

Cambridge International Examinations

Cambridge International General Certificate of Secondary Education

CANDIDATE NAME				
CENTRE NUMBER		CANDIDATE NUMBER		

TRAVEL AND TOURISM

0471/13

Core Module

October/November 2018

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 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.



Refer to Fig. 1 (Insert), information about the island of Koh Tachai, in Thailand.

(a)	Identify the following:	
	the carrying capacity of Koh Tachai	
	the months that almost all Thai Marine National Parks close	
	the name of the National Park	
		[3]
(b)	State two transport methods that tourists can use to travel to remote islands. Describe tappeal for each method of transport.	he
	Transport method	
	Appeal	
	Transport method	
	Appeal	
		 [4]
(c)	Fig. 1 (Insert) shows a photograph of one of the many entrances to the National Park.	
	Explain two ways that the entrance shown in Fig. 1 is meeting tourists' needs.	
	1	
	2	
		[4]

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(d)	Explain three negative environmental impacts of diving as a popular tourist activity.	
	1	
	2	
	3	
		[6]
(e)	Suggest one reason why some dive sites have been allowed to stay open.	
		[2]

(f)	Assess the visitor management techniques that could be used to minimise environmental damage to popular natural areas such as Koh Tachai.
	[6]

Refer to Photograph A (Insert), tourists waiting to board a cable car.

(a)	State three methods of transport, other than a cable car, that tourists might use when a destination.	at a
	1	
	2	
	3	
		[3]
(b)	Explain three reasons for the appeal of cable cars.	
	1	
	2	
	3	
		[6]

(c)	Describe three support facilities likely to be provided for tourists at cable car stations	
	1	
	2	
	3	
		[6]
(d)	Tourists are likely to be issued with receipts when purchasing tickets for transport.	
	Explain two ways that receipts may be issued to tourists.	
	1	
	2	
		[4]

(e)	Discuss the ways that transport infrastructure, such as cable cars, can contribute towards extending tourist seasons.
	[6]

Refer to Photograph B (Insert), tourists arriving at the Harwich International Cruise Terminal in the UK.

(a)	State three security checks that may be carried out on tourists before boarding an international cruise ship.
	1
	2
	3
	[3]
(b)	Explain three ways that cruise ships can cater for group travellers when onboard.
	1
	2
	3
	[6]

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(c)	Describe three entertainment services likely to be onboard a cruise ship.	
	1	
	2	
	3	
		[6]
(d)	Many cruise ships operate in the Caribbean all year round, however the peak seasor between November and May.	n is
	Explain two reasons why fewer cruises take place in the Caribbean between June a October.	and
	1	
	2	
		[4]

(e)	Discuss the main social and cultural impacts of cruises on ports of call.
	[6]

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Refer to Fig. 2 (Insert), an information board showing hotel availability at Lake Garda, Italy.

(a)	Identify three ways that tourists are being given information.
	1
	2
	3
	[3]
(b)	Explain three ancillary services offered by travel agents.
	1
	2
	3
	[6]
(c)	State four items of information a travel agent would need before advising tourists on a package holiday.
	1
	2
	3
	4
	[4]

(d)	Explain why the following tourism organisations might be contacted by travel agents when creating a personalised itinerary.
	Transport providers
	Tourist attractions
	Restaurants
	[6]
(e)	Discuss the importance to tourism organisations of training their front line staff.
	[6]