Cambridge Assessment International Education

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CENTRE NUMBER						CANDIDATE NUMBER				

0871334540

TRAVEL & TOURISM **0471/11**

Paper 1 Key Terms and Concepts **May/June 2024**

1 hour 30 minutes

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 80.
- 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 the growth of sustainable tourism.

(a) State **two** reasons for the growth of sustainable tourism.

1 .....

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2 .....

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[2]

(b) State **two** ways tourists can reduce their waste when at a destination.

1 .....

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2 .....

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[2]

(c) Explain **two** roles of National Tourism Organisations (NTOs).

1 .....

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2 .....

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[4]

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(d) Explain **three** ways tour operators can be more sustainable.

1 .....

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2 .....

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3 .....

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[6]

(e) Evaluate the importance of airlines becoming more sustainable.

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[6]

[Total: 20]

2 Refer to Fig. 2.1 (Insert), a photograph of a host welcoming a guest at a home rental.

(a) Other than home rental, state **two** types of self-catering accommodation.

1 .....

2 .....
[2]

(b) State **two** types of catered accommodation.

1 .....

2 .....
[2]

(c) Explain **one** advantage and **one** disadvantage of home rentals to destinations.

Advantage .....

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Disadvantage .....

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[4]

(d) Explain **three** reasons for the appeal of self-catering accommodation.

1 .....

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2 .....

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3 .....

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[6]

(e) Evaluate the impact of seasonality on accommodation providers.

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[6]

[Total: 20]

3 Refer to Fig. 3.1 (Insert), information about The World Expo 2020.

(a) State **two** main reasons why people travel.

1 .....

2 .....
[2]

(b) State **two** types of destinations.

1 .....

2 .....
[2]

(c) Explain **two** ways events benefit from offering virtual visits.

1 .....

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2 .....

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[4]

(d) Explain **three** positive economic benefits to destinations of hosting large events.

1 .....

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2 .....

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3 .....

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[6]

(e) Assess the importance of destinations providing a range of transport options.

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[6]

[Total: 20]

4 Refer to Fig. 4.1 (Insert), a photograph of a travel agent in Greece.

(a) Identify **two** services offered by the travel agent shown in Fig. 4.1.

1 .....

2 .....
[2]

(b) State **two** interpersonal skills required by a travel agent.

1 .....

2 .....
[2]

(c) Describe **two** interdependencies in travel and tourism.

1 .....

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2 .....

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[4]

(d) Evaluate **two** reasons why it is important for travel agents to offer sustainable products.

1 .....

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2 .....

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[6]

(e) Evaluate the benefit of dynamic packaging to tourists.

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[6]

[Total: 20]

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