

[Turn over

1 Refer to Fig. 1.1 (Insert), information about visitor attractions in the United Kingdom.

(a) (i) State **two** types of natural attractions.

1

2 [2]

(ii) State **two** types of built attractions.

1

2 [2]

(b) Describe the impact on tourism when international borders are closed.

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.....
..... [3]

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

1

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2

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3

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..... [6]

(d) Explain **three** ways governments support the tourism industry.

1

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2

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3

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[6]

(e) Evaluate the importance of domestic tourism to the UK in 2020.

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[6]

[Total: 25]

2 Refer to Fig. 2.1 (Insert), a photograph of a waiter serving in a restaurant.

(a) Using Fig. 2.1, identify the following:

two examples of good body language

1

2

three examples of good personal presentation.

1

2

3

[5]

(b) Describe **two** ways waiting staff use teamwork when serving customers.

1

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2

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[4]

(c) Explain the importance of each of the following skills for waiting staff:

clear speech

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literacy

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numeracy

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[6]

(d) Explain **one** way each of the following are used in a restaurant to improve customer service:

handheld order tablet

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contactless payment

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[4]

(e) Evaluate the importance of well-trained staff in a restaurant.

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[Total: 25]

3 Refer to Fig. 3.1 (Insert), information about the Hluhluwe-Imfolozi Safari Experience.

(a) State **three** types of accommodation.

- 1
- 2
- 3 [3]

(b) State **four** features of the Hluhluwe-Imfolozi Safari Experience.

- 1
- 2
- 3
- 4 [4]

(c) Explain **three** negative environmental impacts of wildlife tourism.

- 1
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- 2
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- 3
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1

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..... [6]

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4 Refer to Fig. 4.1 (Insert), a photograph of a tourist area in Lombok, Indonesia.

(a) State **three** types of road transport.

- 1
- 2
- 3 [3]

(b) Describe **two** services offered by travel agents.

- 1
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- 2
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..... [4]

(c) Explain **three** ways destinations can manage overcrowding.

- 1
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- 2
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- 3
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(d) Explain **three** positive social and cultural impacts of tourism.

1

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[6]

(e) Evaluate the importance to destinations of having a good public transport system.

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[6]

[Total: 25]

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