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Cambridge International General Certificate of Secondary Education

CANDIDATE NAME	

CENTRE NUMBER						CANDIDATE NUMBER				

* 0 3 3 3 2 5 3 3 5 1 *

TRAVEL AND TOURISM **0471/12**

Core Module **May/June 2019**

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 an HB pencil for any diagrams or graphs.
Do not use staples, paper clips, glue or correction fluid.
DO **NOT** WRITE IN ANY BARCODES.

Answer **all** questions.

All the Figures referred to in the questions are contained in the Insert.

At the end of the examination, fasten all your work securely together.
The number of marks is given in brackets [ ] at the end of each question or part question.

This document consists of **11** printed pages, **1** blank page and **1** Insert.

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1 Refer to Fig. 1.1 (Insert), information about tourism in Cape Verde, a country in Africa.

(a) State **three** seas or oceans that surround Africa.

1 .....

2 .....

3 .....

[3]

(b) Tourism creates a variety of impacts.

Complete the table to show the type of tourism impact for each of the following:

	Economic	Environmental	Social and cultural
An increase in education and training			
Seasonal employment			
Revival of traditional arts and crafts			
Traffic congestion			

[4]

(c) Explain **one** way **each** of the following tourism impacts in Cape Verde could be managed:

litter on the beaches .....

.....

.....

.....

increased waste going to landfill .....

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.....

.....

damage to protected beach environments .....

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[6]

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(d) Explain **two** ways that governments can support the growth of a tourist destination.

1 .....

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2 .....

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[6]

(e) Discuss the negative impacts of foreign investment when developing a tourism industry.

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..... [6]

[Total: 25]

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2 Refer to Fig. 2.1 (Insert), a ferry terminal in Rosslare, Ireland.

(a) Identify **four** services provided for tourists at the ferry terminal shown in Fig. 2.1.

1 .....

2 .....

3 .....

4 .....

[4]

(b) Explain **one** benefit to the following tourists of travelling by ferry rather than by road or by air:

families .....

.....

.....

.....

groups .....

.....

.....

.....

independent travellers .....

.....

.....

.....

[6]

(c) State **three** different types of water-based transport, other than ferries, used by tourists.

1 .....

2 .....

3 .....

[3]

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(d) Describe **three** ways that ferry companies can meet the needs of passengers with limited mobility.

1 .....

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2 .....

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3 .....

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[6]

(e) Discuss the reasons why governments might invest in sea transport.

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..... [6]

[Total: 25]

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3 Refer to Fig. 3.1 (Insert), a hotel check-in desk.

(a) State **three** examples of technology that tourism staff are likely to use when communicating with customers.

1 .....

2 .....

3 .....
[3]

(b) State **four** details staff will discuss with customers when booking a hotel room.

1 .....

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2 .....

.....

3 .....

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4 .....

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[4]

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(c) Describe **one** action a hotel receptionist is likely to take at **each** of the following stages of the hotel guest cycle:

pre-arrival/booking .....

.....

.....

.....

check-in .....

.....

.....

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check-out .....

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[6]

(d) Describe **three** ways tourism organisations can control the personal presentation of their staff.

1 .....

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2 .....

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3 .....

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[6]

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(e) Assess the importance to tourism organisations of creating a customer care policy.

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..... [6]

[Total: 25]

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4 Refer to Fig. 4.1 (Insert), information about Po Lin Monastery, Hong Kong.

(a) State **three** special interest tourists that are likely to visit Po Lin Monastery.

1 .....

2 .....

3 .....

[3]

(b) Explain **one** way religious sites, such as the Po Lin Monastery, could minimise **each** of the following social and cultural impacts:

crime .....

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.....

.....

culture clash .....

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commodification .....

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[6]

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(c) Describe **three** ways tourist attractions can use technology to increase their appeal.

1 .....

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2 .....

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3 .....

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[6]

(d) Describe **one** advantage and **one** disadvantage to Hong Kong of being a stop-over destination.

Advantage .....

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Disadvantage .....

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[4]

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(e) Discuss the benefits to tourism organisations of having QTS status.

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..... [6]

[Total: 25]

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