



JUNE 2016

RETAIL TRAVEL OPERATIONS

Instructions to candidates:

- a) Time allowed: Three hours (plus an extra ten minutes' reading time at the start – do not write anything during this time)
 - b) Answer any FIVE questions
 - c) All questions carry equal marks. Marks for each question are shown in []
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1. Discuss the self-regulatory role of ABTA as a trade association ensuring protection for its members and the travel and tourism industry. [20]

 2.
 - a) Provide advice to a travel agency client as to the documents and information required for travel with a car on an international ferry service from the UK. [12]
 - b) Explain briefly the following ferry terminology:
 - i Roll-on roll-off
 - ii Routings
 - iii Vehicle lengths
 - iv Fast ferry [8]

 3.
 - a) List and describe the operational costs of an independent travel agent. [12]
 - b) Identify the principal ways in which travel agents generate income. [8]

 4.
 - a) Identify and explain the following important areas of protection included within a travel insurance policy:
 - i Cancellation charges
 - ii Medical expenses
 - iii Personal baggage and personal money
 - iv Personal accident [12]
 - b) Identify and briefly describe at least FOUR factors that can influence the cost of travel insurance. [8]

 5.
 - a) Explain and illustrate the principles of the time management skill cycle. [12]
 - b) Illustrate the importance of presenting product benefits clearly to a client within a travel agency. [8]

 6.
 - a) List and describe the SIX factors which affect the fare structure of a cruise. [6]
 - b) Describe FOUR cruise routes, TWO in the northern hemisphere and TWO in the southern hemisphere. [8]
 - c) Explain EACH of the following nautical terms:
 - i Drill
 - ii Manifest
 - iii Starboard
 - iv Free port [6]

 7.
 - a) Explain the importance to clients of accuracy on the part of travel consultants when calculating and explaining time difference and elapsed flying time. [14]
 - b) Identify and briefly explain the SIX operational and management areas in which IATA has been successful in getting airlines to cooperate. [6]

 8.
 - a) Identify and describe the SIX principal components of a package tour. [10]
 - b) The organisation of group travel is a lengthy complex process. Explain the component steps in this process. [10]