Cambridge Assessment International Education

Cambridge IGCSE™

CANDIDATE NAME

CENTRE NUMBER | | | | | |

CANDIDATE NUMBER | | | | |

5476892991

TRAVEL & TOURISM **0471/12**

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 the global rise in outbound tourism.

(a) Identify the following:

the increase in spending on tourism by the US .....

the total amount China spent on tourism .....

the increase in spending from the emerging economy .....

[3]

(b) Explain **two** negative economic impacts associated with an increase in outbound tourism.

1 .....

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2 .....

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[4]

(c) Explain **three** services provided by tourist information centres.

1 .....

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2 .....

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3 .....

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[6]

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(d) Explain **three** likely negative social cultural impacts of a global increase in tourism.

1 .....

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2 .....

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3 .....

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[6]

(e) Assess the possible reasons for the global growth in outbound tourism.

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..... [6]

[Total: 25]

Question 2

Refer to Fig. 2.1 (Insert), a photograph of tourists queuing for a sightseeing bus tour.

(a) Identify **three** ways the sightseeing bus tour shown in Fig. 2.1 is meeting the needs of tourists.

1 .....

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2 .....

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3 .....

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[3]

(b) Describe **two** different types of sightseeing tours, other than a sightseeing bus tour.

1 .....

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2 .....

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[4]

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(c) Many sightseeing buses have a tour guide on board.

Explain **three** interpersonal skills required of a tour guide.

1 .....

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2 .....

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[6]

(d) Describe **three** likely personal presentation requirements for tour guides.

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[6]

(e) Discuss the interrelationship between sightseeing tours and tourist attractions.

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[Total: 25]

Question 3

Refer to Fig. 3.1 (Insert), information on tourism in Lapland, a region in the north of Finland.

(a) Identify the following:

the expected increase in passenger numbers .....

the month snow starts to fall .....

the number of visitor arrivals by air in the month of April .....

the cost of the airport expansions .....

[4]

(b) Identify the **three** busiest months for arrivals by air to northern Finland.

1 .....

2 .....

3 .....

[3]

(c) Explain **three** likely reasons for the appeal of a leisure holiday in Lapland.

1 .....

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2 .....

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[6]

(d) Explain **three** reasons why destinations expand and update their airports.

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[6]

(e) Discuss the ways destinations can increase tourism demand out of the main season.

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..... [6]

[Total: 25]

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Question 4

Refer to Fig. 4.1 (Insert), information about how some tour operators are innovating their package holidays.

(a) State **three** providers of travel and tourism products, other than tour operators.

1 .....

2 .....

3 .....

[3]

(b) Explain **three** factors tour operators must consider when creating package holidays.

1 .....

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2 .....

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3 .....

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[6]

(c) Explain **three** likely reasons for the appeal of a door-to-door transfer to tourists.

1 .....

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2 .....

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3 .....

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[6]

(d) Explain **two** ways, other than those mentioned in Fig. 4.1, tour operators could innovate their package holidays.

1 .....

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2 .....

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[4]

(e) Discuss the importance of consumer protection for tourists booking a package holiday.

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[Total: 25]

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