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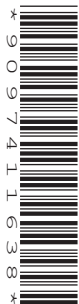
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TRAVEL & TOURISM

0471/12

Paper 1 Core Paper

October/November 2021

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.

Question 1

Refer to Fig. 1.1 (Insert), information about tourism in Chicago.

(a) Identify the following:

the name of Chicago's airport

the source market located in Asia

the number of film festivals

[3]

(b) Physical features of a destination can create opportunities or constraints for tourism development.

(i) State **one** physical feature of Chicago that could be a constraint for tourism development and describe how Chicago might overcome this.

Physical feature as a constraint

How Chicago might overcome this

.....

.....

..... [3]

(ii) State **one** physical feature of Chicago that could be an opportunity for tourism development and describe how Chicago might benefit from this.

Physical feature as an opportunity

How Chicago might benefit from this

.....

.....

..... [3]

Question 2

Refer to Fig. 2.1 (Insert), information about well-being holidays.

(a) Identify **four** outdoor activities included in the well-being holidays shown in Fig. 2.1.

- 1
- 2
- 3
- 4 [4]

(b) Explain what is meant by the following terms:

- full board [6]
- guided excursion
- airport transfer

(c) State **three** products or services likely to be offered at a hotel's spa facilities.

- 1
- 2
- 3 [3]

Question 3

Refer to Fig. 3.1 (Insert), a photograph of a tourist shop.

(a) Identify **three** different products or services provided at the shop shown in Fig. 3.1.

- 1
- 2
- 3

[3]

(b) Tourism can have positive economic benefits.

Identify the order, from 1 to 4, of the following stages of the tourism multiplier.

Stages of the tourism multiplier	Order 1–4
tax is spent on improving facilities for local residents	
direct tourism jobs are created	
other tourism organisations are attracted to the area	
new large tourist resort developed in a destination	

[4]

(c) Explain **one** reason why staff at tourism organisations are required to have:

- clean and pressed uniforms
-
-
-
- no visible tattoos or piercings
-
-
-
- short and clean finger nails
-
-
-

[6]

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