco, a city located about 1600 kilometers south of Santiago, for the San Rafael Glacier, the majestic relic of the planet's last glaciation, Skorpios carries you on a Dream Cruise of four days and three nights (with the alternative of an additional day in Quitralco for the cruises that sail on Monday). It goes through spectacular channels and archipelagos where an exuberant nature can be seen in all its splendor and where man's activities are nearly imperceptible. You will see islands with unbroken coastlines scattered in the wide seas of this new route to the San Rafael Lagoon, Here you will be welcomed by the Glacier, towering more than seventy meters above you,

and sail in safe boats among the spectacular multicolored icebergs whose ice is more than 30,000 years old. On the return trip, the Quitralco fjord and its thermal baths will be waiting for us.





On board the M/V Skorpios I, you will find the best service with the well-known warmth of the Kochifas family and their crew. You will be able to enjoy the best international and local cuisine along with the best wines and liquors at our traditional open Bar.

Come on board and enjoy all the comforts of a cruise where you will be center of our attention. Skorpios invite you on this unforgettable voyage.

Fig. 4

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Refer to Fig. 4, part of an information leaflet about adventure cruises in Chile.

(a)	Ans	swer the following:	
	(i)	In which ocean does the motorvessel Skorpios cruise?	
			[1]
	(ii)	What term best describes the climate in the south of Chile?	
			[1]
	(iii)	Will local time in southern Chile be in advance of or behind GMT?	
			[1]
	(iv)	Identify the natural hazard to shipping in the San Rafael lagoon.	
			[1]
	(v)	Identify the main attraction at Quitralco fjord.	
			[1]
(b)		plain <b>two</b> reasons why the adventure cruise will not operate during the months of Jury and August.	ne,
			[4]
(c)		e motorvessel Skorpios only carries 74 passengers. Explain <b>two</b> reasons why this is rantage for passengers.	an
			[4]

(d)	Justify <b>three</b> types of staff training that should be made available to the crew of motorvessel Skorpios.	the
		[6]
(e)	Discuss the methods that could be used by the adventure cruise operator to increase bookings from overseas clients.	se
		[6]

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Question 3 Fig. 3; © CT2 Travel, Manchester.
Question 4 Fig. 4; © Skorpios Tours, Chile.

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