



RETAIL TRAVEL OPERATIONS

Thursday 2nd June 2022

Time allowed

Three hours

Instructions

- Ensure that you pay particular attention to words in **bold**.
- Write the question number next to each answer in your answer booklet.
- You are **not** required to rewrite the question in your answer booklet.

Information

- Different questions may carry a different number of marks.
- Marks for each question are shown in [].

Advice

- Read each question carefully before you start to answer it.
- Use the full time permitted and check all your answers.

Materials

- Notes or books are **not** permitted.
- Non-programmable calculators are permitted.



ANSWER ANY FIVE QUESTIONS FROM THE FOLLOWING EIGHT QUESTIONS

1. (a) Explain what is meant by each of the following terms, using examples from retail travel operations to support your explanation:
 - (i) Fixed costs [5 marks]
 - (ii) Variable costs [5 marks]
 (b) Explain **two** reasons for using a credit card when paying a retail travel operation. [10 marks]

2. (a) Outline **four** principal components of a package tour. [8 marks]
- (b) Explain **four** stages of organising group travel. Use examples to support your explanation. [12 marks]

3. (a) Evaluate the advantages and disadvantages to the tourist of using travellers' cheques. [12 marks]
- (b) Explain the importance to the tourist of understanding both the buying and the selling rate of exchange when dealing with foreign currency. [8 marks]

4. (a) Define each of the following insurance terms, using examples from retail travel operations to support your definition:
 - (i) Premium [3 marks]
 - (ii) Excess [3 marks]
 - (iii) Exclusion [3 marks]
 - (iv) Claim [3 marks]
 (b) Outline **four** features of a standard travel insurance policy. [8 marks]

5. (a) Describe the documentation and equipment required by tourists travelling by car on an international ferry service. [12 marks]
- (b) Outline what is meant by the following terms in the context of ferry/sea travel:
 - (i) Roll on-roll off [2 marks]
 - (ii) Routings [2 marks]
 - (iii) Vehicle lengths [2 marks]
 - (iv) Fast ferry [2 marks]

6. (a) Define each of the following terms in the context of the airline industry, using an example for each to support your definition:
 - (i) Stopover holidays [3 marks]
 - (ii) Restricted articles [3 marks]
 - (iii) In transit [3 marks]
 - (iv) Time differences [3 marks]
 (b) Describe the International Air Transport Association (IATA) traffic conference areas. Use examples to support your description. [8 marks]

7. (a) Define each of the following terms in the context of car rental insurance, using examples to support your definition:
- (i) CDW [3 marks]
 - (ii) PAI [3 marks]
 - (iii) TP [3 marks]
 - (iv) Third Party [3 marks]
- (b) Suggest **eight** examples of information required by a travel agent when booking a rental car for a customer. [8 marks]
8. Sometimes tour operators do not adequately address customer complaints. Explain the procedures travel agents must follow when dealing with customers dissatisfied by tour operators. [20 marks]

END OF QUESTIONS