



UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS
International General Certificate of Secondary Education

CANDIDATE
NAME

CENTRE
NUMBER

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CANDIDATE
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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.

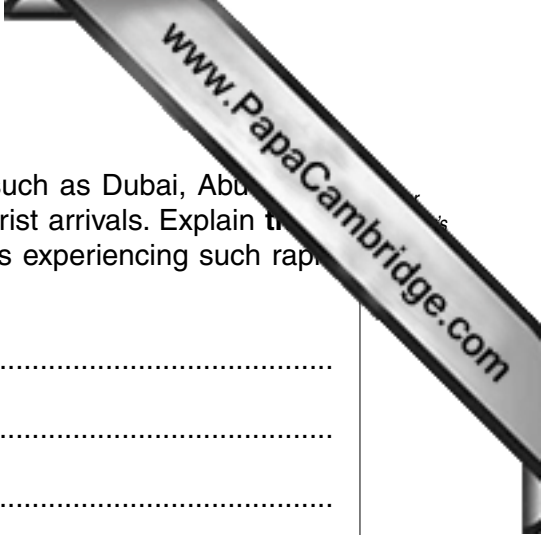
Answer **all** questions.

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.





(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 the negative socio-cultural impacts that can occur in destinations experiencing such rapid growth.

1

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2

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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.

1

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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.

1

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2

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3

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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:

- local businesses
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.....

- employment opportunities
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.....

- foreign exchange receipts
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.....
.....

[6]

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 picture number	Direct guest contact 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.

1

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2

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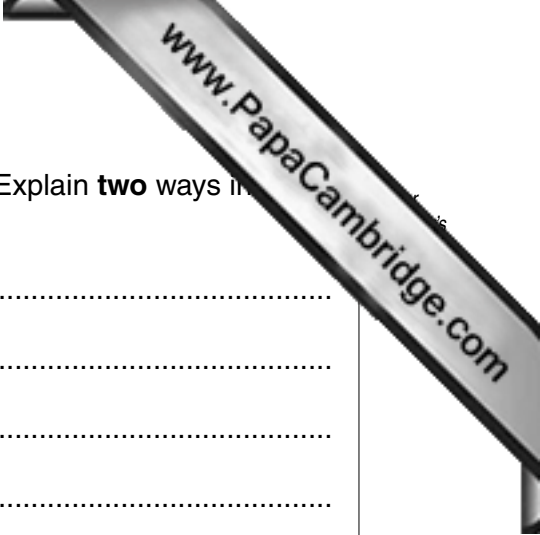
3

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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.

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.

1

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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

.....

- 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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2

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[4]



(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:

- 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]

