

Cambridge International AS & A Level

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TRAVEL & TOURISM**9395/12**

Paper 1 The Industry

October/November 2020**2 hours 30 minutes**

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 **16** pages. Blank pages are indicated.

Question 1

Refer to Fig. 1.1 (Insert), information about a tour to Vietnam and Cambodia, countries in South East Asia.

- (a) Suggest **one** activity/attraction offered on the tour in Fig. 1.1 that is suitable for each of the following tourist types. Give **one** reason why each is suitable.

Ecotourists

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Cultural tourists

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.....

[4]

- (b) Explain **three** ways the tour in Fig. 1.1 could be adapted for sale at a lower price.

1

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2

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3

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[6]

(c) Suggest **two** reasons why the tour in Fig. 1.1 is only available from February to November.

1

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2

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[6]

Question 3

(a) Describe **two** ways a travel agency can motivate staff.

1

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2

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[4]

(b) Explain how a travel agent may help customers under the following circumstances:

when a tour operator goes out of business before the date of the holiday

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when a natural disaster occurs during the holiday

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[6]

Question 4

Refer to Fig. 4.1 (Insert), tourism data about China.

(a) (i) Identify the **two** largest source markets for mainland China.

- 1
 - 2
- [2]

(ii) State **two** ways that visas can control entry to a country.

- 1
 -
 - 2
 -
- [2]

(b) Explain **three** possible reasons for the low number of visitors to mainland China from Canada.

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

(c) Explain **two** likely reasons why tourism authorities may prefer visitors to take part in group tours rather than travelling independently.

1

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2

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[6]

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