Cambridge Assessment International Education

Cambridge IGCSE™

CANDIDATE NAME									
CENTRE NUMBER						CANDIDATE NUMBER				

1344074764

TRAVEL & TOURISM **0471/13**

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 Chinese tourists visiting Japan.

(a) Identify the following:

the percentage increase in tourists from China .....

the average length of stay for international tourists .....

the name of the local cuisine .....

one natural attraction in Japan .....

[4]

(b) **(i)** Define the term 'destination'.

.....

..... [1]

(ii) State **two** types of destination.

1 .....

2 .....

[2]

(c) Describe **three** likely requirements of family tourists when visiting a destination.

1 .....

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2 .....

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3 .....

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[6]

(d) Describe **three** ways tourism in Japan has changed as a result of cultural appraisal.

1 .....

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2 .....

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3 .....

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[6]

(e) Evaluate how an increase in demand for rural tourism is good for the future of Japan as a destination.

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..... [6]

[Total: 25]

2 Refer to Fig. 2.1 (Insert), information about boat tours in Turkey.

(a) State **three** ways international tourists might purchase a boat trip when at a destination.

1 .....

2 .....

3 .....

[3]

(b) Describe **two** aims of sustainable tourism.

1 .....

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2 .....

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[4]

(c) Explain **three** reasons for the appeal of boat trips in Turkey.

1 .....

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2 .....

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3 .....

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[6]

(d) Explain **three** negative environmental impacts of boats trips.

1 .....

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2 .....

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3 .....

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[6]

(e) Assess the benefits to local communities of boat tour providers acting more sustainably.

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..... [6]

[Total: 25]

3 Refer to Fig. 3.1 (Insert), a photograph of a bus station in Thailand.

(a) State **three** types of public transport.

1 .....

2 .....

3 .....

[3]

(b) Explain **two** benefits to tourists of transport hubs providing ancillary services.

1 .....

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2 .....

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[4]

(c) Explain **three** reasons for the appeal to tourists of using local public transport when visiting a destination.

1 .....

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2 .....

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3 .....

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[6]

(d) Explain tourism's contribution to **each** of the following:

balance of payments .....

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employment .....

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inflation .....

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..... [6]

(e) Assess the role of catering outlets in tourism.

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..... [6]

[Total: 25]

4 Refer to Fig. 4.1 (Insert), a photograph of restaurant waiting staff receiving training.

(a) Identify **three** personal presentation requirements being met by the staff shown in Fig. 4.1.

1 .....

2 .....

3 .....

[3]

(b) State **four** topics included in training for restaurant staff.

1 .....

2 .....

3 .....

4 .....

[4]

(c) Explain **three** reasons why personal presentation requirements are so important for waiting staff.

1 .....

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2 .....

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3 .....

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[6]

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(d) Describe **three** ways waiting staff can ensure they have interpreted customer requirements correctly.

1 .....

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2 .....

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3 .....

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[6]

(e) Assess the importance of customer care policies in maintaining restaurant standards.

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..... [6]

[Total: 25]

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