



**Cambridge International Examinations**  
Cambridge International General Certificate of Secondary Education

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**TRAVEL AND TOURISM**

**0471/12**

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 the Figures referred to in the questions are contained in the Insert.

At the end of the examination, fasten all your work securely together.

The number of marks is given in brackets [ ] at the end of each question or part question.

This document consists of **13** printed pages, **3** blank pages and **1** Insert.

**Question 1**

Refer to Fig. 1 (Insert), information about Thailand’s tourism industry.

(a) Identify the following:

- the percentage increase in Thailand’s visitor arrivals .....
- the capital of Thailand .....
- the amount these tourists spend .....

[3]

(b) Explain **two** likely reasons why Thailand’s top 5 source markets are from Asia.

1 .....

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2 .....

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[4]

- (c) The Tourism Authority of Thailand (TAT) aims to attract tourists from the luxury market, who spend more and stay longer.

Explain **two** advantages and **two** disadvantages to Thailand of encouraging higher spending tourists.

Advantage 1 .....

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Advantage 2 .....

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Disadvantage 1 .....

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.....

.....

Disadvantage 2 .....

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[8]



**Question 2**

Refer to Photograph A (Insert), tourists queuing at immigration in Vancouver Airport, Canada.

**(a)** State **three** services provided at airports for inbound tourists.

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

**(b)** Describe **three** ways that airports can manage large crowds of people.

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

- (c) When waiting in an airport travellers are provided with information about check-in desks, waiting times for flights and departure gates.

Explain **one** advantage to passengers of receiving information about flights in each of the following ways:

display boards .....

.....

.....

.....

announcements .....

.....

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.....

[4]

- (d) Explain **three** benefits to passengers of checking-in online.

1 .....

.....

.....

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2 .....

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.....

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3 .....

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[6]



**Question 3**

Refer to Photograph B (Insert), a tourist checking-in at a hostel.

**(a)** Identify **three** services being provided for tourists checking-in to the hostel.

- 1 .....
- 2 .....
- 3 .....

[3]

**(b)** Describe **three** situations when staff at the hostel may use a diary to communicate with other employees.

- 1 .....  
.....  
.....  
.....
- 2 .....  
.....  
.....  
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- 3 .....  
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.....

[6]



(c) Describe **three** characteristics of hostel accommodation.

1 .....

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[6]

(d) Checking-in to accommodation is likely to be the first experience that tourists have with the employees.

Explain **two** interpersonal skills required when working at a reception desk, such as the one shown in Photograph B.

1 .....

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[4]



**Question 4**

Refer to Fig. 2 (Insert), information about the tourism industry in Azerbaijan.

(a) Identify **three** reasons for the appeal of Azerbaijan.

1 .....

.....

2 .....

.....

3 .....

.....

[3]

(b) Describe **three** likely developments to tourism infrastructure when a destination experiences an increase in international arrivals.

1 .....

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2 .....

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3 .....

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[6]

(c) Explain the benefit to Azerbaijan’s Tourism Authority of the following tourism promotion methods:

tourist information centres in other countries .....

.....  
.....  
.....

attending trade fairs .....

.....  
.....  
.....

brochures and leaflets distributed in other countries .....

.....  
.....  
.....

[6]

(d) Explain **one** advantage and **one** disadvantage of Azerbaijan having a growing number of international branded hotels.

Advantage .....

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.....  
.....

Disadvantage .....

.....  
.....  
.....

[4]







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