



UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS  
International General Certificate of Secondary Education

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**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]

(c) Fig. 1 (Insert), shows that destinations in the Middle East, such as Dubai, Abu Dhabi and Doha, are experiencing rapid growth in international tourist arrivals. Explain **three** negative socio-cultural impacts that can occur in destinations experiencing such rapid growth.

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3 .....

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[6]

(d) Explain **three** ways in which major attractions attempt to improve the visitor experience of **foreign** tourists.

*For  
Examiner's  
Use*

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**Question 2**

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

**(a)** Identify 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)** Describe what is meant by the following:

- leisure tourism .....
- .....
- .....
- .....
- ecotourism .....
- .....
- .....
- .....

[4]

(c) The Punta Cana coastal region is the Dominican Republic's most popular destination. Explain **three** negative environmental impacts that frequently occur when **coastal** areas are developed for tourism.

For  
Examiner's  
Use

1 .....

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[6]

(d) Many destinations in the Caribbean act as ports of call for cruise ships. Describe how cruise ship arrivals may benefit the following aspects of the destination:

*For  
Examiner's  
Use*

- local businesses .....  
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- employment opportunities .....  
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- foreign exchange receipts .....  
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[6]



(e) Discuss the ways in which modern cruise ships appeal to a variety of passenger types.

*For  
Examiner's  
Use*

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[Total: 25]

**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<br>picture number | Direct guest contact<br>Yes or No? |
|----------------------------------------------------|------------------------------------|
| 1                                                  |                                    |
| 6                                                  |                                    |
| 8                                                  |                                    |

[3]

- (b) With reference to Fig. 3 (Insert), identify and explain **three** ways through which hotel staff are likely to receive training.

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..... [6]

(c) Many hotel guests will want to go shopping during their stay. Explain **two** ways in which hotel staff may be of help to these guests.

For  
Examiner's  
Use

1 .....

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..... [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.

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(e) With reference to **one** destination with which you are familiar, discuss the sightseeing tours that are available to meet the needs of different types of visitor.

For  
Examiner's  
Use

Name of destination .....

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[6]

[Total: 25]

**Question 4**

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

**(a)** State the following:

- 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

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- the year that the main church dates from

.....

[3]

**(b)** Identify and explain **two** ways in which St. Catherine's Monastery will appeal to religious tourists.

1 .....

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..... [4]

(c) Many visitors to St. Catherine's Monastery will be leisure tourists taking part in an organised excursion run by a local tour operator. Explain **three** ways in which local tour operators are likely to promote such excursions to tourists in Egypt.

*For  
Examiner's  
Use*

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..... [6]

(d) Many destinations in the Middle East are considered unsafe for foreign tourists. Explain why many governments now advise travellers to do all of the following:

For  
Examiner's  
Use

- carry a photocopy of the personal details page from your passport at all times

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- keep wallets, money and valuables out of sight

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- avoid political gatherings and demonstrations

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[6]

(e) Discuss the ways in which visiting tourists might support the traditional culture of a destination.

*For  
Examiner's  
Use*

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[6]

[Total: 25]

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