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CANDIDATE NAME

CENTRE NUMBER

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1807158003

TRAVEL & TOURISM **0471/13**

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 Fiji.

(a) Identify the following:

the number of rooms in Fiji .....

the percentage of jobs in Fiji that are in travel and tourism .....

the average amount visitors spend in Fiji per trip .....

[3]

(b) Define the term 'international tourism'.

.....

..... [1]

(c) Explain **two** ways over-dependence can impact a destination.

1 .....

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2 .....

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[4]

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(d) Explain **three** ways Fiji benefits from the multiplier effect.

1 .....

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2 .....

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3 .....

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[6]

(e) Evaluate the importance of national tourist boards (NTBs) focusing on sustainability.

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..... [6]

[Total: 20]

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2 Refer to Fig. 2.1 (Insert), a photograph of a hotel room in Jamaica.

(a) State **two** examples of good customer service.

1 .....

2 .....

[2]

(b) State **two** examples of good body language.

1 .....

2 .....

[2]

(c) Explain **two** reasons for the appeal of serviced accommodation.

1 .....

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2 .....

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[4]

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(d) Explain **three** ways hotels 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 hotels measuring occupancy rate.

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..... [6]

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3 Refer to Fig. 3.1 (Insert), information about Walk the World, a specialist tour operator.

(a) State the **three** components of a package holiday.

1 .....

2 .....

3 .....

[3]

(b) Define the term 'short break'.

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..... [1]

(c) Explain **two** ways Walk the World is being sustainable.

1 .....

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2 .....

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[4]

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(d) Explain **three** reasons for the appeal of Walk the World package holidays.

1 .....

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2 .....

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3 .....

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[6]

(e) Evaluate the role of tour operators.

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4 Refer to Fig. 4.1 (Insert), a photograph of a waitress outside a café.

(a) Other than cafés, state **two** types of food and drink providers.

1 .....

2 .....

[2]

(b) State **two** ways food and drink providers can provide for customers with dietary needs.

1 .....

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2 .....

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[2]

(c) Explain **two** ways tourists can make responsible choices when selecting a place to eat at a destination.

1 .....

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2 .....

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[4]

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(d) Evaluate how the following factors can affect demand for a café:

social media .....

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levels of disposable income .....

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[6]

(e) Evaluate the importance of tourism organisations having staff who can speak other languages.

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