

CANDIDATE

# UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS International General Certificate of Secondary Education

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NAME						
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CENTRE			CANDIDATE			
NUMBER			NUMBER			

#### TRAVEL AND TOURISM

0471/02

Marketing and Promotion

October/November 2007

2 hours 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.

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.

For Examiner's Use	
1	
2	
3	
4	
Total	

This document consists of 12 printed pages and 0 blank pages.



## **Life Stages of the Cruise Market**

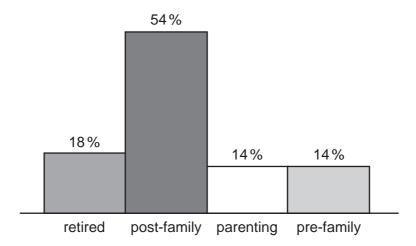


Fig. 1

Study Fig. 1 above, a table showing the types of people who regularly take a cruise holiday.

(i)	Identify how the cruise market has been segmented in this table.
	[1]
(ii)	Suggest how this information could be used by cruise operators in order to market their products and services.
	[6]
	(i) (ii)

(b)	(i)	Describe <b>one</b> market research technique that could be used to obtain the Fig. 1.	r ner's
		[2]	COM
	(ii)	Give <b>two</b> advantages of this type of research technique.	
		Advantage 1	
		Advantage 2	
		[2]	
(c)		ate at which stage of the product life cycle you would place the cruise market. Give e reason for your answer.	
	Sta	age of life cycle	
	 Res	eason	
	1100	545011	
		[2]	

(d)	Discuss the product/service mix associated with a cruise holiday.
	[6]
(e)	Explain why marketing and promotion are important to cruise operators.

## Question 2

		www.xtrapa
		Define the term public relations.  [1]
stic	n 2	acar.
(a)	(i)	Define the term <i>public relations</i> .
		[1]
	(ii)	Describe <b>two</b> examples of how public relations are used in the travel and tourism industry.
		Example 1
		Example 2
		[4]
(b)		plain the benefits of printed publicity materials as a communication method from the nt of view of both the tourism provider <b>and</b> the customer.
		[8]

(c)	Explain how the AIDA principle can be used to benefit tourism providers in mathematical their products.
	[8]
(d)	Describe the way in which the brand image of an airline company may be used to promote the company's travel products.
	[4]

#### **Question 3**

e how it couparts – PEST The Hong Kong Tourism Authority carried out a situation analysis, in order to see how it coul improve tourism provision in Hong Kong. The analysis was broken down into two parts – PEST and SWOT analyses.

(a) Identify the four sections of a PEST analysis. Section 1 Section 2 Section 3 Section 4 [4]

	8 SWOT analysis are given below	apers.com
	8	
The results of the	SWOT analysis are given below.	For iner's
Strength	Hong Kong is a cosmopolitan destination, offering western tourists opportunity to gain a positive experience of Asia.	For iner's
Weakness	Tourists complain about the lack of visitor information at the airport, ferry and cruise terminals, including signposts.	COM
Opportunity	Hong Kong has a wide product mix of natural beauty, history, cultural attractions, entertainment facilities, special events and is the gateway to mainland China.	
Threat	The media reports that the bird flu crisis originated in Eastern Asia, bringing a negative image for countries such as Hong Kong.	

(b)	Select <b>one</b> priority for Hong Kong from the SWOT results above. Explain the role that tourism providers will have, working in partnership with the Hong Kong Tourism Authority, in tourism development.
	[8]

The Hong Kong Tourism Authority suggests the development of a wide range of products for the country. These include the following:

Waterfront attractions - based on the successful night markets and quayside restaurants in Singapore.

- Food attractions highlighting the richness of oriental flavours/aromas in on-the-street cookery demonstrations.
- Natural medicine packages allowing visitors to experience a range of alternative health treatments.
- Mainland China guided tours appealing to visitors who enjoy multi-stay holidays.

(c)	Imagine that you work for the Hong Kong Tourism Authority. Explain how you would develop the marketing mix for <b>one</b> of these new tourism products.
	[8]

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	10	
Many of the	tourism products identified by the Hong Kong Tourism Authority are intangible	For
(d) (i)	tourism products identified by the Hong Kong Tourism Authority are intangible.  Define the term intangible.	Hide
		COM
	[2]	
(ii)	Intangibility is usually a characteristic of a service. Explain why the characteristics of products and services of the travel and tourism industry are difficult to describe. Use examples to explain your answer.	-
	[3]	

## **Question 4**

		www.xtrap	apers.co
		11	
estic	on 4	Tacal Cal	For siner's
		market is often described as being 'price sensitive'. This has an impact on that customers pay for tourism products and services they purchase.  Name the pricing policy that uses a comparison of prices of other tourism providers in order to got a price for a particular product or consider.	Oridge
(a)	(i)	Name the pricing policy that uses a comparison of prices of other tourism providers, in order to set a price for a particular product or service.	COL
		[1]	`
	(ii)	Describe how discount pricing allows tourism providers to react to a price sensitive market.	
		[4]	
(b)		cuss the range of external factors that influence the pricing policies of the travel ustry.	
		[8]	

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	12 M. D.	F
tourism indus tomer needs.	stry has developed a different chain of distribution in response to ch	annb.
(c) (i) Expla	12 stry has developed a different chain of distribution in response to chain the most common chain of distribution for a package holiday.	Tide
		.   `
		3]
(ii) Draw	a diagram to illustrate your answer in (c) (i).	
	[3	3]
	national hotel chain wishes to expand its business and build new hotel e. Evaluate the factors that will influence the selection of suitable locations fo els.	
		. <b></b> 61
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