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Cambridge International Examinations
Cambridge International General Certificate of Secondary Education

CANDIDATE NAME									
CENTRE NUMBER						CANDIDATE NUMBER				

7433319352

TRAVEL AND TOURISM **0471/11**

Core Module **May/June 2017**

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 **12** printed pages and **1** Insert.

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Question 1

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

  ..... [2]

(b) Define the following terms:

Scheduled flights .....

.....

.....

.....

Hub airport .....

.....

.....

..... [4]

(c) Explain **two** benefits to airports of winning awards.

1 .....

.....

.....

.....

2 .....

.....

.....

..... [4]

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(d) State **three** processes passengers are **required** to take after departing an aircraft.

1 .....

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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 .....

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2 .....

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3 .....

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..... [6]

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[Turn over

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

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..... [6]

[Total: 25]

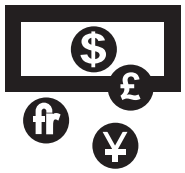
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Question 2

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]

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(c) **(i)** Name **two** types of consumer protection that tourism organisations offer to their customers.

1 .....

2 ..... [2]

(ii) Explain **two** reasons why tourism organisations offer consumer protection to their customers.

1 .....

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2 .....

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..... [4]

(d) Travel agents will offer customers different ancillary services when booking with them.

Explain the benefit to customers of travel agents offering the following services:

Travel insurance .....

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Car rental .....

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Booking excursions .....

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..... [6]

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(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.

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..... [6]

[Total: 25]

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Question 3

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 .....

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2 .....

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3 .....

..... [3]

(b) Explain **two** reasons for the appeal of a whale watching tour to tourists.

1 .....

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2 .....

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..... [4]

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(c) Explain **three** ways that tourism can be used to conserve local wildlife.

1 .....

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2 .....

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3 .....

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..... [6]

(d) State **three** ways a tourist could book a wildlife tour. Outline **one** benefit of **each** booking method for the tourists.

Booking Method	**Benefit to tourist**
1	
2	
3	

[6]

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(e) Discuss how destinations can manage their carrying capacity.

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..... [6]

[Total: 25]

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Question 4

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

  ..... [2]

(b) State **three** types of self-catering accommodation.

1 .....

2 .....

3 ..... [3]

(c) Explain the importance of occupancy rates to National Tourist Boards.

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..... [4]

(d) Explain **two** ways that destinations may benefit from the multiplier effect.

1 .....

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2 .....

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..... [4]

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(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	
3	

[6]

(f) Discuss the ways that visitor attractions may help to preserve the local culture.

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.....[6]

[Total: 25]

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