

Cambridge International Examinations

Cambridge International General Certificate of Secondary Education

CANDIDATE NAME					
CENTRE NUMBER		CANDIDATE NUMBER	Ē		_

743331935

TRAVEL AND TOURISM

0471/11

Core Module May/June 2017

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 an HB pencil for any diagrams or graphs.

Do not use staples, paper clips, glue or correction fluid.

DO NOT WRITE IN ANY BARCODES.

Answer **all** questions.

All the Figures referred to in the questions are contained in the Insert.

At the end of the examination, fasten all your work securely together.

The number of marks is given in brackets [] at the end of each question or part question.

This document consists of 12 printed pages and 1 Insert.



Refer to Fig. 1 (Insert), information about Schiphol Airport (AMS), Amsterdam.

(a)	Identify the following:	
	the number of airlines that use Schiphol Airport	
	the Schiphol Airport code	
	[2	.]
(b)	Define the following terms:	
	Scheduled flights	
	Hub airport	
	[4	.]
(c)	Explain two benefits to airports of winning awards.	
	1	
	2	
		•
	[4	.]

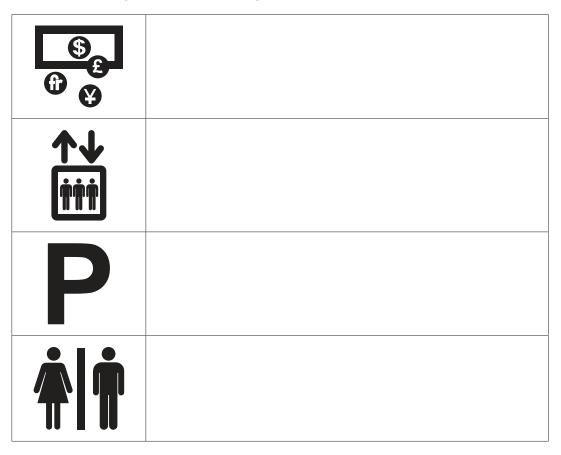
(d)	State three processes passengers are required to take after departing an aircraft.
	1
	2
	3
	[3]
(e)	Explain three reasons why tourists may prefer to book a flight directly with an airline rather than through a travel agent.
	1
	2
	3
	[6]

(f)	Discuss the reasons why many airlines have had to increase their prices in recent years.						
	[6]						
	[υ.						

[Total: 25]

Refer to Fig. 2 (Insert), examples of common international signs. International signs are widely used within the tourism industry to identify key services that are provided for customers.

(a) State the meaning of each of these signs:



[4]

(b) Suggest **three** different types of travel and tourism organisations that are likely to use international signs.

1	
2	
3	[3]

(c)	(i)	Name two types of consumer protection that tourism organisations offer to t customers.	heir
		1	
		2	. [2]
	(ii)	Explain two reasons why tourism organisations offer consumer protection to t customers.	heir
		1	
		2	
(d)	Trav	vel agents will offer customers different ancillary services when booking with them.	
(d)		vel agents will offer customers different ancillary services when booking with them.	
(d)	Ехр		
(d)	Ехр	plain the benefit to customers of travel agents offering the following services:	
(d)	Ехр	vel insurance	
(d)	Ехр	vel insurance	
(d)	Exp	vel insurance	
(d)	Exp	vel insurance	
(d)	Exp	vel insurance	
(d)	Exp Trav	vel insurance	
(d)	Exp Trav	plain the benefit to customers of travel agents offering the following services: wel insurance rental	
(d)	Exp Trav	plain the benefit to customers of travel agents offering the following services: wel insurance rental	

(e)	Dubai's Burj Al Arab is said to be the world's first seven star hotel.						
	Assess the benefits to tourists of graded accommodation schemes.						
	[6]						
	[Total: 25]						

Refer to Fig. 3 (Insert), a photograph of a whale watching tour in Argentina.

(a)	State three negative environmental impacts associated with water-based wildlife tours, as seen in Fig. 3 (Insert).
	1
	2
	3
	[3]
(b)	Explain two reasons for the appeal of a whale watching tour to tourists.
	1
	2
	[4]

·	
<u>)</u>	
3	
State three ways a tou	
State three ways a tounethod for the tourists.	urist could book a wildlife tour. Outline one benefit of each bo
State three ways a tounethod for the tourists. Booking Method	urist could book a wildlife tour. Outline one benefit of each bo
State three ways a tounethod for the tourists. Booking Method 1	urist could book a wildlife tour. Outline one benefit of each bo
State three ways a tounethod for the tourists. Booking Method	urist could book a wildlife tour. Outline one benefit of each bo

(e)	Discuss how destinations can manage their carrying capacity.
	[6]

[Total: 25]

Refer to Fig. 4 (Insert), information about tourism in Wales, a country in the UK.

[2]
[2]
[3]
[4]
ΓΔ'

(e)	State three items of information	found in a travel	guide book.	For each	suggest one	benefit
	to the tourist.					

Information	Benefit to tourist
1	
2	
3	
	To.
	[6]
Discuss the ways that visitor attractions may help to preserve the local culture.	

Discuss the ways that visitor attractions may help to preserve the local culture.
[6]

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[Total: 25]

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