

CANDIDATE
NAME

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NUMBER

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TRAVEL AND TOURISM

9395/13

Paper 1 Core

October/November 2016

2 hours and 30 minutes

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.

Do not use staples, paper clips, glue or correction fluid.

You may use an HB pencil for any diagrams or graphs.

DO NOT WRITE IN ANY BARCODES.

Answer **all** questions.

All the Figures referred to in the questions are contained in the Insert.

The number of marks is given in brackets [] at the end of each question or part question.

This document consists of **13** printed pages, **3** blank pages and **1** Insert.

(c) Most accommodation has been awarded a quality grading or rating.

Explain **three** advantages to customers of the use of accommodation grading systems.

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..... [6]

Question 2

Refer to Fig. 1 (Insert), the results of a survey into the personal qualities and skills needed for employment in the travel and tourism industry.

- (a) Identify from Fig. 1 (Insert), the **four** most important attributes that employers look for as being fully developed in employees.

1

2

3

4 [4]

- (b) For **each** of **three** job roles within a named travel and tourism organisation, state **one** vocational job-specific skill and describe how the employee makes use of it in the workplace.

Name of organisation

Job role 1

Job-specific skill

How used

.....

.....

Job role 2

Job-specific skill

How used

.....

.....

Job role 3

Job-specific skill

How used

.....

..... [6]

- (c) The majority of travel and tourism employees, including those identified in part (b), are likely to have a line manager.

Explain **three** ways in which the line manager will monitor the employee's overall progress and performance.

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Question 3

Refer to Fig. 2 (Insert), information for local tourism providers about working in partnership with i-SITE New Zealand.

(a) Tourism New Zealand is a public sector organisation.

Describe **two** objectives of public sector organisations, such as Tourism New Zealand.

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(b) With reference to Fig. 2 (Insert), identify and explain **three** advantages to tourism providers of working in partnership with their local i-SITE Centre.

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(c) New Zealand’s natural landscape attracts many international visitors interested in outdoor recreational activities.

State **three** different outdoor recreational activities and explain how **each** activity may create a negative environmental impact.

Activity 1

Impact explanation

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Activity 2

Impact explanation

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Activity 3

Impact explanation

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..... [6]

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