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TRAVEL & TOURISM

0471/11

Paper 1 Core Paper

May/June 2020

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. Blank pages are indicated.

Question 1

Refer to Fig. 1.1 (Insert), information on global tourism.

(a) Identify **three** types of transport used by tourists.

- 1
- 2
- 3

[3]

(b) Define, using an example, what is meant by the following terms:

inbound tourism

.....

.....

.....

domestic tourism

.....

.....

.....

[4]

(c) Tourism can bring many positive economic benefits to a destination through the multiplier effect.

Explain the following types of tourism multipliers:

taxes

.....

.....

.....

investment

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.....

.....

employment

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.....

.....

[6]

(d) Explain **two** ways tourism contributes to a country's balance of payments.

1

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.....

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2

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[6]

Question 2

Refer to Fig. 2.1 (Insert), a world map.

(a) Identify the following:

the line of latitude labelled **A**

the continent labelled **B**

the country labelled **C**

whether the time zone in the country labelled **D** is ahead of or behind London, UK

[4]

(b) Complete the table below stating **two** characteristics of the climate and **one** tourist activity suited to the climate.

Climatic environment	Characteristics of the climate	Tourist activity
Equatorial	1 2	
Arctic	1 2	

[6]

(c) State **three** climatic hazards that impact tourism.

1

2

3

[3]

Question 3

Refer to Fig. 3.1 (Insert), information on tourism in Spain, a country in Europe.

(a) Identify the following:

- the percentage of total spending generated by business tourists in Spain
 - the percentage of employment in Spain from travel and tourism
 - the current second most popular tourist destination in the world
- [3]

(b) Explain **two** ways tourist destinations can appeal to business tourists.

- 1
 -
 -
 -
 -
 -
 -
 -
 -
 -
- [4]

(c) Explain **three** likely reasons why Spain is popular with tourists from the UK, France and Germany.

1

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.....

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2

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.....

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3

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[6]

(d) Spain has different types of accommodation tourists can choose from.

Describe the characteristics of the following accommodation types:

hotels

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.....

.....

camp sites

.....

.....

.....

guest houses

.....

.....

.....

[6]

Question 4

Refer to Fig. 4.1 (Insert), a photograph of staff presenting an outdoor lunch buffet for hotel residents.

(a) State **three** products provided by restaurants.

- 1
- 2
- 3 [3]

(b) Clear speech is essential when communicating with tourists.

Explain **three** barriers to good communication in a tourism setting.

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

(c) Explain **three** personal presentation requirements for waiting staff.

1

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2

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3

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[6]

(d) Explain **two** ways restaurants can minimise their environmental impact.

1

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2

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[4]

(e) Assess the benefits of restaurants and hotels using local staff.

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..... [6]

[Total: 25]

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