

Cambridge IGCSE[™]

CANDIDATE NAME					
CENTRE NUMBER			CANDIDATE NUMBER		

TRAVEL & TOURISM

Paper 1 Core Paper May/June 2023

2 hours

0471/13

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.

Ref	ter 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)	Des	scribe the impact on tourism when international borders are closed.	
,			
	••••		
		r	101
(a)		Usin three positive economic impacts of tourism	[3]
(c)	Exp	plain three positive economic impacts of tourism.	[3]
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(d)	Explain three ways governments support the tourism industry.
	1
	2
	_
	3
	[6]
(e)	Evaluate the importance of domestic tourism to the UK in 2020.
	[6]

[Total: 25]

2

Ref	er 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	
	2	
		 [4]

(c)	Explain the importance of each of the following skills for waiting staff:
	clear speech
	literacy
	numeracy
	[6]
(d)	Explain one way each of the following are used in a restaurant to improve customer service:
	handheld order tablet
	contactless payment
	[4]

(e)	Evaluate the importance of well-trained staff in a restaurant.
	[6]
	[Total: 25]

3

Ref	er 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
	2
	3
	[6]

(d)	Explain three reasons for the appeal of the Hluhluwe-Imfolozi Safari Experience.
	1
	2
	3
	[6]
(e)	Discuss the importance of carrying capacity to tourist destinations.
	[6]

[Total: 25]

Ret	fer 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.	[٥]
(6)	1	
	2	
		[4]
(c)	Explain three ways destinations can manage overcrowding.	
	1	
	2	
	3	
	3	
	3	
	3	

1					 	
					 	•••••
2					 	
3						
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[Total: 25]

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