Cambridge International Examinations
Cambridge International General Certificate of Second

CANDIDATE NAME

CENTRE NUMBER | | | | | |

CAN NUMBER

9736451931

TRAVEL AND TOURISM **0471/01**

Core Module **May/June 2015**

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 **14** printed pages, **2** blank pages and **1** insert.

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Question 1

Refer to Fig. 1 (Insert), a map showing some of the world's majo destinations.

(a) Using Fig. 1 (Insert), complete the following table by naming

Feature	Name
Continent A	
Continent B	
Ocean C	

[3]

(b) State the following:

- the term that best describes the climatic conditions in Egypt along the course of the River Nile

  .....

- whether July in Cape Town is high or low season

  .....

- whether local time in Dubai is in advance of or behind local time in Beijing

  .....

- whether Los Angeles is east or west of the International Date Line

  .....[4]

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(c) Tourism in many areas of the world is at risk from natural h
following can influence tourism:

- hurricanes

  .....

  .....

  .....

  .....

- volcanic eruptions

  .....

  .....

  .....

  .....

- climate change

  .....

  .....

  .....

  .....[6]

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(d) Many rivers, such as the River Nile in Egypt, are used by rive

Explain **three** ways in which river cruises appeal to leisure to

1 .....

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2 .....

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.....

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3 .....

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.....[6]

(e) Discuss the ways in which **one** area of inland water with which you are familiar has been developed for tourism purposes.

Chosen area of inland water .....

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.....[6]

[Total: 25]

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Question 2

Refer to Fig. 2 (Insert), a review of world tourism in 2012.

(a) Identify from Fig. 2 (Insert) the **three** purposes of travel that tourism visits in 2012.

1 .....

2 .....

3 .....[3]

(b) With reference to Fig. 2 (Insert), describe the relationship 'between the two key indicators used in monitoring international tourism trends'.

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.....[4]

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(c) France was the most visited destination in 2012.

Explain how **each** of the following might account for the large

- France's central position in Western Europe

  .....

  .....

  .....

  .....

- the expansion of low-cost budget air routes

  .....

  .....

  .....

  .....

- the Euro being the main currency throughout Europe

  .....

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  .....

  .....[6]

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(d) Many Less Economically Developed Countries (LEDCs) industries. Explain **three** ways in which the national econo benefit from the development of tourism.

1 .....

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2 .....

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3 .....

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.....[6]

(e) With reference to **one** destination with which you are familiar, assess the main threats to the future development of tourism.

Chosen destination .....

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.....[6]

[Total: 25]

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Question 3

Refer to Photographs A and B (Insert), taken at international airports.

(a) Photograph A (Insert), shows passengers checking in for checking in process.

.....

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.....

.....

.....[3]

(b) Explain the purpose of **two** security checks that passengers are likely to experience **after** they have checked in for their flight.

1 .....

.....

.....

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2 .....

.....

.....

.....[4]

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(c) Some passengers will use the currency exchange facility sho

Explain the purpose served by **each** of the following:

- the display screen

  .....

  .....

  .....

  .....

- the reduced height service counter

  .....

  .....

  .....

  .....[4]

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(d) Other than currency exchange, state **four** services provide how **each** meets the needs of **outbound** international travell

1 .....

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2 .....

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3 .....

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4 .....

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.....[8]

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(e) Discuss the reasons why many travel and tourism employe Photographs A and B (Insert), wear a uniform.

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.....[6]

[Total: 25]

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Question 4

Refer to Fig. 3 (Insert), information for staff working for Carnival UK, a c

(a) Identify from Fig. 3 (Insert) the following:

- the **two** cruise lines operated by Carnival UK

  1 .....

  2 .....

- the organisation Carnival UK worked with when developing its recruitment process

  .....[3]

(b) Explain **two** benefits to Carnival UK's customers of the company making all employment offers 'subject to the disclosure of criminal records and vetting checks'.

1 .....

.....

.....

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2 .....

.....

.....

.....[4]

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(c) Carnival UK's various cruise staff will be given training so 'world-class customer experiences'.

For **each** of the following members of staff, suggest a type of and give a reason for your choice:

- **swimming pool lifeguard**

  type of training .....

  reason .....

  .....

- **kitchen assistant**

  type of training .....

  reason .....

  .....

- **babysitter**

  type of training .....

  reason .....

  .....[6]

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(d) Carnival UK's passengers will often go on a coach sightsee ship stops at a port of call. State **three** characteristic features the purpose of each feature.

1 .....

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2 .....

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3 .....

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.....[6]

(e) Assess the likely negative environmental impacts caused by large numbers of day visitors arriving on a regular basis in a destination.

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.....[6]

[Total: 25]

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