

Cambridge IGCSE[™]

CANDIDATE NAME					
CENTRE NUMBER			CANDIDATE NUMBER		

149099925

TRAVEL & TOURISM 0471/12

Paper 1 Core Paper May/June 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.

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

(a)	State three types of tour operator.
	1
	2
	3[3]
(h)	Describe two features of a desert climate.
(6)	
	1
	2
	[4]
(c)	Explain three likely reasons why a destination might experience a reduction in visitor numbers.
	1
	2
	2
	3

(d)	Explain three benefits to tourists of booking an escorted tour in Jordan.
	1
	2
	3
	[6]
(e)	Evaluate the importance to historical attractions of having a carrying capacity.
(0)	Evaluate the importance to motorical attractions of having a carrying capacity.
	[6]
	[Total: 25]
	[Total: 20]

Refer to Fig. 2.1 (Insert), information about cruising in the Caribbean.

(a)	Identify the following:
	the port passengers embark and disembark on both cruises
	the port the cruise visits in Honduras
	the number of days at sea on the Eastern Caribbean Cruise
(b)	Identify four ways the Eastern Caribbean Cruise differs from the Western Caribbean Cruise.
	1
	2
	3
	4
	[4]

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(c)	Explain three likely reasons why tourists from the USA are the largest source market cruise holidays in the Caribbean.	for
	1	
	2	
	3	
		 [6]
(d)	Explain three economic risks for countries being over-dependent on tourism.	
	1	
	2	
	3	
		 [6]
		ĮΟΙ

(e)	Discuss the role of the public sector in the operating economies of cruises.
	[6]
	[Total: 25]

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

(a)	Identify three services provided for tourists in the photograph.
	1
	2
	3[3]
(b)	Staff working at the River Cruise tour desk will need to prepare a reservation file when taking bookings.
	State four details likely to be entered into a reservation file when booking a river cruise tour.
	1
	2
	3
	4
	[4]
(c)	Describe three ways tourism staff can give good customer service when communicating face to face.
	1
	2
	3
	[6]

Explain three personal presentation rules for staff working at catering outlets.
1
2
3
<u> </u>
Discuss the importance of tourism staff following customer care policies.
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[Total: 25]

Refer to Fig. 4.1 (Insert), information about environmental impacts in the Mediterranean Sea.

(a)	Identify the following:
	the amount spent by the city of Nice on cleaning their beaches
	one example of single use plastic
	the number of visitors to the Mediterranean Sea each year[3]
(b)	Describe two support facilities for travel and tourism that are likely to have contributed to the success of tourism in the Mediterranean.
	1
	2
	[4]

Explain three ways national tourist boards could encourage tourists to reduce their plas waste.
1
2
3
Explain three positive environmental impacts of tourism likely to be experienced in coas
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(e)	Discuss the likely impacts to tourism organisations when destinations become polluted with litter.
	[6]

[Total: 25]

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