

CANDIDATE
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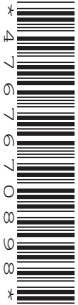
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CENTRE
NUMBER

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TRAVEL AND TOURISM

9395/13

Paper 1 The Industry

May/June 2017

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.

Question 1

Large travel and tourism organisations such as 'hotel groups' employ large numbers of staff.

(a) Describe **two** ways employers could keep their staff motivated.

1

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2

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..... [4]

(b) State **three** examples of problems that a hotel receptionist may have to deal with. For **each** explain how the receptionist may resolve the problem.

1

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2

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3

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..... [6]

(c) Explain how **three** political factors have impacted tourism.

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2

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3

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..... [6]

Question 3

Refer to Fig. 2 (Insert) information about a travel agency. Travel agencies have had to adapt to the changes in the travel and tourism industry.

(a) Identify **four** ancillary services that a tourist can obtain from a travel agency.

- 1
- 2
- 3
- 4 [4]

(b) Explain **three** ways travel agencies use new technology.

- 1
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- 2
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- 3
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..... [6]

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