Cambridge Assessment International Education

Cambridge IGCSE™

CANDIDATE NAME									
CENTRE NUMBER						CANDIDATE NUMBER				

8578102673

TRAVEL & TOURISM **0471/12**

Paper 1 Core Paper **May/June 2022**

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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1 Refer to Fig. 1.1 (Insert), information about tourism in St Lucia, a Caribbean island.

(a) Identify the following:

the fee for home sharing accommodation .....

the number of visitors to St Lucia .....

the percentage of staying visitors in St Lucia .....

[3]

(b) State **four** different types of accommodation.

1 .....

2 .....

3 .....

4 .....

[4]

(c) Explain **three** benefits to destinations of developing local tourism products.

1 .....

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2 .....

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3 .....

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[6]

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(d) Explain **three** reasons why accommodation providers measure their occupancy rate.

1 .....

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2 .....

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3 .....

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[6]

(e) Discuss the likely impacts on St Lucia's tourism industry of charging staying visitors an accommodation fee.

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..... [6]

[Total: 25]

2 Refer to Fig. 2.1 (Insert), information about visitor attractions in India.

(a) State the **three** main reasons for travel.

1 .....

2 .....

3 .....

[3]

(b) State **four** likely positive impacts of extending the opening hours of visitor attractions.

1 .....

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2 .....

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3 .....

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4 .....

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[4]

(c) Explain **three** ways visitor attractions can manage large crowds.

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 environmental impacts of overcrowding at visitor attractions.

1 .....

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2 .....

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3 .....

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[6]

(e) Assess the negative social cultural impacts of religious sites becoming visitor attractions.

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..... [6]

[Total: 25]

3 Refer to Fig. 3.1 (Insert), a photograph of a ticket agent.

(a) State **three** likely personal presentation requirements for ticket agents.

1 .....

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2 .....

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3 .....

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[3]

(b) Describe **two** ways ticket agents can explain the tour details to tourists who speak a different language.

1 .....

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2 .....

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[4]

(c) Describe the way ticket agents use each of the following skills:

ICT skills .....

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numeracy skills .....

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literacy skills .....

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[6]

(d) Explain **three** ways ticket agents could use tact and diplomacy to deal with tourists who arrived too late for a tour.

1 .....

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2 .....

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3 .....

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[6]

(e) Discuss the importance of tour companies offering technological applications for booking tours.

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..... [6]

[Total: 25]

4 Refer to Fig. 4.1 (Insert), a photograph of a man selling traditional hats as souvenirs in Morocco, a country in north west Africa.

(a) State the following:

one sea which borders the continent of Africa .....

the line of latitude which divides the northern and southern hemisphere .....

the largest continent in the world .....

[3]

(b) Morocco is a mountainous country.

State **four** tourist activities likely in mountain destinations.

1 .....

2 .....

3 .....

4 .....

[4]

(c) Explain **three** positive social and cultural impacts of selling traditional arts and crafts as souvenirs.

1 .....

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2 .....

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3 .....

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[6]

(d) Explain **one** reason why **each** of the following are important in creating a successful destination:

transport .....

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attractions .....

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accommodation .....

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[6]

(e) Using examples, discuss how tourism destinations are perishable.

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..... [6]

[Total: 25]

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