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Cambridge International Examinations
Cambridge International General Certificate of Secondary Education

CANDIDATE NAME

CENTRE NUMBER | | | | | |

CANDIDATE NUMBER | | | | |

1014362801

TRAVEL AND TOURISM **0471/12**

Core Module **May/June 2018**

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.

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Question 1

Refer to Fig. 1 (Insert), information on tourism in Goa, a state on the southwest coast of India.

(a) Identify the following:

- the number of international visitors to Goa .....
- the percentage increase in domestic visitors .....
- the total number of visitors to Goa .....
- the name of Goa's bird sanctuary .....[4]

(b) Goa has a tropical monsoon climate.

Explain how the monsoon climate affects tourism seasonality in Goa.

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.....[3]

(c) Goa has a variety of accommodation types including homestays where tourists stay in the homes of local people.

Explain **two** possible reasons for the appeal of homestays to international tourists.

1 .....

.....

.....

.....

2 .....

.....

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.....[4]

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(d) Goa attracts more domestic visitors than international visitors.

Explain **two** possible reasons for the appeal of Goa to domestic visitors.

1 .....

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.....

.....

2 .....

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.....[4]

(e) There are plans to develop Goa's river tourism.

State **four** ways that rivers in Goa may be developed for tourism use.

1 .....

.....

2 .....

.....

3 .....

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4 .....

.....[4]

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(f) Assess the benefits to Goa's tourism industry of developing river tourism in Goa.

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.....[6]

[Total: 25]

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Question 2

Refer to Photograph A (Insert), tourists taking a guided tour around an indigenous Maori settlement in New Zealand.

(a) Identify **three** ways that tourists are kept safe during the guided tour.

1 .....

2 .....

3 .....[3]

(b) Define the term guided tour.

.....

.....

.....

.....[2]

(c) State **three** different types of training for tour guides. Explain how **each** type of training would benefit customers.

Training 1: .....

How customers benefit: .....

.....

.....

Training 2: .....

How customers benefit: .....

.....

.....

Training 3: .....

How customers benefit: .....

.....

.....[6]

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(d) Explain **two** ways that tour guides can be:

welcoming .....

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ethical .....

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.....[4]

(e) Explain how guided tours of indigenous settlements might contribute to the following negative social and cultural impacts:

changes in family structure .....

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staged authenticity .....

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.....[4]

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(f) Assess the benefits to indigenous communities of opening their settlements to tourists.

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.....[6]

[Total: 25]

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Question 3

Refer to Photograph B (Insert), tourists checking in at an airport using the self-check-in machines.

(a) Identify **three** customer facilities, other than self-check-in, shown in Photograph B.

1 .....

2 .....

3 .....[3]

(b) Describe the appeal of self-check-in at airports to the following tourists:

business tourists .....

.....

.....

.....

families .....

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.....[4]

(c) Explain **three** ways that airports provide for tourists in a wheelchair.

1 .....

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2 .....

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3 .....

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.....[6]

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(d) Explain **three** likely negative impacts of airport expansion for the local population.

1 .....

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2 .....

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3 .....

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.....[6]

(e) Assess the risks associated with destinations becoming over-dependent on tourism.

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[Total: 25]

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Question 4

Refer to Fig. 2 (Insert), information on the Gotthard Base Tunnel in Switzerland.

(a) Identify the following:

- the journey time through the tunnel

  .....

- the name of the mountain range the tunnel passes through

  .....

- the speed the passenger trains will travel through the tunnel

  .....[3]

(b) Explain the benefits to tourists of purchasing train tickets in the following ways:

online .....

.....

.....

.....

ticket counter at station .....

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.....

.....[4]

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(c) Explain **three** negative environmental impacts associated with mountain tourism.

1 .....

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2 .....

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3 .....

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.....[6]

(d) Explain **three** risks to tourists associated with international travel.

1 .....

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2 .....

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3 .....

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.....[6]

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(e) Assess the appeal of train travel to tourists.

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.....[6]

[Total: 25]

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