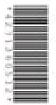
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TRAVEL & TOURISM

7096/13

Paper 1 Core Paper

October/November 2020

2 hours

You must answer on the question paper.

You will need: Insert (enclosed)

INSTRUCTIONS

- Answer all questions.
- Use a black or dark blue pen.
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- Write your answer to each question in the space provided.
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INFORMATION

- The total mark for this paper is 100.
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Travel Services Question Paper

Miriam Firth

Travel Services Question Paper:

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Official Report Canada. Parliament. House of Commons,1975

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Service Encounters in Tourism, Events and Hospitality Miriam Firth, 2020-01-30 This book offers insights into the demands made on staff in service encounters in tourism events and hospitality roles Using data from research completed in these industries it hinges upon storied incidents offered by workers about which the reader can reflect and apply theoretical knowledge A key feature of this volume is that it focuses on staff perspectives and perceptions of service encounters and delivery rather than on customer or management perspectives This will provide students lecturers management and customers with fresh and clear understandings of the demands made on staff but also the perspectives from which the demands are seen The chapters clarify to students how to apply academic knowledge within customer service contexts and include learning objectives questions and summaries

Travel USA Bulletin United States. National Park Service, 1948

Travel USA. ,1948 Advances in Automation VI Andrey A. Radionov, Vadim R. Gasiyarov, 2025-02-01 This book reports on innovative research and developments in automation Spanning a wide range of disciplines including communication engineering control engineering predictive engineering and machine learning it focuses on methods and findings aimed at improving the control and monitoring of industrial and manufacturing processes as well as their reliability Based on the 7th International Russian Automation Conference RusAutoCon2024 held as a hybrid conference on September 8 14 2024 in from Sochi Russia this book provides academics and professionals with a timely overview of and extensive information on the state of the art in the field of automation and control systems It is also expected to foster new ideas and collaborations between groups in different countries Travel USA Bulletin ,1948 Trade in Services in the Asia-Pacific Region Takatoshi Ito,Anne O. Krueger,2007-11-01 In recent years the tremendous growth of the service sector including international trade in services has outstripped that of manufacturing in many industrialized nations As the importance of services has grown economists have begun to focus on policy issues raised by them and have tried to understand what if any differences there are between production and delivery of goods and services This volume is the first

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