Cambridge Assessment International Education

Cambridge IGCSE™

CANDIDATE NAME									
CENTRE NUMBER						CANDIDATE NUMBER				

9336932549

TRAVEL & TOURISM **0471/11**

Paper 1 Core Paper **October/November 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 the impacts of tourism.

(a) Other than a pandemic, state **three** factors likely to affect demand for tourism.

1 .....

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2 .....

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3 .....

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[3]

(b) State the **four** types of government objectives for tourism.

1 .....

2 .....

3 .....

4 .....

[4]

(c) Explain **one** way destinations are affected by the following negative economic impacts:

import leakage .....

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inflation .....

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over-dependency .....

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[6]

(d) Explain **one** way natural attractions could minimise the following negative environmental impacts:

air pollution .....

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congestion .....

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disturbing wildlife .....

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[6]

(e) Evaluate the importance of the multiplier effect to tourism destinations.

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..... [6]

[Total: 25]

2 Refer to Fig. 2.1 (Insert), information about Explore Wildlife, a tour operator.

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

1 .....

2 .....

3 .....

[3]

(b) State **four** types of specialist tourism.

1 .....

2 .....

3 .....

4 .....

[4]

(c) Explain **three** reasons why tourism staff are trained in how to handle customer complaints.

1 .....

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2 .....

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[6]

(d) Explain **three** ways seasonality affects the price of package holidays.

1 .....

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[6]

(e) Evaluate the importance of customer service in the travel and tourism industry.

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..... [6]

[Total: 25]

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[Turn over

3 Refer to Fig. 3.1 (Insert), a photograph of a welcome dance performed for tourists at a traditional village.

(a) State **three** ways tourists can be classified.

1 .....

2 .....

3 .....

[3]

(b) Describe **two** ways tourism can cause the demonstration effect.

1 .....

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2 .....

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[4]

(c) Explain **three** reasons for the appeal of cultural performances such as the one shown in Fig. 3.1.

1 .....

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2 .....

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3 .....

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[6]

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(d) Explain **three** ways hotels can minimise their social and cultural impacts.

1 .....

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2 .....

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[6]

(e) Evaluate the importance of sustainability in the travel and tourism industry.

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..... [6]

[Total: 25]

4 Refer to Fig. 4.1 (Insert), a photograph of signs outside a travel agent in Lombok, Indonesia.

(a) Identify **three** transport services offered to tourists in Fig. 4.1.

1 .....

2 .....

3 .....

[3]

(b) State **four** ways tourists can get information about attractions when at a destination.

1 .....

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2 .....

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3 .....

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4 .....

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[4]

(c) Explain **three** reasons why tourists might choose a package holiday instead of an independent holiday.

1 .....

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2 .....

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3 .....

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[6]

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(d) Explain **three** benefits to tourists of hiring a car when at a destination.

1 .....

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2 .....

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[6]

(e) Evaluate the importance of tact and diplomacy when dealing with customers.

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..... [6]

[Total: 25]

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