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UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS
International General Certificate of Secondary Education

CANDIDATE NAME	

CENTRE NUMBER						CANDIDATE NUMBER					

6259769832

TRAVEL AND TOURISM **0471/13**

Core Module **October/November 2013**

2 hours

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.
You may use a soft pencil for any diagrams, graphs or rough working.
Do not use staples, paper clips, highlighters, glue or correction fluid.
DO **NOT** WRITE IN ANY BARCODES.

Answer **all** questions.

All 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 **16** printed pages and **1** Insert.

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Question 1

Refer to Photographs A, B and C (Insert), taken by leisure tourists visiting three different destinations.

(a) Complete the following table to identify the destination in which **each** photograph was most likely to have been taken.

Destination	Photograph
The Swiss Alps	
Dubai	
Kruger National Park, South Africa	

[3]

(b) Fig. 1 (Insert), shows world international tourist arrivals (millions) by region. Describe the increases in international tourist arrivals as shown in Fig. 1 (Insert).

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..... [4]

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(c) Fig. 1 (Insert), shows that destinations in the Middle East, such as Dubai, Abu [illegible] and Doha, are experiencing rapid growth in international tourist arrivals. Explain the negative socio-cultural impacts that can occur in destinations experiencing such rapid growth.

1 .....

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2 .....

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3 .....

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..... [6]

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(d) Explain **three** ways in which major attractions attempt to improve the visitor expe[illegible] of **foreign** tourists.

1 .....

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2 .....

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(e) Many destinations attract a variety of tourists. With reference to **one** destinati which you are familiar, discuss how different travel and tourism providers meet needs of **budget** travellers with limited disposable income.

Name of destination .....

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.....[6]

[Total: 25]

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Question 2

Refer to Fig. 2 (Insert), a news item about tourism in the Dominican Republic, a popular tropic destination in the Caribbean.

(a) Identify the following:

- the percentage increase in visitor numbers between 2010 and 2011 .....
- the increase in the number of South American visitors in 2011 .....
- the name of Santo Domingo's airport.....

[3]

(b) Describe what is meant by the following:

- leisure tourism .....

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- ecotourism .....

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[4]

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(c) The Punta Cana coastal region is the Dominican Republic's most popular desti[illegible]
Explain **three** negative environmental impacts that frequently occur when **coastal** a[illegible]
are developed for tourism.

1 .....

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2 .....

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(d) Many destinations in the Caribbean act as ports of call for cruise ships. Descri
cruise ship arrivals may benefit the following aspects of the destination:

- local businesses .....

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- employment opportunities .....

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- foreign exchange receipts .....

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[6]

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(e) Discuss the ways in which modern cruise ships appeal to a variety of passenger

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[Total: 25]

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Question 3

Refer to Fig. 3 (Insert), pictures showing ten different aspects of hotel customer service.

(a) Complete the table by stating whether the listed aspects of customer service are likely to involve **direct** contact with the hotel's guests:

Aspect of hotel customer service picture number	Direct guest contact Yes or No?
1	
6	
8	

[3]

(b) With reference to Fig. 3 (Insert), identify and explain **three** ways through which hotel staff are likely to receive training.

1 .....

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2 .....

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3 .....

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..... [6]

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(c) Many hotel guests will want to go shopping during their stay. Explain **two** ways in which hotel staff may be of help to these guests.

1 .....

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2 .....

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..... [4]

(d) Many destinations have large shopping malls that attract large numbers of visitors. Explain **three** ways in which large malls have been made accessible to visitors.

1 .....

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2 .....

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3 .....

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(e) With reference to **one** destination with which you are familiar, discuss the sight[illegible] tours that are available to meet the needs of different types of visitor.

Name of destination .....

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[Total: 25]

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Question 4

Refer to Fig. 4 (Insert), information about St. Catherine's Monastery in Sinai, Egypt.

(a) State the following:

- whether local time in Sinai is in advance of or behind local time in New York

  .....

- whether Sinai has a tropical desert climate or a temperate climate

  .....

- the year that the main church dates from

  .....
  [3]

(b) Identify and explain **two** ways in which St. Catherine's Monastery will appeal to religious tourists.

1 .....

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2 .....

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.....[4]

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(c) Many visitors to St. Catherine's Monastery will be leisure tourists taking part in an organised excursion run by a local tour operator. Explain **three** ways in which local tour operators are likely to promote such excursions to tourists in Egypt.

1 .....

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2 .....

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3 .....

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.....[6]

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(d) Many destinations in the Middle East are considered unsafe for foreign tourists. E[illegible] why many governments now advise travellers to do all of the following:

- carry a photocopy of the personal details page from your passport at all times

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- keep wallets, money and valuables out of sight

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- avoid political gatherings and demonstrations

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[6]

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(e) Discuss the ways in which visiting tourists might support the traditional cultu[illegible] destination.

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[Total: 25]

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