

Cambridge Assessment International Education

Cambridge International General Certificate of Secondary Education

CANDIDATE NAME					
CENTRE NUMBER			CANDIDATE NUMBER		



TRAVEL AND TOURISM

0471/11

Core Module

May/June 2019

2 hours

Candidates answer on the Question Paper.

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.



This document consists of 11 printed pages, 1 blank page and 1 Insert.

	fer to Fig. 1.1 (Insert), information about tourism in Cape Verde, a country in Africa.							
(a)) State three seas or oceans that surround Africa.							
	1							
	2							
	3							
(b)	Tourism creates a variety of impacts.							
	Complete the table to show the type of tou	urism impact for	each of the following	g:				
		Economic	Environmental	Social a				
	An increase in education and training							
	Seasonal employment							
	Revival of traditional arts and crafts							
(c)	Revival of traditional arts and crafts Traffic congestion Explain one way each of the following tou	rism impacts in	Cape Verde could be	e manageo				
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[6]

(a)	Explain two ways that governments can support the growth of a tourist destination.	
	1	
	2	
		 [6]
		[-]
(e)	Discuss the negative impacts of foreign investment when developing a tourism industry.	
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(e)		

Ref	er to Fig. 2.1 (Insert), a ferry terminal in Rosslare, Ireland.	
(a)	Identify four services provided for tourists at the ferry terminal shown in Fig. 2.1.	
	1	
	2	
	3	
	4	 [4]
(b)	Explain one benefit to the following tourists of travelling by ferry rather than by road or by	
	families	
	groups	
	independent travellers	
		 [6]
(c)	State three different types of water-based transport, other than ferries, used by tourists.	
	1	
	2	
	3	
		[3]

(d)	Describe three ways that ferry companies can meet the needs of passengers with limited mobility.
	1
	2
	3
	[6]
(e)	Discuss the reasons why governments might invest in sea transport.
	[6]

Ref	er to Fig. 3.1 (Insert), a hotel check-in desk.
(a)	State three examples of technology that tourism staff are likely to use when communicating with customers.
	1
	2
	3[3]
(b)	State four details staff will discuss with customers when booking a hotel room.
	1
	2
	3
	4
	[4]

ore-arrival/bo	ooking					
chock-in						
					•••••	
•••••				•••••		
check-out						
					•••••	
Describe th ı					ersonal prese	
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(e)	Assess the importance to tourism organisations of creating a customer care policy.
	[6]
	[Total: 25]

4

Ref	er to Fig. 4.1 (Insert), information about Po Lin Monastery, Hong Kong.
(a)	State three special interest tourists that are likely to visit Po Lin Monastery.
	1
	2
	3
	[3
(b)	Explain one way religious sites, such as the Po Lin Monastery, could minimise each of the following social and cultural impacts:
	crime
	culture clash
	commodification
	[6

(c)	Describe three ways tourist attractions can use technology to increase their appeal.
	1
	2
	3
	[6]
/ ₋ 1\	
(a)	Describe one advantage and one disadvantage to Hong Kong of being a stop-over destination.
	Advantage
	Disadvantago
	Disadvantage
	[4]

(e)	Discuss the benefits to tourism organisations of having QTS status.
	[6]
	[υ]

[Total: 25]

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