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Cambridge Assessment International Education

Cambridge IGCSE™

CANDIDATE NAME	

CENTRE NUMBER						CANDIDATE NUMBER				

9880464534

TRAVEL & TOURISM **0471/11**

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.
- Write your name, centre number and candidate number in the boxes at the top of the page.
- Write your answer to each question in the space provided.
- Do **not** use an erasable pen or correction fluid.
- Do **not** write on any bar codes.

INFORMATION

- The total mark for this paper is 100.
- The number of marks for each question or part question is shown in brackets [ ].
- The insert contains all the figures referred to in the questions.

This document has **12** pages. Blank pages are indicated.

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Question 1

Refer to Fig. 1.1 (Insert), a diagram showing the main components of the travel and tourism industry.

(a) Give **one** example of each of the following:

transport .....

accommodation .....

ancillary services .....
[3]

(b) Explain **two** ways accommodation providers can increase their occupancy rate.

1 .....

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.....

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2 .....

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.....
[4]

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(c) Explain **three** reasons why tourist attractions might ask tourists to book tickets in advance.

1 .....

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2 .....

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3 .....

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[6]

(d) Describe **three** ancillary services offered by travel agents to international tourists.

1 .....

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2 .....

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3 .....

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[6]

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(e) Evaluate the importance to destinations of developing an effective tourism infrastructure.

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..... [6]

[Total: 25]

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Question 2

Refer to Fig. 2.1 (Insert), a photograph of a tourist information centre in Germany.

(a) Identify **three** ways the tourist information centre shown in Fig. 2.1 is meeting the needs of tourists.

1 .....

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2 .....

.....

3 .....

.....

[3]

(b) State **four** products or services likely to be sold at tourist information centres.

1 .....

2 .....

3 .....

4 .....

[4]

(c) Describe **three** customer enquiries staff at tourist information centres are likely to handle.

1 .....

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.....

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2 .....

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3 .....

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[6]

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(d) Explain **three** ways tourism organisations can provide for tourists with different language needs.

1 .....

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2 .....

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3 .....

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[6]

(e) Assess the importance of tourist information centres to tourist destinations.

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..... [6]

[Total: 25]

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Question 3

Refer to Fig. 3.1 (Insert), information on direct flights to Perth, Australia.

(a) State the following:

the continent the UK is in .....

whether Australia's time zone is in advance of or behind London, UK .....

the stopover destination that is in the USA .....

[3]

(b) Define, using an example, what is meant by the following terms:

inflight services .....

.....

.....

.....

hub airport .....

.....

.....

.....

[4]

(c) Explain how the following are likely to improve the inflight experience for passengers:

more space between seats .....

.....

.....

.....

bigger entertainment screens .....

.....

.....

.....

more storage space for personal belongings .....

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.....

[6]

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(d) Explain **three** likely reasons why an airline would introduce direct flights.

1 .....

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2 .....

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3 .....

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[6]

(e) Discuss the impacts on stopover destinations of the introduction of direct flights.

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..... [6]

[Total: 25]

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Question 4

Refer to Fig. 4.1 (Insert), a photograph of a carnival parade in Cologne, Germany.

(a) State **three** types of events, other than carnivals, likely to attract tourists.

1 .....

2 .....

3 .....

[3]

(b) Explain **three** likely reasons for the appeal to tourists of carnivals.

1 .....

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.....

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2 .....

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3 .....

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[6]

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(c) Explain **three** risks to tourists in overcrowded areas.

1 .....

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2 .....

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3 .....

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[6]

(d) Describe **two** temporary infrastructure changes likely to be made during a large event, such as a carnival.

1 .....

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2 .....

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[4]

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(e) Discuss the benefits to tourist destinations of hosting events.

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..... [6]

[Total: 25]

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