Cambridge Assessment International Education

Cambridge IGCSE™

CANDIDATE NAME									
CENTRE NUMBER						CANDIDATE NUMBER				

4452156924

TRAVEL & TOURISM **0471/13**

Paper 1 Core Paper **May/June 2023**

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 visitor attractions in the United Kingdom.

(a) (i) State **two** types of natural attractions.

1 .....

2 .....
[2]

(ii) State **two** types of built attractions.

1 .....

2 .....
[2]

(b) Describe the impact on tourism when international borders are closed.

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..... [3]

(c) Explain **three** positive economic impacts of tourism.

1 .....

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2 .....

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3 .....

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[6]

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(d) Explain **three** ways governments support the tourism industry.

1 .....

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2 .....

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3 .....

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[6]

(e) Evaluate the importance of domestic tourism to the UK in 2020.

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..... [6]

[Total: 25]

2 Refer to Fig. 2.1 (Insert), a photograph of a waiter serving in a restaurant.

(a) Using Fig. 2.1, identify the following:

two examples of good body language

1 .....

2 .....

three examples of good personal presentation.

1 .....

2 .....

3 .....

[5]

(b) Describe **two** ways waiting staff use teamwork when serving customers.

1 .....

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2 .....

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[4]

(c) Explain the importance of each of the following skills for waiting staff:

clear speech .....

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literacy .....

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numeracy .....

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[6]

(d) Explain **one** way each of the following are used in a restaurant to improve customer service:

handheld order tablet .....

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contactless payment .....

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[4]

(e) Evaluate the importance of well-trained staff in a restaurant.

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..... [6]

[Total: 25]

3 Refer to Fig. 3.1 (Insert), information about the Hluhluwe-Imfolozi Safari Experience.

(a) State **three** types of accommodation.

1 .....

2 .....

3 .....

[3]

(b) State **four** features of the Hluhluwe-Imfolozi Safari Experience.

1 .....

2 .....

3 .....

4 .....

[4]

(c) Explain **three** negative environmental impacts of wildlife tourism.

1 .....

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2 .....

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3 .....

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[6]

(d) Explain **three** reasons for the appeal of the Hluhluwe-Imfolozi Safari Experience.

1 .....

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2 .....

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3 .....

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[6]

(e) Discuss the importance of carrying capacity to tourist destinations.

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..... [6]

[Total: 25]

4 Refer to Fig. 4.1 (Insert), a photograph of a tourist area in Lombok, Indonesia.

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

1 .....

2 .....

3 .....

[3]

(b) Describe **two** services offered by travel agents.

1 .....

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2 .....

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[4]

(c) Explain **three** ways destinations can manage overcrowding.

1 .....

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2 .....

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3 .....

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[6]

(d) Explain **three** positive social and cultural impacts of tourism.

1 .....

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2 .....

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3 .....

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[6]

(e) Evaluate the importance to destinations of having a good public transport system.

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..... [6]

[Total: 25]

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