



Cambridge IGCSE™

CANDIDATE
NAME

CENTRE
NUMBER

--	--	--	--	--

CANDIDATE
NUMBER

--	--	--	--



TRAVEL & TOURISM

0471/13

Paper 1 Core Paper

May/June 2022

2 hours

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.

This document has **12** pages. Any blank pages are indicated.

1 Refer to Fig. 1.1 (Insert), information about Chinese tourists visiting Japan.

(a) Identify the following:

- the percentage increase in tourists from China
 - the average length of stay for international tourists
 - the name of the local cuisine
 - one natural attraction in Japan
- [4]

(b) (i) Define the term 'destination'.

.....

..... [1]

(ii) State **two** types of destination.

- 1
 - 2
- [2]

(c) Describe **three** likely requirements of family tourists when visiting a destination.

- 1
 -
 -
 -
 -
 - 2
 -
 -
 -
 -
 - 3
 -
 -
 -
- [6]

(d) Describe **three** ways tourism in Japan has changed as a result of cultural appraisal.

1

.....

.....

.....

2

.....

.....

.....

3

.....

.....

.....

[6]

(e) Evaluate how an increase in demand for rural tourism is good for the future of Japan as a destination.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

..... [6]

[Total: 25]

2 Refer to Fig. 2.1 (Insert), information about boat tours in Turkey.

(a) State **three** ways international tourists might purchase a boat trip when at a destination.

- 1
- 2
- 3 [3]

(b) Describe **two** aims of sustainable tourism.

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

(c) Explain **three** reasons for the appeal of boat trips in Turkey.

- 1
.....
.....
.....
- 2
.....
.....
.....
- 3
.....
.....
..... [6]

(d) Explain **three** negative environmental impacts of boats trips.

1

.....

.....

.....

2

.....

.....

.....

3

.....

.....

.....

[6]

(e) Assess the benefits to local communities of boat tour providers acting more sustainably.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

[6]

[Total: 25]

3 Refer to Fig. 3.1 (Insert), a photograph of a bus station in Thailand.

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

- 1
- 2
- 3 [3]

(b) Explain **two** benefits to tourists of transport hubs providing ancillary services.

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

(c) Explain **three** reasons for the appeal to tourists of using local public transport when visiting a destination.

- 1
.....
.....
.....
 - 2
.....
.....
.....
 - 3
.....
.....
.....
- [6]

(d) Explain tourism’s contribution to **each** of the following:

balance of payments

.....
.....
.....

employment

.....
.....
.....

inflation

.....
.....
.....

[6]

(e) Assess the role of catering outlets in tourism.

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

[6]

[Total: 25]

4 Refer to Fig. 4.1 (Insert), a photograph of restaurant waiting staff receiving training.

(a) Identify **three** personal presentation requirements being met by the staff shown in Fig. 4.1.

- 1
- 2
- 3 [3]

(b) State **four** topics included in training for restaurant staff.

- 1
- 2
- 3
- 4 [4]

(c) Explain **three** reasons why personal presentation requirements are so important for waiting staff.

- 1
.....
.....
.....
- 2
.....
.....
.....
- 3
.....
.....
..... [6]

(d) Describe **three** ways waiting staff can ensure they have interpreted customer requirements correctly.

1

.....

.....

.....

2

.....

.....

.....

3

.....

.....

.....

[6]

(e) Assess the importance of customer care policies in maintaining restaurant standards.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

[6]

[Total: 25]

BLANK PAGE

BLANK PAGE

BLANK PAGE

The boundaries and names shown, the designations used and the presentation of material on any maps contained in this question paper/insert do not imply official endorsement or acceptance by Cambridge Assessment International Education concerning the legal status of any country, territory, or area or any of its authorities, or of the delimitation of its frontiers or boundaries.

Permission to reproduce items where third-party owned material protected by copyright is included has been sought and cleared where possible. Every reasonable effort has been made by the publisher (UCLES) to trace copyright holders, but if any items requiring clearance have unwittingly been included, the publisher will be pleased to make amends at the earliest possible opportunity.

To avoid the issue of disclosure of answer-related information to candidates, all copyright acknowledgements are reproduced online in the Cambridge Assessment International Education Copyright Acknowledgements Booklet. This is produced for each series of examinations and is freely available to download at www.cambridgeinternational.org after the live examination series.

Cambridge Assessment International Education is part of Cambridge Assessment. Cambridge Assessment is the brand name of the University of Cambridge Local Examinations Syndicate (UCLES), which is a department of the University of Cambridge.