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Cambridge IGCSE

Cambridge International Examinations
Cambridge International General Certificate of Secondary Education

CANDIDATE NAME

CENTRE NUMBER

CANDIDATE NUMBER

5273235329

TRAVEL AND TOURISM **0471/13**

Core Module **October/November 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 Figures referred to in the questions are contained in the Insert.

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 about the island of Koh Tachai, in Thailand.

(a) Identify the following:

- the carrying capacity of Koh Tachai .....
- the months that almost all Thai Marine National Parks close .....
- the name of the National Park .....

[3]

(b) State **two** transport methods that tourists can use to travel to remote islands. Describe the appeal for **each** method of transport.

Transport method .....

Appeal .....

.....

.....

Transport method .....

Appeal .....

.....

.....

[4]

(c) Fig. 1 (Insert) shows a photograph of one of the many entrances to the National Park.

Explain **two** ways that the entrance shown in Fig. 1 is meeting tourists' needs.

1 .....

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2 .....

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[4]

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(d) Explain **three** negative environmental impacts of diving as a popular tourist activity.

1 .....

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2 .....

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3 .....

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[6]

(e) Suggest **one** reason why some dive sites have been allowed to stay open.

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.....[2]

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(f) Assess the visitor management techniques that could be used to minimise environmental damage to popular natural areas such as Koh Tachai.

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.....[6]

[Total: 25]

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Question 2

Refer to Photograph A (Insert), tourists waiting to board a cable car.

(a) State **three** methods of transport, other than a cable car, that tourists might use when at a destination.

1 .....

2 .....

3 .....

[3]

(b) Explain **three** reasons for the appeal of cable cars.

1 .....

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2 .....

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3 .....

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[6]

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(c) Describe **three** support facilities likely to be provided for tourists at cable car stations.

1 .....

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2 .....

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3 .....

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[6]

(d) Tourists are likely to be issued with receipts when purchasing tickets for transport.

Explain **two** ways that receipts may be issued to tourists.

1 .....

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2 .....

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[4]

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(e) Discuss the ways that transport infrastructure, such as cable cars, can contribute towards extending tourist seasons.

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.....[6]

[Total: 25]

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Question 3

Refer to Photograph B (Insert), tourists arriving at the Harwich International Cruise Terminal in the UK.

(a) State **three** security checks that may be carried out on tourists before boarding an international cruise ship.

1 .....

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2 .....

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3 .....

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[3]

(b) Explain **three** ways that cruise ships can cater for group travellers when onboard.

1 .....

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2 .....

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3 .....

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[6]

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(c) Describe **three** entertainment services likely to be onboard a cruise ship.

1 .....

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2 .....

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3 .....

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[6]

(d) Many cruise ships operate in the Caribbean all year round, however the peak season is between November and May.

Explain **two** reasons why fewer cruises take place in the Caribbean between June and October.

1 .....

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2 .....

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[4]

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(e) Discuss the main social and cultural impacts of cruises on ports of call.

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.....[6]

[Total: 25]

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Question 4

Refer to Fig. 2 (Insert), an information board showing hotel availability at Lake Garda, Italy.

(a) Identify **three** ways that tourists are being given information.

1 .....

2 .....

3 .....

[3]

(b) Explain **three** ancillary services offered by travel agents.

1 .....

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2 .....

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3 .....

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[6]

(c) State **four** items of information a travel agent would need before advising tourists on a package holiday.

1 .....

2 .....

3 .....

4 .....

[4]

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(d) Explain why the following tourism organisations might be contacted by travel agents when creating a personalised itinerary.

Transport providers .....

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Tourist attractions .....

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Restaurants .....

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[6]

(e) Discuss the importance to tourism organisations of training their front line staff.

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.....[6]

[Total: 25]

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