Cambridge Assessment International Education

Cambridge IGCSE™

CANDIDATE NAME									
CENTRE NUMBER						CANDIDATE NUMBER			

1490999252

TRAVEL & TOURISM **0471/12**

Paper 1 Core Paper **May/June 2021**

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. Any blank pages are indicated.

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Question 1

Refer to Fig. 1.1 (Insert), information about tourism in Jordan.

(a) State **three** types of tour operator.

1 .....

2 .....

3 .....

[3]

(b) Describe **two** features of a desert climate.

1 .....

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2 .....

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[4]

(c) Explain **three** likely reasons why a destination might experience a reduction in visitor numbers.

1 .....

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2 .....

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3 .....

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[6]

(d) Explain **three** benefits to tourists of booking an escorted tour in Jordan.

1 .....

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2 .....

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[6]

(e) Evaluate the importance to historical attractions of having a carrying capacity.

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..... [6]

[Total: 25]

Question 2

Refer to Fig. 2.1 (Insert), information about cruising in the Caribbean.

(a) Identify the following:

the port passengers embark and disembark on both cruises .....

the port the cruise visits in Honduras .....

the number of days at sea on the Eastern Caribbean Cruise .....

[3]

(b) Identify **four** ways the Eastern Caribbean Cruise differs from the Western Caribbean Cruise.

1 .....

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2 .....

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3 .....

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4 .....

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[4]

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(c) Explain **three** likely reasons why tourists from the USA are the largest source market for cruise holidays in the Caribbean.

1 .....

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2 .....

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3 .....

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[6]

(d) Explain **three** economic risks for countries being over-dependent on tourism.

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[6]

(e) Discuss the role of the public sector in the operating economies of cruises.

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[Total: 25]

Question 3

Refer to Fig. 3.1 (Insert), a photograph of a tourist area.

(a) Identify **three** services provided for tourists in the photograph.

1 .....

2 .....

3 .....

[3]

(b) Staff working at the River Cruise tour desk will need to prepare a reservation file when taking bookings.

State **four** details likely to be entered into a reservation file when booking a river cruise tour.

1 .....

2 .....

3 .....

4 .....

[4]

(c) Describe **three** ways tourism staff can give good customer service when communicating face to face.

1 .....

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2 .....

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3 .....

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[6]

(d) Explain **three** personal presentation rules for staff working at catering outlets.

1 .....

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[6]

(e) Discuss the importance of tourism staff following customer care policies.

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[Total: 25]

Question 4

Refer to Fig. 4.1 (Insert), information about environmental impacts in the Mediterranean Sea.

(a) Identify the following:

the amount spent by the city of Nice on cleaning their beaches .....

one example of single use plastic .....

the number of visitors to the Mediterranean Sea each year .....

[3]

(b) Describe **two** support facilities for travel and tourism that are likely to have contributed to the success of tourism in the Mediterranean.

1 .....

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2 .....

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[4]

(c) Explain **three** ways national tourist boards could encourage tourists to reduce their plastic waste.

1 .....

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2 .....

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3 .....

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[6]

(d) Explain **three** positive environmental impacts of tourism likely to be experienced in coastal areas.

1 .....

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2 .....

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3 .....

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[6]

(e) Discuss the likely impacts to tourism organisations when destinations become polluted with litter.

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[Total: 25]

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