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CANDIDATE NAME

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TRAVEL & TOURISM **0471/12**

Paper 1 Key Terms and Concepts **May/June 2025**

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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[Turn over

1 Refer to Fig. 1.1 (Insert), information about tourism in the USA.

(a) Identify the following:

the amount tourism currently contributes to GDP .....

the amount spent by domestic tourists in the USA .....
[2]

(b) Explain **one** likely reason why domestic tourists spend more than inbound tourists in the USA.

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..... [2]

(c) Explain **one** reason the USA has so many tourists from the following source markets:

Mexico .....

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United Kingdom .....

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[4]

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(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 why governments set objectives for tourism development.

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[Total: 20]

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2 Refer to Fig. 2.1 (Insert), a photograph of a travel agent app.

(a) State **two** types of travel agents.

1 .....

2 .....

[2]

(b) Other than dynamic packages, state **two** types of package holidays.

1 .....

2.....

[2]

(c) Explain **two** reasons why tour operators sell dynamic package holidays.

1 .....

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2 .....

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[4]

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(d) Evaluate **two** ways travel agents can benefit from selling products via an app.

1 .....

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2 .....

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[6]

(e) Assess the benefits of package holidays for customers.

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3 Refer to Fig. 3.1 (Insert), information about a new aquarium attraction in Abu Dhabi.

(a) State **two** ancillary services.

1 .....

2 .....

[2]

(b) Describe how visitor attractions are intangible.

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..... [2]

(c) Explain **two** ways visitor attractions could provide for business tourists.

1 .....

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2 .....

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[4]

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(d) Explain **three** ways destinations can benefit from wildlife attractions.

1 .....

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(e) Evaluate the consequences of locating all visitor attractions in one area.

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4 Refer to Fig. 4.1 (Insert), a photograph of a coach outside a hotel.

(a) Identify **two** examples of good customer service seen in Fig. 4.1.

1 .....

2 .....

[2]

(b) State **two** types of serviced accommodation meal plans.

1 .....

2 .....

[2]

(c) Explain **two** impacts on hotels of bad customer service.

1 .....

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2 .....

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[4]

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(d) Explain the importance of the following interpersonal skills:

teamwork .....

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patience .....

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[6]

(e) Evaluate the importance of destinations having sustainable transport options.

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