International Education

Cambridge IGCSE™

CANDIDATE NAME

CENTRE NUMBER

CANDIDATE NUMBER

0231216085

TRAVEL & TOURISM **0471/12**

Paper 1 Key Terms and Concepts **October/November 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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1 Refer to Fig. 1.1 (Insert), information about tourism in Guyana.

(a) **(i)** Define the term 'sustainable tourism'.

.....

..... [1]

(ii) Define the term 'business travel'.

.....

..... [1]

(b) Describe **one** way tourists can buy local when at a destination.

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..... [2]

(c) Explain **two** characteristics of ecotourists.

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[4]

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

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3 .....

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[6]

(e) Evaluate how Guyana could benefit from internationally branded hotels.

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..... [6]

[Total: 20]

2 Refer to Fig. 2.1 (Insert), a photograph of a tour guide and a sightseeing bus.

(a) Identify **two** examples of good personal presentation shown by the tour guide in Fig. 2.1.

1 .....

2 .....

[2]

(b) State **two** examples of product knowledge a tour guide would need to deliver good customer service.

1 .....

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2 .....

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[2]

(c) Explain **two** impacts to tourism organisations of good customer service.

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[4]

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(d) Describe **one** way a sightseeing bus could provide for each of the following tourists:

tourists with mobility needs.....

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families .....

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tourists with hearing impairments .....

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[6]

(e) Evaluate the importance of tourism organisations having a set of procedures for staff to follow when handling complaints.

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..... [6]

[Total: 20]

3 Refer to Fig. 3.1 (Insert), information on sustainable adventure tourism in Greece.

(a) State **two** topographical features that are good for adventure tourism.

1 .....

2 .....
[2]

(b) Describe **one** factor likely to have caused the increase in demand for adventure tourism.

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(c) Explain **two** services provided by national tourism organisations.

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(d) Explain **three** positive environmental impacts linked to adventure tourism.

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[6]

(e) Discuss how attracting more adventure tourism could extend Greece's peak season.

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..... [6]

[Total: 20]

4 Refer to Fig. 4.1 (Insert), an image of airport security.

(a) State **two** airport security checks.

1 .....

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2 .....

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[2]

(b) State **two** characteristics of budget airlines.

1 .....

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2 .....

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[2]

(c) Explain **two** negative environmental impacts associated with air travel.

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(d) Evaluate the importance of the following personal skills for airport staff:

problem solving .....

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clear speech .....

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[6]

(e) Assess the ways an increased concern for the environment might affect how tourists choose to travel in the future.

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