

Question 1

Refer to Fig. 1 (Insert), a set of guidelines issued to managers of Tourist Information Centres (TICs).

- (a) In the table below circle **three** ancillary services usually available in Tourist Information Centres (TICs).

car insurance	souvenirs	daily newspapers
accommodation booking	mobile phone rental	local fruit and vegetables
car hire	holiday insurance	maps

[3]

- (b) Explain why TIC managers are advised to do the following:

- “Greet your staff in a friendly, pleasant manner.”

.....

.....

.....

.....

- “If you need to discipline staff, do it in private.”

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.....

- “Demonstrate good telephone etiquette.”

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[6]

(c) TICs are usually sited in locations popular with visiting tourists.

Explain **two** factors which might make Photograph A (Insert), a good choice of location for a TIC.

1

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2

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.....[4]

(d) TICs serve a variety of visiting tourists.

Define **each** of the following:

- international tourist

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- domestic tourist

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.....

- day tripper

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- backpacker

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.....

- staying tourist

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.....

- VFR

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.....

[6]

Question 2

Refer to Fig. 2 (Insert), a news item about the Bishop Museum in Hawaii, USA.

(a) Identify from Fig. 2 (Insert), the following:

- the number of catalogued objects held at the museum

.....

- the year the museum was founded

.....

- the number of visitors attracted each year

.....[3]

(b) With reference to Fig. 2 (Insert), identify and explain **three** ways in which the safety of visitors at the museum will have been improved by 2017.

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2

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3

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.....[6]

Question 3

Refer to Fig. 3 (Insert), a map showing some of the world's major features and selected tourist destinations.

(a) Using Fig. 3 (Insert), complete the following table by naming each feature.

Feature	Name
Continent A	
Continent B	
Sea C	

[3]

(b) State the following:

- the name of Line X

.....

- whether January temperatures in Toronto will be higher or lower than January temperatures in Lisbon

.....

- whether local time in Sydney is in advance of or behind local time in Mexico City

.....

- the name of the cruise circuit usually visited by ships leaving from Miami

.....[4]

Question 4

Refer to Fig. 4 (Insert), a news item about flights between Perth in Australia and Doha in Qatar.

(a) Identify from Fig. 4 (Insert), the following:

- the number of aircraft currently in service with Qatar Airways
.....
- the type of aircraft now used on the Perth-Doha route
.....
- the number of destinations in Europe served by Qatar Airways
.....[3]

(b) Australia is a more economically developed country (MEDC).

Explain **two** factors which are likely to have increased the demand by Australians for international travel.

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-[4]

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