Cambridge Assessment International Education

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CENTRE NUMBER						CANDIDATE NUMBER				

9669498460 8

TRAVEL & TOURISM **0471/11**

Paper 1 Core Paper **May/June 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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[Turn over

Question 1

Refer to Fig. 1.1 (Insert), information on global tourism.

(a) Identify **three** types of transport used by tourists.

1 .....

2 .....

3 .....

[3]

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

inbound tourism .....

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.....

domestic tourism .....

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[4]

(c) Tourism can bring many positive economic benefits to a destination through the multiplier effect.

Explain the following types of tourism multipliers:

taxes .....

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investment .....

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employment .....

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[6]

(d) Explain **two** ways tourism contributes to a country's balance of payments.

1 .....

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2 .....

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[6]

(e) Discuss why it is important for governments and tourism organisations to monitor tourism demand.

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..... [6]

[Total: 25]

Question 2

Refer to Fig. 2.1 (Insert), a world map.

(a) Identify the following:

the line of latitude labelled **A** .....

the continent labelled **B** .....

the country labelled **C** .....

whether the time zone in the country labelled **D** is ahead of or behind London, UK .....

[4]

(b) Complete the table below stating **two** characteristics of the climate and **one** tourist activity suited to the climate.

Climatic environment	Characteristics of the climate	Tourist activity
Equatorial	1 2	
Arctic	1 2	

[6]

(c) State **three** climatic hazards that impact tourism.

1 .....

2 .....

3 .....

[3]

(d) Explain **three** ways climate change can affect tourism.

1 .....

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2 .....

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3 .....

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[6]

(e) Discuss the ways tourist attractions can manage the effects of seasonality to remain successful.

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..... [6]

[Total: 25]

Question 3

Refer to Fig. 3.1 (Insert), information on tourism in Spain, a country in Europe.

(a) Identify the following:

the percentage of total spending generated by business tourists in Spain .....

the percentage of employment in Spain from travel and tourism .....

the current second most popular tourist destination in the world .....

[3]

(b) Explain **two** ways tourist destinations can appeal to business tourists.

1 .....

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2 .....

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[4]

(c) Explain **three** likely reasons why Spain is popular with tourists from the UK, France and Germany.

1 .....

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2 .....

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3 .....

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[6]

(d) Spain has different types of accommodation tourists can choose from.

Describe the characteristics of the following accommodation types:

hotels .....

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camp sites .....

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guest houses .....

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[6]

(e) Flamenco is a popular, traditional cultural activity in Spain, which involves music, dance and singing.

Discuss the ways tourism can negatively affect traditional cultural activities.

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..... [6]

[Total: 25]

Question 4

Refer to Fig. 4.1 (Insert), a photograph of staff presenting an outdoor lunch buffet for hotel residents.

(a) State **three** products provided by restaurants.

1 .....

2 .....

3 .....

[3]

(b) Clear speech is essential when communicating with tourists.

Explain **three** barriers to good communication in a tourism setting.

1 .....

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2 .....

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3 .....

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[6]

(c) Explain **three** personal presentation requirements for waiting staff.

1 .....

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2 .....

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3 .....

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[6]

(d) Explain **two** ways restaurants can minimise their environmental impact.

1 .....

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2 .....

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[4]

(e) Assess the benefits of restaurants and hotels using local staff.

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[Total: 25]

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