



# Cambridge IGCSE™

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**TRAVEL & TOURISM**

**0471/21**

Paper 2 Alternative to Coursework

**October/November 2021**

**2 hours 30 minutes**

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 **16** pages. Any blank pages are indicated.

**Question 1**

Refer to Fig. 1.1 (Insert), an advertisement for a holiday to Sri Lanka, an island destination in the Indian Ocean.

(a) Describe **two** components included in this package holiday.

1 .....

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2 .....

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[4]

(b) Explain **three** reasons for the likely appeal of Sri Lanka to leisure tourists.

1 .....

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2 .....

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3 .....

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[6]

(c) Explain **two** benefits to the provider of using a website as a distribution channel for this holiday.

1 .....

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2 .....

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[6]



**Question 2**

Refer to Fig. 2.1 (Insert), information about the cruise industry.

(a) Identify **four** characteristics of a typical cruise passenger, according to the research data.

- 1 .....
- 2 .....
- 3 .....
- 4 ..... [4]

(b) Explain **three** reasons why the travel industry collects statistical research data.

- 1 .....  
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- 2 .....  
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- 3 .....  
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..... [6]

(c) Explain **two** reasons why prestige pricing might **not** be a suitable pricing policy for all cruise holidays.

1 .....

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2 .....

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[6]



**Question 3**

Refer to Fig. 3.1 (Insert), the results of a SWOT analysis of the Philippines as a tourist destination. The Philippines is a south east Asian country, comprising more than 7000 islands in the Pacific Ocean.

(a) Explain why SWOT analysis is a useful tool for travel and tourism organisations.

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..... [4]

(b) Explain, using the results of the SWOT analysis in Fig. 3.1, **three** factors of place which may currently prevent tourists from wanting to visit the Philippines.

1 .....

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2 .....

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3 .....

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[6]



(c) Explain how tourism providers in the Philippines can benefit from **each** of the following opportunities:

increased demand for accommodation .....

.....  
.....  
.....

increased number of international visitors .....

.....  
.....  
.....

diversified tourism packages .....

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.....

[6]



**Question 4**

Refer to Fig. 4.1 (Insert), information about the 2019 China–New Zealand ‘Year of Tourism’.

- (a) Describe **two** ways the ‘Year of Tourism’ marketing campaign can be used to create a brand image for tourism between China and New Zealand.

1 .....

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2 .....

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[4]

- (b) Explain **three** likely reasons why New Zealand chose China as its marketing partner for the ‘Year of Tourism’.

1 .....

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2 .....

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3 .....

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[6]

(c) Explain **two** likely benefits for tourism businesses in New Zealand of using the 'China Toolkit' as a trade promotion technique.

1 .....

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2 .....

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[6]







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