

Cambridge IGCSE[™]

CANDIDATE NAME					
CENTRE NUMBER			CANDIDATE NUMBER		

TRAVEL & TOURISM

0471/11

Paper 1 Core Paper

October/November 2020

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.

Refer to Fig. 1.1 (Insert), a diagram showing the main components of the travel and tourism industry.

(a)	Give one example of each of the following:
	transport
	accommodation
	ancillary services[3]
(b)	Explain two ways accommodation providers can increase their occupancy rate.
	1
	2
	[4]

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(c)	Explain three reasons why tourist attractions might ask tourists to book tickets in advance 1	
	T	
	2	
	3	
		[6]
(d)	Describe three ancillary services offered by travel agents to international tourists.	
(d)	Describe three ancillary services offered by travel agents to international tourists. 1	
(d)		
(d)	1	
(d)	2	
(d)	1	
(d)	2	
(d)	2	

(e)	Evaluate the importance to destinations of developing an effective tourism infrastructure.
	[6]
	[Total: 25]

Refer to Fig. 2.1 (Insert), a photograph of a tourist information centre in Germany.

(a)	Identify three ways the tourist information centre shown in Fig. 2.1 is meeting the needs of tourists.				
	1				
	2				
	3				
	[3]				
(b)	State four products or services likely to be sold at tourist information centres.				
	1				
	2				
	3				
	4				
	[4]				
(c)	Describe three customer enquiries staff at tourist information centres are likely to handle.				
	1				
	1				
	2				
	2				
	2				
	2				

(d)	Explain three ways tourism organisations can provide for tourists with different languages.	age
	1	
	2	
	3	
		[6]
(e)	Assess the importance of tourist information centres to tourist destinations.	
		•••••
		[6]
		ſο]

Refer to Fig. 3.1 (Insert), information on direct flights to Perth, Australia.

(a)	State the following:
	the continent the UK is in
	whether Australia's time zone is in advance of or behind London, UK
	the stopover destination that is in the USA
	[3]
(b)	Define, using an example, what is meant by the following terms:
	inflight services
	hub airport
	[4]
(c)	
(-)	Explain how the following are likely to improve the inflight experience for passengers:
(-)	more space between seats
(=)	
(0)	more space between seats
(0)	more space between seats
	more space between seats bigger entertainment screens
	more space between seats bigger entertainment screens
	more space between seats bigger entertainment screens

(d)	Explain three likely reasons why an airline would introduce direct flights.
	1
	2
	3
	[6]
(e)	Discuss the impacts on stopover destinations of the introduction of direct flights.
(e)	Discuss the impacts on stopover destinations of the introduction of direct flights.
(e)	

Refer to Fig. 4.1 (Insert), a photograph of a carnival parade in Cologne, Germany.

(a)	State three types of events, other than carnivals, likely to attract tourists.	
	1	
	2	
	3	[3]
		ျပ
(b)	Explain three likely reasons for the appeal to tourists of carnivals.	
	1	
	2	
	3	
		[6]
		F _]

(c)	Explain three risks to tourists in overcrowded areas.
	1
	2
	3
	[6]
(d)	Describe two temporary infrastructure changes likely to be made during a large event, such as a carnival.
	1
	2
	[4]

(e)	Discuss the benefits to tourist destinations of hosting events.
	[6

[Total: 25]

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