



INTERNATIONAL
TR.

AVEL & TOURISM
G PROGRAMME

SIGNAL TRA

SG CENTRE

CONSULTANT COURSE EXAMINATION

PAPER 2 – GENERAL KNOWLEDGE

STUDENT

SEPTEMBER 2004 PAPER 2

IMPORTANT NOTES CONCERNING THE EXAMINATION RULES ARE PROVIDED ON PAGE 2 OF THE PRESENT DOCUMENT

Number of questions: 180
Number of pages printed: 30
Time allowed: 3

Total obtainable marks: 180
Passing level: 126
Distinction: 153

PLEASE COMPLETE ALL THE BOXES BELOW:

IATA / UFTAA Authorised Training Centre:	
Client ID:	
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First name :	
Examination held in (city & country):Date of examination:	
Date of examination:	
Signature:	

QUESTIONS

F P D

CONSULTANT COURSE

PAPER 2

SPACE FOR THE
EXAM CONTROL STICKER

EXAMINATION SESSION RULES

- Please complete the front page with the requested information. Your PIN number / Client ID can be found on your examination invitation letter.
- Check that your exam paper is complete. The total number of pages is advised on the front cover of this examination booklet. No separate documents (exhibits) are provided with this examination paper.
- NO books are allowed in the examination room. However, **a language dictionary** can be used.
- **Read each question carefully.**
- **Answer sheet** can be found at the end of this Exam Paper. Please, **do not detach** the Answer sheet from the Exam Paper.
- All answers must be marked on the answer sheet (see inside back cover) and not on the question paper.
- All questions carry equal marks.
- You may use a pencil or a ballpoint pen, however you may not change your answer once chosen.
- Give only **one response per question**. Any question with more than 1 answer will be ignored by the markers.
- Should the question have less than 5 possible answers, please ignore any extra blank choices on the answer sheet, e.g. if the question has only A and B as options, fill in A or B, and ignore C, D and E.
- Normal **examination conditions** will apply:
 - No talking is permitted once the examination papers have been distributed;
 - No food and/or drink are allowed in the examination room;
 - Anyone suspected of cheating will have his/her examination papers cancelled.
- NO examination paper may be taken out of the examination room
- NO photocopy of the examination may be made.
- Once completed, the examination paper, including the answer sheet, must be handed to the Supervisor.
- The time allowed for this paper is shown on the cover. You will be advised thirty minutes and again fifteen minutes before the expiry of the allotted exam time. You may leave the room before the exam time expires, provided you have returned your paper to the Supervisor.

EXAMINATION SESSION RULES

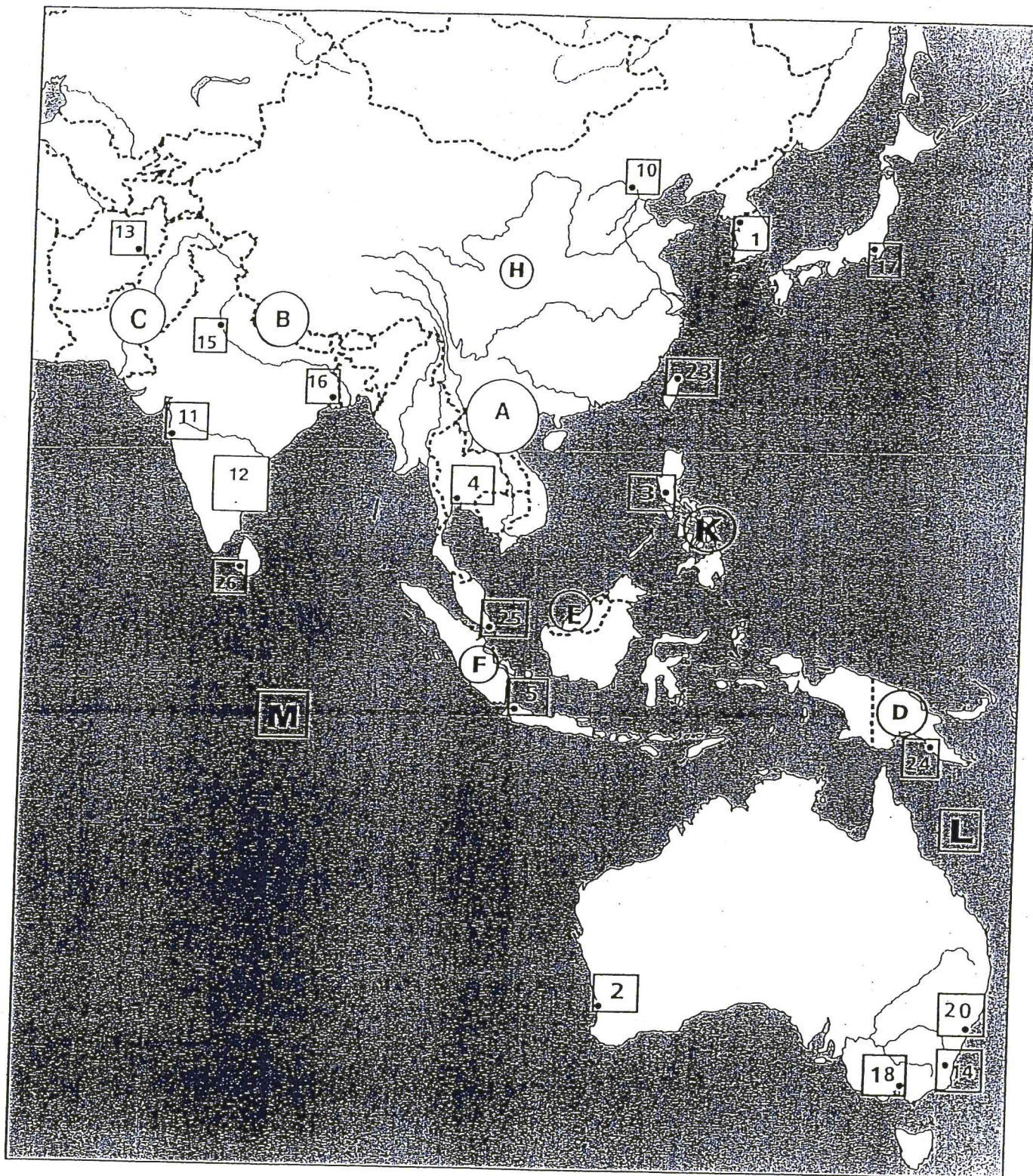
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Module M2.1 Geography 2

1. Generally, people know world geography well. This is because there is more information available on geography through the internet.
 - A. True
 - B. False
2. A successful travel agent will
 - A. Sell popular destinations first.
 - B. Have more leisure travel clients than business travel clients.
 - C. Sell travel products that match a client's interests first.
 - D. All of the above.
3. A map is a helpful tool to find unfamiliar countries and cities, but it should not be more than
 - A. 10 years old
 - B. 12 months old
 - C. 2 years old
 - D. 6 months old
4. Changes in the temperature of ocean waters
 - A. Does not influence local weather conditions.
 - B. Influences the world's weather far away.
 - C. Will change the temperature of water in lakes and rivers as well.
 - D. both B and C
5. The temperature of ocean water on the east coast of a continent is usually colder than the temperature of ocean water on the west coast.
 - A. True
 - B. False
6. The largest lake in the world is
 - A. The Caspian Sea.
 - B. Lake Huron.
 - C. Aral Sea.
 - D. Lake Victoria.
7. Drier and hotter weather is experienced
 - A. On the leeward side of high mountains.
 - B. On the windward side of high mountains.
 - C. On plateaus of high mountains.
 - D. Near mountains by the ocean.
8. Everest is a mountain in
 - A. Pakistan and China
 - B. U.S.A. and Canada
 - C. Nepal and China
 - D. Nepal and India

9. The largest continent in land size is
 - A. Asia
 - B. Europe
 - C. Africa
 - D. South America
10. Small temperature variations in the oceans' water
 - A. have almost no change in weather conditions around the world.
 - B. Can affect the world's weather.
 - C. are difficult to predict with current technology
 - D. both B and C
11. Travel agents should inform their customers on a destination's
 - A. Latitude or altitude
 - B. Wind patterns
 - C. Weather conditions
 - D. Climate
12. A good way to learn about attractions a customer can visit at a destination is through
 - A. An atlas
 - B. A tourist board
 - C. The internet
 - D. B and C
13. The closest, major city to the equator is
 - A. Cape Town
 - B. Sydney
 - C. Prague
 - D. Singapore
14. The most convenient way to travel to, from or within Saudi Arabia is by
 - A. train
 - B. ship
 - C. air
 - D. camel

Refer to this map to answer Questions 15-32



15. Label "L" refers to which body of water?
 - A. Arafura Sea
 - B. Coral Sea
 - C. Tasman Sea
 - D. Timor Sea
16. Which city is dot number 25?
 - A. Kuala Lumpur
 - B. Singapore
 - C. Jakarta
 - D. Bangkok
17. Which city is dot number 4?
 - A. Hanoi
 - B. Bangkok
 - C. Muscat
 - D. Karachi
18. Which city is dot number 14?
 - A. Canberra
 - B. Sydney
 - C. Perth
 - D. Melbourne
19. Label "E" refers to
 - A. Thailand
 - B. Indonesia
 - C. Malaysia
 - D. Philippines
20. Which city is dot number 10?
 - A. Tokyo
 - B. Beijing
 - C. Bangkok
 - D. Seoul
21. Which city is dot number 2?
 - A. Perth
 - B. Sydney
 - C. Melbourne
 - D. Canberra
22. Which country is identified by label "D"?
 - A. Fiji
 - B. Australia
 - C. Papua New Guinea
 - D. New Zealand
23. Label "A" refers to
 - A. Laos
 - B. Vietnam
 - C. Thailand
 - D. Bangladesh
24. Which city is dot number 24?
 - A. Port-Louis
 - B. Manila
 - C. Port Moresby
 - D. Jakarta
25. Label "M" refers to
 - A. Pacific Ocean
 - B. Indian Ocean
 - C. Atlantic Ocean
 - D. Arabian Sea
26. Which city is dot number 1?
 - A. Tokyo
 - B. Beijing
 - C. Seoul
 - D. Taipei
27. Which country is identified by label "K"?
 - A. Philippines
 - B. Fiji
 - C. Japan
 - D. Malaysia
28. Which city is dot number 23?
 - A. Manila
 - B. Tokyo
 - C. Bangkok
 - D. Taipei

29. Label "F" is which country?
 - A. Indonesia
 - B. Brunei
 - C. Malaysia
 - D. Thailand
30. Which city is dot number 12?
 - A. Mumbai
 - B. Colombo
 - C. Chennai
 - D. Kolkata
31. Label "C" refers to
 - A. India
 - B. Pakistan
 - C. Oman
 - D. Iran
32. Label "B" refers to
 - A. China
 - B. India
 - C. Pakistan
 - D. Nepal
33. What is the only man-made structure that is visible from the moon?
 - A. The Statue of Liberty
 - B. The Taj Mahal
 - C. China's Great Wall
 - D. The Eiffel Tower
34. What is generally true of destinations near the equator?
 - A. They exist in the Temperate Zone.
 - B. Winters are much cooler than summers.
 - C. Daylight is perpetual in summer.
 - D. There are almost no changes between seasons.
35. How many time zones are there in the U.S.A.?
 - A. 6
 - B. 8
 - C. 1
 - D. 3
36. The top tourist destination in the world is
 - A. USA
 - B. France
 - C. India
 - D. none of the above
37. The local currency for South Africa is
 - A. The Dollar
 - B. The Rand
 - C. The Pound
 - D. The Lire
38. Which country is known for the Ayer Rock and Gold Coast?
 - A. Indonesia
 - B. Australia
 - C. New Zealand
 - D. Brazil
39. What is the most populated city in China?
 - A. Badaling
 - B. Beijing
 - C. Shanghai
 - D. Fushun
40. Budapest is the capital city of
 - A. Romania
 - B. Hungary
 - C. Bulgaria
 - D. Czech Republic
41. The capital of Mexico is
 - A. Acapulco
 - B. Cancun
 - C. Mexico City
 - D. Mazatlan
42. Which city is known for Red Square and the Kremlin?
 - A. St.-Petersburg
 - B. Moscow
 - C. Warsaw
 - D. Kiev
43. The Taj Mahal is a
 - A. Statue
 - B. River
 - C. Mausoleum
 - D. Mountain

44. Another name for the *French Riviera* is
- A. The Louvre
 - B. The Seine
 - C. The Côte d'Azur
 - D. The Champs Elysees
45. To take a tour of the Loire valley your clients would have to travel to
- A. Canada
 - B. Italy
 - C. Switzerland
 - D. France
46. The best time of the year to visit Mexico is
- A. May to October
 - B. October to May
 - C. June, July and August
47. To visit Sentosa Island your client would have to travel to
- A. Malaysia
 - B. Indonesia
 - C. Singapore
 - D. Japan
48. The Grand Canyon is located in
- A. Alaska
 - B. Colorado
 - C. Texas
 - D. Arizona
49. The Anne Frank House and Van Gogh Museum are located in
- A. Switzerland
 - B. Austria
 - C. The Netherlands
 - D. USA
50. The Iguazu Falls are located in
- A. Mexico
 - B. Austria
 - C. Australia
 - D. Argentina

Module M 2.2 Land Transport: Rail 2

51. Rail passes are sold to foreign residents almost everywhere.
- A. True
 - B. False
52. Two features that are standard for car carrying shuttle trains are that you do not have to book in advance and
- A. passengers remain in their cars during the journey
 - B. passengers do not remain in their cars during the journey
 - C. passengers are not able to bring their cars with them
 - D. none of the above
53. The "Palace on Wheels" is a train in
- A. U.S.A.
 - B. India
 - C. South Africa
 - D. Australia
54. The very fast trains in Japan are called
- A. Fuji
 - B. Shinkansen
 - C. Turbo
 - D. Eurostar

55. Which train usually travels at night as the days are reserved for sightseeing and shopping?
 - A. Palace on Wheels
 - B. Royal Orient
 - C. Blue Train
 - D. Eastern and Oriental Express
56. When using European rail passes, a "day" starts at _____ and ends the following day at _____.
 - A. 7pm - 7pm
 - B. midnight - 7pm
 - C. 12 noon - 12 noon
 - D. midnight - midnight
57. The African Rail Romance Train offers special trips between Tanzania and Kenya.
 - A. True
 - B. False
58. The standard Eurail Pass gives you unlimited travel for the whole period for which it was purchased.
 - A. true
 - B. false
59. The Japan rail pass is issued in
 - A. one type
 - B. two types
 - C. three types
 - D. one for each of 6 railway companies
60. Europasses are valid in 5 classic train journey countries
 - A. France, UK, Italy, Germany, Switzerland
 - B. Germany, Austria, Switzerland, France, Belgium
 - C. France, Belgium, Switzerland, Germany, Italy
 - D. France, Germany, Italy, Spain, Switzerland
61. For travel in Europe the most famous option is to purchase the Eurail Pass. This pass is not valid in
 - A. France
 - B. Germany
 - C. Switzerland
 - D. United Kingdom
62. Conditions of carriage may be a law or part of a contract.
 - A. True
 - B. False
63. Europasses are flexible passes allowing the passenger to pick and choose the number of travel days and the countries to be visited.
 - A. True
 - B. False
64. Luxury trains can be boarded at any stop.
 - A. true
 - B. false
65. "The Rocky Mountaineer" is a train in
 - A. India
 - B. Australia
 - C. South Africa
 - D. Canada
66. Information about prices in the Thomas Cook Overseas Timetable is useful to estimate the cost of a journey.
 - A. True
 - B. False

Refer to the Thomas Cook European Timetable extract to answer questions 67 to 71

INTERNATIONAL

15 LONDON - ROTTERDAM - AMSTERDAM by Eurostar

train type	train number	notes	train type	train number	notes	train type	train number	notes	train type	train number	notes	train type	train number	notes	train type	train number	notes	train type	train number	notes
London Waterloo 12...	d	0614	...	0653	...	0827	...	1027	...	1123	...	1227	...	1423	...	1627	...	1727	...	1927
Ashford 12...	d	0715	...	0753	...	0927	...	1127	...	1327	...	1527	...	1727	...	1927	...	2127	...	2327
Liège Europe 12...	d	0921	...	0959	...	1132	...	1327	...	1429	...	1532	...	1724	...	1932	...	2132	...	2332
Brussels Midi/Zuid 12...	a	1002	...	1037	...	1210	...	1405	...	1507	...	1610	...	1802	...	2010	...	2208	...	2404
Brussels Nord/Hoofd...	d	1043	...	1128	...	1134	...	1234	...	1434	...	1534	...	1634	...	1834	...	2034	...	2234
Mechelen	d	1043	...	1143	...	1243	...	1443	...	1543	...	1643	...	1843	...	2043	...	2243	...	2443
Antwerpen Berchem	a	1058	...	1158	...	1258	...	1458	...	1558	...	1658	...	1858	...	2058	...	2258	...	2458
Antwerpen Centraal	a	1115	...	1204	...	1215	...	1315	...	1515	...	1615	...	1715	...	1915	...	2104	...	2115
Roosendaal	a	1153	1157	...	1253	1257	...	1353	1357	...	1553	1557	1653	...	1753	1757	...	1953	1957	...
Breda	a	1215	...	1315	...	1415	...	1515	...	1615	...	1715	...	1815	...	1915	...	2015	...	2115
Tilburg	a	1238	...	1338	...	1438	...	1538	...	1638	...	1738	...	1838	...	1938	...	2038	...	2138
's-Hertogenbosch	a	1254	...	1354	...	1454	...	1554	...	1654	...	1754	...	1854	...	1954	...	2054	...	2154
Nijmegen	a	1321	...	1421	...	1521	...	1621	...	1721	...	1821	...	1921	...	2021	...	2121	...	2221
Amsterdam	a	1341	...	1441	...	1541	...	1641	...	1741	...	1841	...	1941	...	2041	...	2141	...	2241
Dordrecht	a	1223	...	1323	...	1423	...	1523	...	1623	...	1723	...	1823	...	1923	...	2023	...	2123
Rotterdam CS	a	1239	1307	...	1309	1317	1339	1407	...	1439	1507	...	1539	1607	...	1639	1707	...	1739	1807
Utrecht	a	1343	...	1401	...	1443	...	1543	...	1643	...	1743	...	1843	...	1943	...	2043	...	2143
Den Haag HS	a	1258	...	1328	...	1358	...	1458	...	1558	...	1658	...	1758	...	1858	...	1958	...	2058
Schiphol +	a	1322	...	1352	...	1422	...	1522	...	1622	...	1722	...	1822	...	1922	...	2022	...	2122
Amsterdam CS	a	1340	...	1408	...	1440	...	1540	...	1640	...	1740	...	1840	...	1940	...	2040	...	2140

train type	train number	notes	train type	train number	notes	train type	train number	notes	train type	train number	notes	train type	train number	notes	train type	train number	notes	train type	train number	notes
London Waterloo 12...	d	1719h	...	1827h	...	1927h	...	2027h	...	2127h	...	2227h	...	2327h	...	2427h	...	2527h	...	2627h
Ashford 12...	d	1823h	...	1927	...	2027	...	2127	...	2227	...	2327	...	2427	...	2527	...	2627	...	2727
Liège Europe 12...	d	2028	...	2132	...	2232	...	2332	...	2432	...	2532	...	2632	...	2732	...	2832	...	2932
Brussels Midi/Zuid 12...	a	2106	...	2210	...	2310	...	2410	...	2510	...	2610	...	2710	...	2810	...	2910	...	3010
Brussels Nord/Hoofd...	d	2128	2134	...	2234	...	2334	...	2434	...	2534	...	2634	...	2734	...	2834	...	2934	...
Brussels Nord/Hoofd...	d	2143	...	2243	...	2343	...	2443	...	2543	...	2643	...	2743	...	2843	...	2943	...	3043
Mechelen	a	2158	...	2258	...	2358	...	2458	...	2558	...	2658	...	2758	...	2858	...	2958	...	3058
Antwerpen Berchem	a	2204	2215	...	2315	...	2415	...	2515	...	2615	...	2715	...	2815	...	2915	...	3015	...
Antwerpen Centraal	a	2253	2257	...	2353	...	2453	...	2553	...	2653	...	2753	...	2853	...	2953	...	3053	...
Roosendaal	a	2315	...	2415	...	2515	...	2615	...	2715	...	2815	...	2915	...	3015	...	3115	...	3215
Breda	a	2338	...	2438	...	2538	...	2638	...	2738	...	2838	...	2938	...	3038	...	3138	...	3238
Tilburg	a	2354	...	2454	...	2554	...	2654	...	2754	...	2854	...	2954	...	3054	...	3154	...	3254
's-Hertogenbosch	a	2405	...	2505	...	2605	...	2705	...	2805	...	2905	...	3005	...	3105	...	3205	...	3305
Nijmegen	a	2410	...	2510	...	2610	...	2710	...	2810	...	2910	...	3010	...	3110	...	3210	...	3310
Amsterdam	a	2423	...	2523	...	2623	...	2723	...	2823	...	2923	...	3023	...	3123	...	3223	...	3323
Dordrecht	a	2439	...	2539	...	2639	...	2739	...	2839	...	2939	...	3039	...	3139	...	3239	...	3339
Rotterdam CS	a	2458	...	2558	...	2658	...	2758	...	2858	...	2958	...	3058	...	3158	...	3258	...	3358
Utrecht	a	2507	...	2607	...	2707	...	2807	...	2907	...	3007	...	3107	...	3207	...	3307	...	3407
Den Haag HS	a	2528	...	2628	...	2728	...	2828	...	2928	...	3028	...	3128	...	3228	...	3328	...	3428
Schiphol +	a	2542	...	2642	...	2742	...	2842	...	2942	...	3042	...	3142	...	3242	...	3342	...	3442
Amsterdam CS	a	2540	...	2640	...	2740	...	2840	...	2940	...	3040	...	3140	...	3240	...	3340	...	3440

train type	train number	notes	train type	train number	notes	train type	train number	notes	train type	train number	notes	train type	train number	notes	train type	train number	notes	train type	train number	notes
Amsterdam CS	d	0924	...	0954	...	1124	...	1224	...	1324	...	1424	...	1524	...	1624	...	1724	...	1824
Schiphol +	d	0940	...	1010	...	1140	...	1240	...	1340	...	1440	...	1540	...	1640	...	1740	...	1840
Den Haag HS	d	1006	...	1036	...	1206	...	1306	...	1406	...	1506	...	1606	...	1706	...	1806	...	1906
Utrecht	d	1049	...	1119	...	1249	...	1349	...	1449	...	1549	...	1649	...	1749	...	1849	...	1949
Rotterdam CS	d	1024	1026	1054	...	1224	...	1324	...	1424	1426	1454	...	1554	...	1654	...	1754	...	1854
Dordrecht	d	1039	...	1109	...	1239	...	1339	...	1439	...	1539	...	1639	...	1739	...	1839	...	1939
Amsterdam	d	0921	...	1121	...	1321	...	1521	...	1721	...	1921	...	2121	...	2321	...	2521	...	2721
Nijmegen	d	0938	...	1138	...	1338	...	1538	...	1738	...	1938	...	2138	...	2338	...	2538	...	2738
's-Hertogenbosch	d	1008	...	1208	...	1408	...	1608	...	1808	...	2008	...	2208	...	2408	...	2608	...	2808
Tilburg	d	1025	...	1225	...	1425	...	1625	...	1825	...	2025	...	2225	...	2425	...	2625	...	2825
Breda	d	1048	...	1248	...	1448	...	1648	...	1848	...	2048	...	2248	...	2448	...	2648	...	2848
Roosendaal	d	1105	1107	...	1305	1307	...	1505	1507	...	1705	1707	...	1905	1907	...	2105	2107	...	2305
Antwerpen Centraal	d	1135	...	1335	...	1535	...	1735	...	1935	...	2135	...	2335	...	2535	...	2735	...	2935
Antwerpen Berchem	d	1152	...	1352	...	1552	...	1752	...	1952	...	2152	...	2352	...	2552	...	2752	...	2952
Mechelen	d	1206	...	1406	...	1606	...	1806	...	2006	...	2206	...	2406	...	2606	...	2806	...	3006
Brussels Nord/Hoofd...	a	1215	...	1415	...	1615	...	1815	...	2015	...	2215	...	2415	...	2615	...	2815	...	3015
Brussels Midi/Zuid 12...	d	1302	...	1456	...	1556	...	1702	...	1756	...	1856	...	1956	...	2056	...	2102
Liège Europe 12...	d	1339	...	1533	...	1633	...	1739	...	1833	...	1933	...	2033	...	2133	...	2139
Ashford 12...	d	1341	...	1536	...	1636	...	1741	...	1837	...	1937	...	2037	...	2137	...	2141
London Waterloo 12...	d	1443x	...	1639f	...	1756	...	1843x	...	1939	...	2039f	...	2139	...	2242k	...	2242k

H - HSS EXPRES.

a - Also Apr. 24.

b - Not Apr. 24.

c - 0-0.

d - Depart 13 minutes earlier on 0.

f - Arrive 17 minutes later on 0.

h - Depart London 1723 on 0, 1714 on 0. Calls at Ashford on 0 only.

k - 2256 on 0.

r - Den Haag CS.

y - Arrive 0843 on 0.

x - Arrive 13 minutes later on 0.

z - Not 0.

- - - - - Thais High-speed train. Special fares payable.

☆ - Eurostar train. Special fares payable. Minimum check-in time 20 minutes. On Feb. 5, Apr. 1, 8 all Eurostar trains depart London 13 minutes earlier and arrive London 13 - 18 minutes later.

o - On 0-0 also calls at Antwerpen Centraal (arrive xx34, depart xx41) and runs 10-11 minutes later to Brussels.

☆ - On 0-0 depart Brussels 11-12 minutes later and arrive Mechelen and Antwerpen Berchem 10 minutes later. On 0-0 also calls at Antwerpen Centraal (arrive xx19, depart xx26).

SEA CROSSING (for rail/sea journeys):

S - HSS fast craft (Stena Line). X on board. Reservation compulsory.

Per la delucidazione dei segni convenzionali, vede la pagina 2

EXPLANATION OF STANDARD SYMBOLS

EXPLANATION OF SYMBOLS	EXPLICATION DES SIGNES	DELUCIDAZIONE DEI SEGNI	ZEICHENERKLÄRUNG	EXPLICACIÓN DE LOS SIGNOS
SERVICES	SERVICES	SERVIZI	DIENTE	SERVICIOS
Through service (1st and 2nd class seats)	Relation directe (places assises 1 ^{re} et 2 ^e classe)	Relazione diretta (con posti di 1 ^a e 2 ^a classe)	Direkte Verbindung (Sitzplätze 1. und 2. Klasse)	Relación directa (con asientos de 1 ^a y 2 ^a clase)
Sleeping car	Voiture-lits	Carrozza letti	Schlafwagen	Coche-camas
Couchette car	Voiture-couchettes	Carrozza cuccette	Uegewagen	Coche-liters
Restaurant car	Voiture-restaurant	Carrozza ristorante	Speisewagen	Coche-restaurant
Snacks and drinks available (see page 10)	Voiture-bar ou vente ambulante (voir page 10)	Carrozza bar o servizio di buffet (vedere pagina 10)	Imbiss und Getränke im Zug (siehe Seite 10)	Servicio de cafetería o bar móvil (véase pág. 10)
Second class only	Uniquement deuxième classe	Sola seconda classe	Nur zweite Klasse	Sólo segunda clase
Bus or coach service	Service routier	Servizio automobilistico	Buslinie	Servicio de autobuses
Shipping service	Service maritime	Servizio marittimo	Schiffahrtslinie	Servicio marítimo
DAYS OF RUNNING	JOURS DE CIRCULATION	GIORNI DI EFFETTUAZIONE	VERKEHRSTAGE	DÍAS DE CIRCULACIÓN
Mondays to Saturdays except holidays*	Des lundis aux samedis, sauf les fêtes*	Dal lunedì al sabato, salvo i giorni festivi*	Montag bis Samstag außer Feiertage*	De lunes a sábado, excepto festivos*
Mondays to Fridays except holidays*	Des lundis au vendredi, sauf les fêtes*	Dal lunedì al venerdì, salvo i giorni festivi*	Montag bis Freitag außer Feiertage*	De lunes a viernes, excepto festivos*
Daily except Saturdays	Tous les jours sauf les samedis	Giornalmente, salvo il sabato	Täglich außer Samstag	Diario excepto sábados
Saturdays, Sundays and holidays*	Les samedis, dimanches et fêtes*	Sabato, domenica e giorni festivi*	Samstage, Sonn- und Feiertage*	Sábados, domingos y festivos*
Sundays and holidays*	Les dimanches et fêtes*	Domenica e giorni festivi*	Sonn- und Feiertage*	Domingos y festivos*
Mondays, Tuesdays	Les lundis, mardis	Lunedì, martedì	Montag, Dienstag	Lunes, martes
Wednesdays, Thursdays	Les mercredis, jeudis	Mercoledì, giovedì	Mittwoch, Donnerstag	Miércoles, jueves
Fridays, Saturdays	Les vendredis, samedis	Venerdì, sabato	Freitag, Samstag	Viernes, sábados
Sundays	Les dimanches	Domenica	Sonntag	Domingos
Mondays to Thursdays	Des lundis aux jeudis	Dal lunedì al giovedì	Montag bis Donnerstag	De lunes a jueves
OTHER SYMBOLS	AUTRES SIGNES	ALTRI SIMBOLI	SONSTIGE SYMBOLE	OTROS SÍMBOLOS
Train number (bold figures above train times)	Numéro du train (en caractères gras au-dessus de l'horaire du train)	Numero del treno (in neretto sopra gli orari del treno)	Zugnummer (über den Fahrplanzeiten in fetter Schrift gesetzt)	Número del tren (figura en negrita encima del horario del tren)
See footnotes (listed by train number)	Renvoi aux notes données en bas de page (dans l'ordre numérique des trains)	Vedi in calce alla pagina l'annotazione corrispondente al numero del treno	Siehe die nach Zugnummern geordneten Fußnoten	Véase al pie de la página la nota correspondiente al número del tren
Reservation compulsory	Réservation obligatoire	Prenotazione obbligatoria	Reservierung erforderlich	Reserva obligatoria
Frontier station	Gare frontalière	Stazione di frontiera	Grenzbahnhof	Estación fronteriza
Airport	Aéroport	Aeroporto	Flughafen	Aeropuerto
Train does not stop	Sans arrêt	Il treno non ferma qui	Zug hält nicht	El tren no para aquí
Separates two trains in the same column between which no connection is possible	Sépare deux trains de la même colonne qui ne sont pas en correspondance	Separa due treni della stessa colonna che non sono in coincidenza	Trennt zwei in derselben Spalte angegebene Züge, die kein Anschluß miteinander haben	Separa dos trenes de la misma columna entre los cuales no hay enlace
Continued in later column	Suite dans une colonne à droite	Continuazione più avanti a destra	Fortsetzung weiter rechts	Continuación a la derecha
Continued from earlier column	Suite d'une colonne à gauche	Seguito di una colonna a sinistra	Fortsetzung von links	Continuación desde la izquierda
Vice versa	Vice versa	Viceversa	Umgekehrt	A la inversa
* Public holiday dates for each country are given on page 2. Other, special symbols are explained in table footnotes or in the introduction to each country.	* Les dates des fêtes légales nationales sont données en page 2. D'autres signes particuliers sont expliqués dans les notes ou bien dans l'avant-propos relatif à chaque pays.	* Per le date dei giorni festivi civili nei diversi paesi vedere pagina 2. Altri segni particolari vengono spiegati nelle note in calce ai quadri o nella introduzione relativa a ogni paese.	* Gesetzliche Landesfeiertagsdaten finden Sie auf Seite 2. Besondere Symbole sind in den Fußnoten bzw. in der Einleitung zu den einzelnen Länder erklärt.	* Las fechas de los días festivos en cada país figuran en la página 2. La explicación de otros signos particulares se da en las notas o en el preámbulo correspondiente a cada país.

67. There is a direct Eurostar train service between London and Amsterdam.
A. True
B. False
68. Your client will be departing on Eurostar train # 9116 on a Sunday. The train check-in deadline is
A. 08:07
B. 07:00
C. 07:54
D. 07:30
69. A passenger would like to take a Eurostar from London to Brussels on a Saturday after 5pm. What train can you offer?
A. 9152
B. 9156
C. 9160
D. Both A & C
70. A passenger is arriving Amsterdam Schiphol Airport at 6am on a Monday, and would like to continue on a train to London. What is the earliest departure time available?
A. 07:24
B. 07:40
C. 08:10
D. 09:40
71. Another passenger needs to travel from London to Antwerpen on a Sunday. What is the first available train service?
A. 9108 & 610
B. 9110 & 9321
C. 9116 & 612

Module M 2.3 Land Transport: Bus and Coach

72. Coaches are usually used for urban and suburban scheduled travel where the level of comfort is not expected to be high.
A. true
B. false
73. The word "bus" and "coach" have the same meaning everywhere.
A. true
B. false
74. The advantage of coaches over trains is that
A. They are always less costly.
B. They access remote destinations.
C. They are cleaner and timely.
D. Their stations are centrally located.
E. None of the above.
75. This European quality label rates the quality of buses with a number of stars:
A. Thomas Cook.
B. OAG.
C. GBK.
D. TIM.

76. Choice of bus route should depend on the following

- A. Whether the customer intends to see much of the country.
- B. Whether the customer wants to mix with native people.
- C. Whether the customer wants to get from A to B as easily as possible
- D. All of the above.

77. In some African countries the bus driver is responsible for the bus and will sell tickets on the bus. These buses

- A. conform to world-wide standards
- B. may often depart only when full
- C. do not accept foreign visitors
- D. all of the above

78. A customer assesses a travel agent's opinions of other cultures through

- A. intonation.
- B. language pattern.
- C. body language.
- D. all of the above.

79. A great way to get to know a lot of different local people in a visited country is to:

- A. Purchase a tour package.
- B. Spend time in a local museum between bus stops.
- C. Combine bus travel during the day and overnight stays at hotels.
- D. All of the above.

80. In the United States, long-distance buses

- A. are air-conditioned.
- B. have at least one toilet.
- C. serve hot meals.
- D. both A and B.

Regular Greyhound passes usually cover traffic between

- A. The United States and Canada
- B. US cities.
- C. North American cities on the east coast.
- D. None of the above.

This country is made up the North Island and the South Island.

- A. Indonesia
- B. Ireland
- C. New Zealand
- D. none of the above

The four main international airports in India are in Bombay, Calcutta, Delhi, and:

- A. Purna
- B. Bangalore
- C. Madras
- D. Mumbai

84. First-class buses in Bolivia are
- A. Non-existent
 - B. Often imported and recycled.
 - C. The usual mode of transportation used.
 - D. Both B and C

Module M 2.4 Accommodation (Hotels and other than Hotels)

85. Your first guideline in determining what kind of accommodation to recommend to a client is:
- A. cost
 - B. purpose of the trip
 - C. length of stay
 - D. none of the above
86. Safety is as important to transport, as _____ is important to accommodations
- A. room quality
 - B. cleanliness
 - C. location
 - D. service
87. The first consideration for a business traveller in deciding where to stay is the:
- A. price
 - B. location
 - C. staff-to-guest ratio
 - D. all of the above are equally important
88. Amenities in an accommodation include
- A. Hair dryer
 - B. Lotions and shampoos
 - C. Tea and coffee in the room
 - D. All of the above
89. Travelers who love to meet local people in a home setting will enjoy staying at:
- A. Hostels
 - B. Farmhouses
 - C. Guesthouses
 - D. Spas
 - E. Both B & C
90. Facilities in an accommodation include
- A. beaches
 - B. swimming pools
 - C. meeting rooms
 - D. all of the above
 - E. B & C only
91. Familiar environment, food and comfort of one's own culture are major factors that determine the type of accommodation for
- A. Luxury travelers
 - B. Mid market travelers
 - C. Budget travelers
 - D. "Home-away-from-home" travellers

92. Women traveling on business often ask for
- A. Ground floor rooms
 - B. Rooms with small kitchen
 - C. Upper floor rooms
 - D. Both A & B
93. Your first guideline in determining what kind of accommodation to recommend to a client is
- A. cost
 - B. purpose of the trip
 - C. length of stay
 - D. none of the above
94. Spas place emphasis on the mind rather than the body and therefore pay less attention to food or amenities
- A. true
 - B. false
95. The first consideration for a business traveler in deciding where to stay is the
- A. price
 - B. location
 - C. staff-to-guest ratio
 - D. all of the above are equally important
96. Amenities in an accommodation include
- A. Hair dryer
 - B. Lotions and shampoos
 - C. Tea and coffee in the room
 - D. All of the above
97. Which of the following would be a good accommodation option for families traveling with children?
- A. luxury hotel
 - B. apartment
 - C. budget hotel
 - D. hotel with a pool
98. Facilities in an accommodation include
- A. beaches
 - B. swimming pools
 - C. meeting rooms
 - D. all of the above
 - E. B & C only
99. Private homes available for one-week stays in France are called "gites".
- A. True
 - B. False
100. Which of the following is true?
- A. Hostels and Elderhostels are the same and cater to the same population.
 - B. Hostels and Elderhostels are the same except that Elderhostels attract an older population.

Module M2.5 Water Transport

101. A cruise region successful as a result of consistent year-round weather and 7000 islands is
 - A. The caribbean.
 - B. Mexico.
 - C. Mediterranean Europe.
 - D. Alaska.
 - E. The Mexican Riviera.
102. Clients who want snorkelling adventure should consider cruising in the
 - A. Eastern Caribbean.
 - B. Western Caribbean.
 - C. Southern Caribbean.
 - D. Northern Caribbean.
103. Mediterranean cruises don't operate in
 - A. Summer.
 - B. Autumn.
 - C. Winter.
 - D. Spring.
104. Hurricane season in the Caribbean is
 - A. July and August
 - B. August to October
 - C. June to August
 - D. June to November
105. The Mexican "Riviera" is on the:
 - A. Eastern coast of Mexico.
 - B. Western coast of Mexico.
 - C. Caribbean coast.
 - D. none of the above.
106. Cruises typically served by smaller yacht-like vessels are
 - A. Pacific Ocean cruises.
 - B. Indian Ocean cruises.
 - C. Alaskan Cruises.
 - D. Hawaii-Fiji Cruises.
107. First-class accommodations are usually located
 - A. on upper decks.
 - B. in the aft section.
 - C. on the lowest decks.
 - D. both B and C.
108. Cruises are categorized by type, cost and
 - A. ships registry.
 - B. ship size.
 - C. duration.
 - D. both A and B.

109. The following ships are too large to pass through the Panama Canal:
- A. super mega ships
 - B. mega ships
 - C. large ships
 - D. both A and B
110. Clients who want a bare boat sailing cruise may need:
- A. a certificate or licence to charter the boat.
 - B. at least one crew member with local citizenship.
 - C. Extensive training with the boat chartering owner.
 - D. none of the above.
111. All cruises include
- A. transportation from port to port.
 - B. entertainment.
 - C. shuttle service from/to the airport.
 - D. both A and B.
 - E. All of the above.
112. Cruise passengers with special dietary requirements must:
- A. notify the cruise line in advance.
 - B. bring their own food.
 - C. supply a medical certificate.
 - D. take no special action.
113. A male cruise passenger wearing a collared sports shirt could be refused entry to the dining room if the dress code is
- A. formal
 - B. semi-formal
 - C. informal
 - D. all of the above
114. The ship's staff are referred to as
- A. crew
 - B. officers
 - C. valets
 - D. pursers
 - E. none of the above
115. Most cruise ships are at sea between
- A. 6 p.m. and 6 a.m.
 - B. midnight and noon
 - C. 6 a.m. and 6 p. m.
 - D. none of the above
16. Generally, on cruises pets are
- A. allowed in kennels.
 - B. not allowed.
 - C. allowed at a 50 percent supplement
 - D. allowed with proper vaccine documents.

117. Cruise lines need passenger names
- A. as they appear in on flight tickets.
 - B. by telephone reservation.
 - C. as they appear in passports.
 - D. both B and C
118. Cruise Line *Conditions of Carriage* literature includes
- A. Service charges.
 - B. Meal options.
 - C. Excursion costs.
 - D. A and B.
 - E. all of the above.

Module M2.6 Tour Packages 2

119. The 4 steps of tour development are planning, negotiations, costing and
- A. setting commissions
 - B. promotion
 - C. accounting
 - D. none of the above
20. All of the following elements are considered essential to the success of a tour except
- A. attractions
 - B. details
 - C. the age of the client
 - D. profit
123. This step in designing a tour product involves a visit of locations and setting a management strategy.
- A. Negotiations
 - B. Costing
 - C. Marketing
 - D. Planning
124. Tour promotion is *mostly* through
- A. travel ads.
 - B. brochures.
 - C. GDS facilities.
 - D. Magazine articles.
125. The most important points in selling a tour to a client are
- A. guaranteed entrances
 - B. known costs
 - C. translating the tour features into benefits for the client
 - D. all of the above
126. After determining customer needs, the first step in customising a tour is to
- A. select an existing tour.
 - B. contact a tour wholesaler.
 - C. negotiate with suppliers.
 - D. design a new tour.
 - E. none of the above

127. Which of the following tour features might contain a tour voucher in a client's tour packet?
- A. Accommodation
 - B. Rental car
 - C. Complimentary cocktail reception
 - D. All of the above
128. Independent tours without any transportation and/or escort fees do not have any fixed costs.
- A. True
 - B. False
129. The total net cost of the tour is calculated by adding fixed costs to
- A. variable costs
 - B. variable costs times the number of participants
 - C. the number of participants
 - D. none of the above
130. Meal expenses are an example of a
- A. fixed cost.
 - B. variable cost.
 - C. mixed cost.
 - D. net cost.
131. The person or business that sells the tour product to the general public is called
- A. Tour wholesaler
 - B. Tour operator
 - C. Tour broker
 - D. Tour retailer
132. Profit mark-ups are determined by unit price costing and
- A. cost plus pricing.
 - B. affinity standard cost pricing.
 - C. average-cost pricing.
 - D. none of the above.
133. Producing a successful tour requires
- A. discounts
 - B. good GDS knowledge
 - C. quality components
 - D. tours of at least 1 week duration
134. What function plans activities to promote product and company image?
- A. public relations.
 - B. advertising.
 - C. direct mail.
 - D. none of the above

135. The common form of tour promotion or advertising is

- A. newspaper
- B. brochure
- C. GDS display
- D. television

Module M2.7 Laws and Regulations

136. Greater protection for consumers calls for

- A. Greater revenues for travel consultants.
- B. More competitive pricing of travel products.
- C. increased travel agency liability for services delivered.
- D. decreased costs in insurance spending.

137. The new IATA formed in 1945 was incorporated in

- A. Canada
- B. the United States
- C. France
- D. Great Britain

138. In Resolution 814, the country's Agency Services Manager (ASM) establishes rules for

- A. becoming an IATA agent.
- B. becoming an IATA member.
- C. both A and B.
- D. neither A nor B.

139. PSAA No. 3 allows an agent to

- A. sell international air passenger transportation on services provided by an authorised carrier
- B. receive official air travel documents and validation plates.
- C. Remuneration and compensation.
- D. all of the above

140. IATA agents must respect

- A. that they represent member carriers.
- B. the carrier's tariff
- C. the carrier's condition of carriage
- D. all of the above

141. Monies collected by an IATA agent from passengers are the property of the

- A. passenger
- B. agency
- C. airline
- D. IATA
- E. none of the above

142. This term is widely used to refer to both the banking and the data processing activities of a BSP operation:
- A. Clearing Bank
 - B. Direct Settlement
 - C. Agency Services Management
 - D. none of the above
143. The Airline Reporting Corporation operates in
- A. the United States
 - B. Canada
 - C. both A and B
 - D. none of the above
144. An agent who has signed the IATA Passenger Sales Agency Agreement is a(n):
- A. accredited agent.
 - B. appointed agent.
 - C. associate agent.
 - D. approved agent.
 - E. none of the above.
145. Each place of business, belonging to an agent, that is entered in the Agency List is said to be an:
- A. accredited location.
 - B. appointed location.
 - C. approved location.
 - D. associate location.
 - E. none of the above.
146. A license is
- A. A mandatory requirement to operate a travel agency worldwide.
 - B. An authorization to start a business.
 - C. A consumer protection law.
 - D. A bank guarantee preventing bankruptcy.
147. Which would *not* be a licensing qualification?
- A. Accreditations in the business of travel.
 - B. Proof of financial stability.
 - C. Agency protection.
 - D. Registration with the government.
 - E. Liability insurance.
148. How can licensing authorities decide agency renewals?
- A. By examining its employees' expertise.
 - B. By evaluating its financial situation.
 - C. By reviewing the agency's compliance to original requirements.
 - D. By recommendation from satisfied customers.

149. If an agent cannot settle accounts through the Billing and Settlement Plan, how does he pay an airline?
- A. Through the CIP (Carrier Identification Plate).
 - B. Directly with each airline.
 - C. Through the agency's own bank.
 - D. Through the ASM (Agency Services Manager).

Module M2.8 Selling Skills

150. If you sell and service your clients well, they will
- A. refer you to other clients
 - B. pay you premiums on your commissions
 - C. both A and B
 - D. none of the above
151. Good sales techniques are effective if they use good _____ principles.
- A. marketing
 - B. economic
 - C. mathematical
 - D. geographical
152. Because the travel consumer has access to more information and is often more educated, the travel agent must have
- A. increased product knowledge
 - B. better selling skills
 - C. both A and B
 - D. none of the above
153. One reason consumers say they stay loyal to their travel agents is because the travel agent
- A. can get them the best prices
 - B. urges them to travel when they otherwise would not
 - C. knows everything there is to know about travel
 - D. none of the above
154. The most important part of the promotion of a product is
- A. advertising
 - B. sales
 - C. publicity
 - D. travel agent
155. When selling by telephone
- A. you do not need to worry about your listening skills
 - B. you have the disadvantage of not making eye contact with the prospect
 - C. how something is said is much more important than what is actually said
 - D. both B and C
156. "How would you like to pay for this?" This is an example of a
- A. Commitment question
 - B. Broad question
 - C. Determining question
 - D. Follow-up question
157. The important quality of long term sales success for the travel agent is
- A. total quality management
 - B. continuous process improvement
 - C. customer relationship management
 - D. none of the above

158. Increased competition and lower fares in the airline industry are the result of
- A. deregulation
 - B. supply and demand
 - C. government regulations
 - D. none of the above
159. The following is a reason consumers stay loyal to their travel agent
- A. convenient location
 - B. knowledge of a specific destination
 - C. dependability
 - D. all of the above
160. Value is a result of
- A. travel agent personality
 - B. price
 - C. price and quality
 - D. price and quantity
161. When selling on the telephone, this skill is most important
- A. note taking
 - B. being able to do more than one thing at a time
 - C. being able to make appropriate eye contact
 - D. listening
162. The act of repeating your potential client's needs and then asking if you have understood his correctly is known as
- A. Exploring
 - B. Restating
 - C. Responding positively
 - D. Moving on
163. In large-account sales, the most important part in getting to a commitment is often
- A. dependent on the age of the agent
 - B. the relationship with the decision maker(s)
 - C. breaking down the package into smaller units
 - D. none of the above
164. If you sell and service your clients well, they will
- A. refer you to other clients
 - B. pay you premiums on your commissions
 - C. both A and B
 - D. none of the above
165. When selling by telephone:
- A. you do not need to worry about your listening skills
 - B. you have the disadvantage of not making eye contact with the prospect
 - C. how something is said is much more important than what is actually said
 - D. both B and C
166. Efforts made to develop long-term and committed customers is called
- A. Cross-selling
 - B. Marketing
 - C. Customer relationship management
 - D. Networking

167. Good selling only requires knowledge of the product.
- A. True
 - B. False
168. When selling by telephone, you should
- A. Match the tone of your voice and rate of speech with that of your client
 - B. Avoid sounding like a mimic
 - C. Get the caller's name as soon as possible and use it frequently
 - D. All of the above
169. A trust-building strategy for successful "selling in person" is
- A. Making genuine eye contact
 - B. Using the prospect's name frequently
 - C. Making a good first impression
 - D. All of the above
170. This type of listening encourages the speaker to continue speaking
- A. Active listening
 - B. Selective listening
 - C. Responsive listening
 - D. None of the above
171. The first and most important buying influence is the _____ influence.
- A. Economic
 - B. User
 - C. Technical
 - D. Coach
172. To keep your skills up to date, you should
- A. read articles and books about travel trends
 - B. take a sales training course with classroom instruction
 - C. continuously practice on the job any new skills you learn
 - D. all of the above
173. Because you are not able to see a telephone prospect, you will need to
- A. ask the client what his/her income is
 - B. get the client's credit card number to ensure that he/she is serious
 - C. ask more questions to determine needs
 - D. none of the above
174. Phrases such as "I see," "Go on," and "Interesting"
- A. Encourages the speaker to continue.
 - B. Shows disinterest on the part of the listener
 - C. Is interruptive and limits communication.
 - D. none of the above
175. This listening narrows the conversation to key points
- A. active
 - B. selective
 - C. responsive
 - D. none of the above

176. What kind of listening plays on the feelings, emotions, or opinions of the speaker?
- A. active
 - B. selective
 - C. responsive
 - D. none of the above
177. When selling by telephone, the best practice is for travel agents to
- A. Sell the agency's highlights.
 - B. Coach the conversation with key questions.
 - C. Listen and wait for the speaker to identify his needs.
 - D. Insist on a personal visit.
178. To create a team atmosphere, when meeting with a client in person, you should try to sit
- A. side by side
 - B. at a circular table
 - C. across from each other
 - D. behind the person
179. One way to put a prospect at ease is to
- A. avoid eye contact.
 - B. have him/her fill out a questionnaire.
 - C. use their name frequently.
 - D. all of the above.
180. Once you have developed trust with a prospect, the next step is to
- A. demonstrate the product.
 - B. identify needs and wants.
 - C. recommend the product.
 - D. quote prices.

ANSWER SHEET

Only one answer per question

Correct method

Wrong method

A	B	C	D	E
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

	A	B	C	D	E		A	B	C	D	E		A	B	C	D	E		A	B	C	D	E
1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	46	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	91	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	136	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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9	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	54	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	99	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	144	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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13	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	58	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	103	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	148	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	59	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	104	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	149	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Co.1

Co.2

Co.3

Co.4

126 - Pass

153 - Distinction

Total
points

18

