



Cambridge IGCSE™

CANDIDATE
NAME

CENTRE
NUMBER

--	--	--	--	--

CANDIDATE
NUMBER

--	--	--	--



TRAVEL & TOURISM

0471/11

Paper 1 Core Paper

October/November 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 mountain tourism.

(a) State **four** different types of physical features that have become tourist destinations.

- 1
 - 2
 - 3
 - 4
- [4]

(b) State **three** natural disasters likely in mountain regions.

- 1
 - 2
 - 3
- [3]

(c) Explain **three** likely positive economic benefits of tourism to mountain communities.

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

2 Refer to Fig. 2.1 (Insert), a world map showing different time zones.

(a) Identify the following:

the country which is 10 hours ahead (+10) of GMT

the continent showing a time zone 4 hours behind (-4) GMT

whether time in India would be ahead of or behind GMT

the country which is 8 hours ahead (+8) of GMT

the name of the line shown on the map

[5]

(b) Describe **one** way travelling across time zones can affect international travellers.

.....
.....
.....
..... [2]

(c) Explain **three** ways tourism organisations rely on travel and transport providers.

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

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

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

[6]

(d) Describe **three** different services provided by travel agents.

1

.....

.....

.....

2

.....

.....

.....

3

.....

.....

.....

[6]

(e) Assess the reasons why Europe has more international tourist arrivals than any other continent.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

[6]

[Total: 25]

3 Refer to Fig. 3.1 (Insert), information about domestic tourism in India.

(a) Identify **three** types of travel expenses.

- 1
- 2
- 3 [3]

(b) Describe **two** ways destinations are perishable.

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

(c) Explain **three** ways tourist boards can encourage more domestic tourism.

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

(d) Explain **one** benefit of encouraging more domestic tourism to **each** of the following:

economy of India

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

social and cultural understanding

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

tourism organisations

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

[6]

(e) Evaluate the role of national governments in developing a successful tourism destination.

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

[6]

[Total: 25]

4 Refer to Fig. 4.1 (Insert), a photograph of a museum.

(a) State **three** services likely to be provided by museums.

- 1
- 2
- 3 [3]

(b) State **four** actions museum staff should take when dealing with a complaint.

- 1
- 2
- 3
- 4 [4]

(c) Explain **three** ways museums can provide for families with young children.

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

(d) Explain **three** reasons why good personal presentation is important for museum staff.

1

.....

.....

.....

2

.....

.....

.....

3

.....

.....

.....

[6]

(e) Evaluate the role of museums in the travel and tourism industry.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

..... [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.