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Surname	Other names
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Edexcel
Principal Learning

Centre Number

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Candidate Number

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Travel and Tourism

Level 2

Unit 1: Journeys and Destinations in Travel and Tourism

Tuesday 10 January 2012 – Morning
Time: 1 hour 30 minutes

Paper Reference
TT201/01

You do not need any other materials.

Total Marks

Instructions

- Use **black** ink or ball-point pen.
- **Fill in the boxes** at the top of this page with your name, centre number and candidate number.
- Answer **all** questions.
- Answer the questions in the spaces provided – *there may be more space than you need.*

Information

- The total mark for this paper is 50.
- The marks for **each** question are shown in brackets – *use this as a guide as to how much time to spend on each question.*

Advice

- Read each question carefully before you start to answer it.
- Keep an eye on the time.
- Try to answer every question.
- Check your answers if you have time at the end.

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Answer ALL questions. Write your answers in the space provided.

Section A

Read the following information before answering question 1(a).

You work for a tour operator who produces a number of different brochures. One of these is for trips to Lapland in December for families to see Santa Claus. Your main role is to answer telephone or email enquiries from customers and help them book their holidays. You use different information sources to help you find the right journeys and destinations to suit customer needs.

Mr and Mrs Halliday, their two children, Molly and Tom, and two grandparents want to book a trip to Lapland.

A profile sheet for Mr and Mrs Halliday and their group is shown below.

Travel Experts – Customer Information Form			
Customer Details			
Party name:	<i>Mr P and Mrs O Halliday Mr C and Mrs D Smith</i>	Adults:	4
Party size:	6	Children:	2 (aged 4 and 6)
Travel Details			
Preferred destination:	<i>Lapland</i>	Departure date:	<i>12 December</i>
Departure point:	<i>Manchester</i>	Duration:	<i>3 nights</i>
Accommodation Details			
Room type:	<i>Accommodation for 6</i>	Preferred meal basis:	<i>Half board</i>
Special requests:	<i>Plenty of activities for children, especially snow related. Mr and Mrs Halliday are keen skiers.</i>		
Specific Needs:			
Other:	Lively ✓	Excursions	Nightlife
	Quiet	Beach	Kids' Club ✓
What would the customer(s) like to see or do on their holiday?			
<i>Skiing and other snow-related activities. The group is looking forward to spending time together as a family as their busy lives don't always allow them to do this.</i>			





Beat the winter chill with your own private sauna in the cosy Christmas Cottages. Just 300 metres from the slopes, these quaint cottages have all the modern facilities you need for a fun and relaxing holiday. You can walk to the mini market, go cross country skiing, sledging and snowshoeing. For a quick trip into town, there's a bus stop only 100 metres from the reception.

Accommodation

Bed & Breakfast:

One bedroom cottages have twin beds in the main room, 2 single beds in the open loft plus a bathroom with a private sauna, kitchenette, microwave, cooking plates, fridge, kettle, TV, Wi-Fi and telephone. These sleep up to 2 adults and 2 children.

Two bedroom cottages have twin rooms in the loft area, a twin room sectioned off from the living area and extra beds in the living area – camp bed or similar. Sleeps up to 4 adults and 2 children.

Half board is available at a supplement – meals provided at the on-site restaurant. The cottages are cleaned daily with towels and linen changed on arrival days.

Facilities

2 Restaurants
Sauna

(Source: adapted from TUI UK Limited)



A modern and spacious city hotel, with two restaurants and a cafe bar on site. This four star property is ideal for those looking to get out and about.



Accommodation

Bed & Breakfast:

Standard rooms have a double bed and camp or sofa bed for a child. All have a bath, shower, heating, tea/coffee making facilities, hairdryer, minibar, satellite TV with five basic channels and an iron and ironing board. Extra beds are camp beds or sofa beds.

Interconnecting rooms available at a small supplement. You'll need to book 2 of these room types to get 2 rooms with a connecting door.

Superior rooms sleep up to 3 adults or 2 adults and 2 children and have twin beds. Extra beds are camp beds or sofa beds.

Deluxe rooms as per superior rooms but with their own sauna.

Junior suites with a king-size bed are available at a supplement and have the added benefits of a sauna and complimentary bathrobes and slippers – these rooms have a shower only.

Twin rooms for sole occupancy are also available at a supplement. Daily maid service with towel change.

Facilities

Buffet and à la carte restaurant, cafe bar serving snacks, 24hr reception, room service, currency exchange, internet. Sauna – free use 17:00–20:00. Children's menu

(Source: adapted from TUI UK Limited)



1 (a) Choose the accommodation that you think will best meet the needs of the Halliday group.

Explain **two** reasons why your chosen accommodation would appeal to the Halliday group.

(6)

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**Read the following information on Golden Sun Health Resort, Jamaica,
before answering question 1(b).**

You receive a phone call from Mr Nelson who is hoping to book a holiday to the Caribbean for him and his wife.

The following is a profile sheet for Mr and Mrs Nelson.

Travel Experts – Customer Information Form			
Customer Details			
Party name:	<i>Mr W and Mrs C Nelson</i>	Adults:	2
Party size:	2	Children:	N/A
Travel Details			
Preferred destination:	<i>Caribbean</i>	Departure date:	<i>19 February</i>
Departure point:	<i>Heathrow or Gatwick</i>	Duration:	<i>2 weeks</i>
Accommodation Details			
Room type:	<i>1 x Double</i>	Preferred meal basis:	<i>All inclusive</i>
Special requests:	<i>Room with either ocean or garden view with balcony/patio.</i>		
Specific Needs:			
Other:	Lively	Excursions	Nightlife ✓
	Quiet	Beach ✓	Kids' Club
What would the customer(s) like to see or do on their holiday?			
<i>Mr Nelson likes golf and Mrs Nelson likes scuba diving. They both enjoy most sports and keep fit. They also like relaxing on the beach. They have stressful jobs and are looking forward to a very different environment.</i>			





Golden Sun Health Resort spa, Jamaica

This beautiful resort is situated on the blue Caribbean Sea with a beautiful beach. It offers five star services combined with that unique Jamaican magic. The marble interiors with wide open spaces provide a fantastic retreat for golfers and their partners.

Facilities include the spa, fitness centre, two 18 hole golf courses and five floodlit tennis courts. You can snorkel and scuba dive with experienced local divers.

In addition there are six different restaurants including a speciality sea food grill, five bars, a casino and live entertainment each night.

So escape the winter cold and come to the warm sunny climate of the Caribbean.

(b) One of the facilities the resort offers is a spa. Explain how this facility might meet the needs of Mr and Mrs Nelson, based on their profile sheet.

(3)

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(c) Using the resort information provided and the profile sheet, explain why **two** features, other than the spa, would appeal to Mr and Mrs Nelson.

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(d) Explain **one** negative economic impact resorts like this could have on Jamaica or other Caribbean islands.

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(Total for Question 1 = 18 marks)



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Read the following information before answering questions 2(a) and (b).

Flaine and Les Carroz



Snow range 700–2,561 m
(resort height 1,600 m (5,249 ft))

Good for...

- Experts
- Intermediates
- Beginners
- Snow Boarders



Non-skiing activities include:

Ice-skating, ice-driving circuit, snowshoeing, skidoos, helicopter tours, paragliding, climbing wall, indoor swimming-pool and fitness centre.

Family choice

Pepi Penguin & Snuggle Clubs (6 mths–3 yrs)

Open to all guests staying in Flaine, located in Hotel Totem (Flaine Forum).

Whizz Kids and Pyjama Clubs (4–11 yrs)

Also at the Hotel Totem. Please note Snuggle & Pyjama Clubs are for Totem guests only.

Private Nanny service (6 mths–5 yrs)

Open to all guest staying in the Finest Apartments Montsoleil in Flaine (not available for Finest Apartments in Les Carroz).

Pre-booking is essential.

Lift passes, ski hire & tuition

Area Lift Pass

6 days	Adult	Child	Senior
	£195	£150	£176

Child 5–15 yrs.

Senior 62–74 yrs.

Lift pass coverage: All lifts in the Grand Massif ski area.

Learn to Ski/Board - 6 days

	Adult	Child	Mini
First Time ski	£147	£122	£103
First Time board	£166	£129	-

Mini ski 3–5 yrs. Child ski 6–15 yrs.

Child board 8–15 yrs.

Includes: 6 days equipment hire, 6 days tuition. Helmet included for children. Lift pass should be bought locally on advice of the instructor.

(Source: adapted from © TUI Ski and Lakes /TUI Travel PLC)



- 2 (a) Mr and Mrs Malik and their two children, Shabaz aged 13 and Luma aged 3, are travelling to the ski resort of Flaine & Les Carroz in France.

Mr Malik is an experienced skier and loves all sorts of adventurous sports. Mrs Malik is a beginner at skiing but is keen on keeping fit. Shabaz is really keen to learn snowboarding and wants to learn a new sport with his dad. Luma likes playing with other children and her parents are keen that she starts to learn some winter sports early in life.

Use all the resort information provided on Flaine and Les Carroz to name **two** activities for **each** member of the family that will meet their individual needs.

(8)

	Activity 1	Activity 2
Mr Malik		
Mrs Malik		
Shabaz Malik		
Luma Malik		

- (b) **Shabaz** will need an area lift pass for the six days he is in the resort, plus he would like first time board tuition for six days. Use the information provided to calculate the total cost for Shabaz.

(2)

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- (c) The Malik family will fly from Gatwick Airport to their resort. They will catch the train from London Victoria to Gatwick Airport. Their flight departs at 15.00 from Gatwick Airport to Geneva.

Train times from London Victoria to Gatwick Airport.

Depart London Victoria Station	09.00	10.00	11.00	12.00	13.00	14.00
Arrive Gatwick Airport	09.30	10.30	11.30	12.30	13.30	14.30

Using the information provided, identify the latest train the Maliks can catch in order to check in at 13.00 for their flight.

(2)

Travel Option	Time
Train departs London Victoria	
Train arrives Gatwick Airport	
Check in for flight to Geneva	13.00
Flight departs Gatwick Airport	15.00

(Total for Question 2 = 12 marks)

TOTAL FOR SECTION A = 30 MARKS



Section B

Question 3 is based on the pre-release resource booklet on the Great Barrier Reef in Australia and Liverpool in England. Your answers should be based on your study of this pre-release resource booklet plus any additional research you may have undertaken.

3 (a) Discuss the **positive and negative** impacts of tourism on the Great Barrier Reef Marine Park and the people who live and work nearby.

You may wish to consider:

- economic impacts
- environmental impacts
- socio-cultural impacts

(8)



(b) Explain how the work of the Great Barrier Reef Marine Park Authority (GBRMPA), or other organisations which encourage sustainable development, can help to minimise the **negative** impacts of tourism.

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(c) Identify **three** actions tourists could take to minimise the negative **environmental** impacts on the Great Barrier Reef.

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(d) Explain why The Mersey Partnership wants to encourage the growth of the conference and events market in Liverpool.

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(e) Explain **one** reason, apart from the development of conference and events facilities, why Liverpool has become more attractive to tourists in recent years.

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(Total for Question 3 = 20 marks)

TOTAL FOR SECTION B = 20 MARKS
TOTAL FOR PAPER = 50 MARKS



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