Cambridge Assessment International Education

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CANDIDATE NAME									
CENTRE NUMBER						CANDIDATE NUMBER				

7488644823

TRAVEL & TOURISM **0471/12**

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 tourism in Tunisia.

(a) State **three** tourism organisations likely to be involved in the creation of Tunisia's Sustainable Tourism Charter.

1 .....

2 .....

3 .....
[3]

(b) State **one** aim of Tunisia's Sustainable Tourism Charter that will have a positive sociocultural impact.

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..... [1]

(c) Explain **two** ways using more local food in hotels and restaurants helps to support social enterprise development.

1 .....

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2 .....

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[4]

(d) Explain **three** management activities of National Tourism Organisations (NTOs).

1 .....

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2 .....

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3 .....

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[6]

(e) Evaluate the effect of decreasing disposable income on tourism demand.

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..... [6]

[Total: 20]

2 Refer to Fig. 2.1 (Insert), a photograph of an ice hotel in Canada.

(a) State **two** factors of seasonality.

1 .....

2 .....
[2]

(b) Other than hotels, state **two** types of serviced accommodation.

1 .....

2 .....
[2]

(c) Explain **two** ways the ice hotel could improve its occupancy rates.

1 .....

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2 .....

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[4]

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(d) Evaluate **two** benefits of good customer service.

1 .....

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2 .....

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[6]

(e) Evaluate the appeal of serviced accommodation.

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..... [6]

[Total: 20]

3 Refer to Fig. 3.1 (Insert), information about national parks in Tanzania.

(a) Define the term 'GDP'.

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..... [1]

(b) State **three** adventure activities tourists can do in national parks.

1 .....

2 .....

3 .....
[3]

(c) Wildlife and safari holidays can be purchased through a travel agent or arranged independently.

Explain **two** benefits of booking a wildlife or safari holiday through a travel agent.

1 .....

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2 .....

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[4]

(d) Explain **three** negative economic impacts of tourism.

1 .....

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2 .....

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3 .....

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[6]

(e) Discuss the importance of involving local communities in decision making when managing a sustainable destination.

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..... [6]

[Total: 20]

4 Refer to Fig. 4.1 (Insert), a photograph of an electric sightseeing bus in Wroclaw, Poland.

(a) Other than a bus, state **two** types of public transport.

1 .....

2 .....
[2]

(b) Electric powered vehicles are one way transport has become more sustainable.

Other than electric powered vehicles, state **two** sustainable transport developments.

1 .....

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2 .....

.....
[2]

(c) Describe the interdependency between transport providers and the following tourism organisations:

tour operator .....

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.....

airport .....

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[4]

(d) Explain **three** reasons for the appeal of sightseeing tourist buses.

1 .....

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2 .....

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3 .....

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[6]

(e) Assess the importance of destinations having sustainable public transport.

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..... [6]

[Total: 20]

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