



# Cambridge IGCSE™

CANDIDATE  
NAME

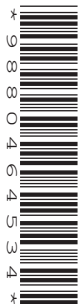
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CENTRE  
NUMBER

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CANDIDATE  
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**TRAVEL & TOURISM**

**0471/11**

Paper 1 Core Paper

**October/November 2020**

**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. Blank pages are indicated.

**Question 1**

Refer to Fig. 1.1 (Insert), a diagram showing the main components of the travel and tourism industry.

(a) Give **one** example of each of the following:

transport .....

accommodation .....

ancillary services .....

[3]

(b) Explain **two** ways accommodation providers can increase their occupancy rate.

1 .....

.....

.....

.....

2 .....

.....

.....

.....

[4]





**Question 2**

Refer to Fig. 2.1 (Insert), a photograph of a tourist information centre in Germany.

(a) Identify **three** ways the tourist information centre shown in Fig. 2.1 is meeting the needs of tourists.

1 .....

.....

2 .....

.....

3 .....

.....

[3]

(b) State **four** products or services likely to be sold at tourist information centres.

1 .....

2 .....

3 .....

4 .....

[4]

(c) Describe **three** customer enquiries staff at tourist information centres are likely to handle.

1 .....

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2 .....

.....

.....

.....

.....

3 .....

.....

.....

.....

[6]









**Question 4**

Refer to Fig. 4.1 (Insert), a photograph of a carnival parade in Cologne, Germany.

(a) State **three** types of events, other than carnivals, likely to attract tourists.

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

(b) Explain **three** likely reasons for the appeal to tourists of carnivals.

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

(c) Explain **three** risks to tourists in overcrowded areas.

1 .....  
.....  
.....  
.....

2 .....  
.....  
.....  
.....

3 .....  
.....  
.....

[6]

(d) Describe **two** temporary infrastructure changes likely to be made during a large event, such as a carnival.

1 .....  
.....  
.....  
.....

2 .....  
.....  
.....

[4]

(e) Discuss the benefits to tourist destinations of hosting events.

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[6]  
[Total: 25]

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