

UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS International General Certificate of Secondary Education

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CANDIDATE NAME			
CENTRE NUMBER		CANDIDATE NUMBER	

TRAVEL AND TOURISM

0471/13

Core Module

October/November 2013

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 a soft pencil for any diagrams, graphs or rough working.

Do not use staples, paper clips, highlighters, 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.

This document consists of 16 printed pages and 1 Insert.



Question 1

Refer to Photographs A, B and C (Insert), taken by leisure tourists visiting three different destinations.

(a) Complete the following table to identify the destination in which **each** photograph was most likely to have been taken.

Destination	Photograph
The Swiss Alps	
Dubai	
Kruger National Park, South Africa	

[3]

(b)	Fig. 1 (Insert), shows world international tourist arrivals (millions) by region. Describe the increases in international tourist arrivals as shown in Fig. 1 (Insert).

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	4	
)	Explain three ways in which major attractions attempt to improve the visitor expension of foreign tourists. 1	
	1	Toge
		.col
	2	
	3	
	[6]	

[Total: 25]

Question 2

Refer to Fig. 2 (Insert), a news item about tourism in the Dominican Republic, a popular tropic destination in the Caribbean.

(a)	Ide	ntify the following:
	•	the percentage increase in visitor numbers between 2010 and 2011
	•	the increase in the number of South American visitors in 2011
	•	the name of Santo Domingo's airport[3]
(b)	Des	scribe what is meant by the following:
	•	leisure tourism
	•	ecotourism
		[4]

	the transfer of the transfer o	
	7	
(c)	The Punta Cana coastal region is the Dominican Republic's most popular destrictions three negative environmental impacts that frequently occur when coastal are developed for tourism. 1	Bridge
	1	S. COM
		1
	2	
	3	
	[0]	

	8	
(d)	Many destinations in the Caribbean act as ports of call for cruise ships. Describerations are cruise ship arrivals may benefit the following aspects of the destination:	Cambridge com
	local businesses	Se.com
	employment opportunities	
	foreign exchange receipts	
		 6]

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Question 3

Refer to Fig. 3 (Insert), pictures showing ten different aspects of hotel customer service.

(a) Complete the table by stating whether the listed aspects of customer service are likely to involve **direct** contact with the hotel's guests:

Aspect of hotel customer service picture number	Direct guest contact Yes or No?
1	
6	
8	

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(b)	With reference to Fig. 3 (Insert), identify and explain three ways through which hotel staff are likely to receive training.
	1
	2
	3
	[6]

	2
	[4]
(d)	Many destinations have large shopping malls that attract large numbers of visitors. Explain three ways in which large malls have been made accessible to visitors.
	1
	2
	3
	[6]

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	12	
(e)	With reference to one destination with which you are familiar, discuss the sight tours that are available to meet the needs of different types of visitor. Name of destination	t.
	Name of destination	Tage
		COM
		1
	[6]	

[Total: 25]

ot.

Question 4

Refer to Fig. 4 (Insert), information about St. Catherine's Monastery in Sinai, Egypt.

(a)	State	the	fol	lowing:
(∽,	Olalo			

	•	whether local time in Sinai is in advance of or behind local time in New York
	•	whether Sinai has a tropical desert climate or a temperate climate
	•	the year that the main church dates from
		[3]
(b)	lder tour	ntify and explain two ways in which St. Catherine's Monastery will appeal to religious ists.
	1	
	2	

[Turn over

	The state of the s	
	14	
(c)	Many visitors to St. Catherine's Monastery will be leisure tourists taking partorganised excursion run by a local tour operator. Explain three ways in which local operators are likely to promote such excursions to tourists in Egypt. 1	Mid
	1	36.CO
		13
		1
	2	
	3	
	[6]	

avoid political gatherings and demonstrations

www.PapaCambridge.com (d) Many destinations in the Middle East are considered unsafe for foreign tourists. why many governments now advise travellers to do all of the following: carry a photocopy of the personal details page from your passport at all times keep wallets, money and valuables out of sight

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Discuss the ways in which visiting tourists might support the traditional cultudestination.	Brie
	300
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[6]	
[Total: 25]	

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