

Cambridge International Examinations

Cambridge International General Certificate of Secondary Education

CANDIDATE NAME		
CENTRE NUMBER	CANDIDATE NUMBER	
TRAVEL AND TOURISM Core Module		0471/11 May/June 2017
Candidates answer on the Question Paper	:	2 hours

No Additional Materials are required.

READ THESE INSTRUCTIONS FIRST

Write your Centre number, candidate number and name on all the work you hand in.

Write in dark blue or black pen.

You may use an HB pencil for any diagrams or graphs.

Do not use staples, paper clips, glue or correction fluid.

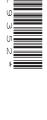
DO NOT WRITE IN ANY BARCODES.

Answer all questions.

All the Figures referred to in the questions are contained in the Insert.

At the end of the examination, fasten all your work securely together.

The number of marks is given in brackets [] at the end of each question or part question.



International Examinations

Refer to Fig. 1 (Insert), information about Schiphol Airport (AMS), Amsterdam.

(a)	Identify the following:		
	the number of airlines that use Schiphol Airport		
	the Schiphol Airport code		
(b)	Define the following terms:	[~]	
	Scheduled flights		
	Hub airport		
/ -\		[4]	
(c)			
	1		
	2		
		[4]	

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(d)	State three processes passengers are required to take after departing an aircraft.
	1
	2
	3
	[3]
(e)	Explain three reasons why tourists may prefer to book a flight directly with an airline rather than through a travel agent.
	1
	2
	3
	[6]

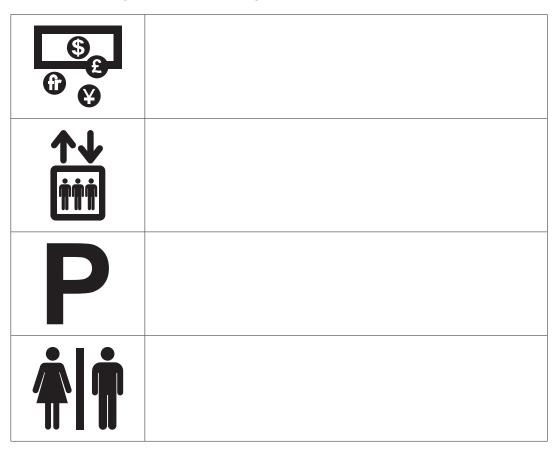
(f)	Discuss the reasons why many airlines have had to increase their prices in recent years.
	[6]

[Total: 25]

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Refer to Fig. 2 (Insert), examples of common international signs. International signs are widely used within the tourism industry to identify key services that are provided for customers.

(a) State the meaning of each of these signs:



[4]

(b) Suggest **three** different types of travel and tourism organisations that are likely to use international signs.

1	
2	
_	
3	§[3]

(c)	(1)	Name two types of consumer protection that tourism organisations offer to the customers.	ieir
		1	
		2	[2]
	(ii)	Explain two reasons why tourism organisations offer consumer protection to the customers.	neir
		1	
		2	
			[4]
(d)	Trav	vel agents will offer customers different ancillary services when booking with them.	
	Ехр	plain the benefit to customers of travel agents offering the following services:	
		olain the benefit to customers of travel agents offering the following services:	
		vel insurance	
	Trav	vel insurance rental	
	Trav	vel insurance	
	Trav	vel insurance rental	

(e)	Dubai's Burj Al Arab is said to be the world's first seven star hotel.			
	Assess the benefits to tourists of graded accommodation schemes.			
	[6]			
	[Total: 25]			

Refer to Fig. 3 (Insert), a photograph of a whale watching tour in Argentina.

(a)	State three negative environmental impacts associated with water-based wildlife tours, as seen in Fig. 3 (Insert).
	1
	2
	3
	[3]
(b)	Explain two reasons for the appeal of a whale watching tour to tourists.
	1
	2
	[4

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1	
0	
۷	
3	
State three ways a toumethod for the tourists.	urist could book a wildlife tour. Outline one benefit of each bo
	urist could book a wildlife tour. Outline one benefit of each bo Benefit to tourist
method for the tourists.	
Booking Method	
method for the tourists. Booking Method 1	
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method for the tourists. Booking Method 1	
Booking Method 1	
method for the tourists. Booking Method 1	
Booking Method 1	
Booking Method 1	

(e)	Discuss how destinations can manage their carrying capacity.
	[6]
	[Total: 25]

Refer to Fig. 4 (Insert), information about tourism in Wales, a country in the UK.

(a)	Identify the following:	
	the percentage increase in nights spent in Wales by domestic visitors	
	the percentage occupancy in self-catering units	
(b)	State three types of self-catering accommodation.	
	1 2	
	3	
(c)	Explain the importance of occupancy rates to National Tourist Boards.	
(d)	Explain two ways that destinations may benefit from the multiplier effect. 1	
	2	

(e)	State three items of information	found in a travel	guide book.	For each	suggest one	benefit
	to the tourist.					

Information	Benefit to tourist
1	
2	
0	
3	
	[6]
Diagona dha mar dhad siait	
Discuss the ways that visitor attractions may help to preserve the local culture.	

Discuss the ways that visitor attractions may help to preserve the local culture.
[6]

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[Total: 25]

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