Cambridge Assessment International Education

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CANDIDATE NAME									
CENTRE NUMBER						CANDIDATE NUMBER				

7360359202

TRAVEL & TOURISM **0471/12**

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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[Turn over

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

(a) Identify the following:

the continent Italy is in .....

the number of visitors to Venice per year .....

the number of islands Venice was built on .....

[3]

(b) State **four** types of water-based transport.

1 .....

2 .....

3 .....

4 .....

[4]

(c) Explain **three** negative environmental impacts of large cruise ships sailing into Venice's inland waterways.

1 .....

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2 .....

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3 .....

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[6]

(d) Explain **three** ways destinations can manage overtourism.

1 .....

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2 .....

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3 .....

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[6]

(e) Discuss the reasons why many destinations are experiencing overtourism.

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..... [6]

[Total: 25]

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[Turn over

2 Refer to Fig. 2.1 (Insert), a photograph of an airport check-in desk.

(a) Identify **three** examples of good personal presentation seen in Fig. 2.1.

1 .....

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2 .....

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3 .....

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[3]

(b) Explain **two** applications of technology used to improve the check-in process for tourists.

1 .....

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2 .....

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[4]

(c) Explain **three** security checks for outbound passengers at airports.

1 .....

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2 .....

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3 .....

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[6]

(d) Describe **three** procedures staff should follow when handling a customer complaint.

1 .....

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2 .....

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3 .....

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[6]

(e) Discuss the importance of air transport to the tourism industry.

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..... [6]

[Total: 25]

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3 Refer to Fig. 3.1 (Insert), information about festival tourism in Maharashtra.

(a) State the following:

the continent that India is in .....

the climate of India .....

one type of extreme weather experienced in India .....

[3]

(b) State **two** characteristics of the following types of tourism:

leisure tourism

1 .....

.....

2 .....

.....

business tourism

1 .....

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2 .....

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[4]

(c) Explain **three** ways destinations can manage negative social and cultural impacts.

1 .....

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2 .....

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3 .....

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[6]

(d) Explain **three** reasons for the appeal of VFR tourism.

1 .....

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2 .....

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3 .....

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[6]

(e) Assess the benefits of domestic tourism to destinations.

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..... [6]

[Total: 25]

4 Refer to Fig. 4.1 (Insert), a photograph of tour agents selling boat tours at an island destination.

(a) State **three** land-based adventure tourism activities.

1 .....

2 .....

3 .....

[3]

(b) State **four** ways boat tours can keep their guests safe.

1 .....

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2 .....

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3 .....

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4 .....

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[4]

(c) Describe **three** ways seasonality is likely to affect boat tour providers.

1 .....

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2 .....

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3 .....

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[6]

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(d) Explain **three** reasons for the appeal of boat tours to tourists visiting island destinations.

1 .....

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2 .....

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3 .....

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[6]

(e) Discuss the role of tourist information centres (TICs).

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..... [6]

[Total: 25]

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