



---

**TRAVEL AND TOURISM**

**0471/11**

Core Module

**May/June 2019**

INSERT

**2 hours**

---

**READ THESE INSTRUCTIONS FIRST**

This Insert contains all the Figures referred to in the questions.

Anything the candidate writes on this Insert will not be marked.



---

This document consists of **5** printed pages and **3** blank pages.

Fig. 1.1 for Question 1

## Cape Verde Tourism

Cape Verde is an island country consisting of 10 islands in the Atlantic Ocean, off the coast of Africa. The main island destination in Cape Verde is the island of Sal.

Cape Verde has experienced a rapid growth of tourist arrivals and now welcomes over 500 000 international tourists a year.

Most of the tourism development and investment in the country has been in the islands of Sal and Boa Vista, where many resorts are all-inclusive.

Research into the tourism industry in Cape Verde has identified the following problems with the rapid growth of tourism:

- litter on beaches
- increased waste going to landfill sites
- lack of protection of environmentally sensitive areas
- damage to protected beach environments
- limited training opportunities for tourism providers
- limited choice and variety of tours
- lack of arts and craft skills in the local population

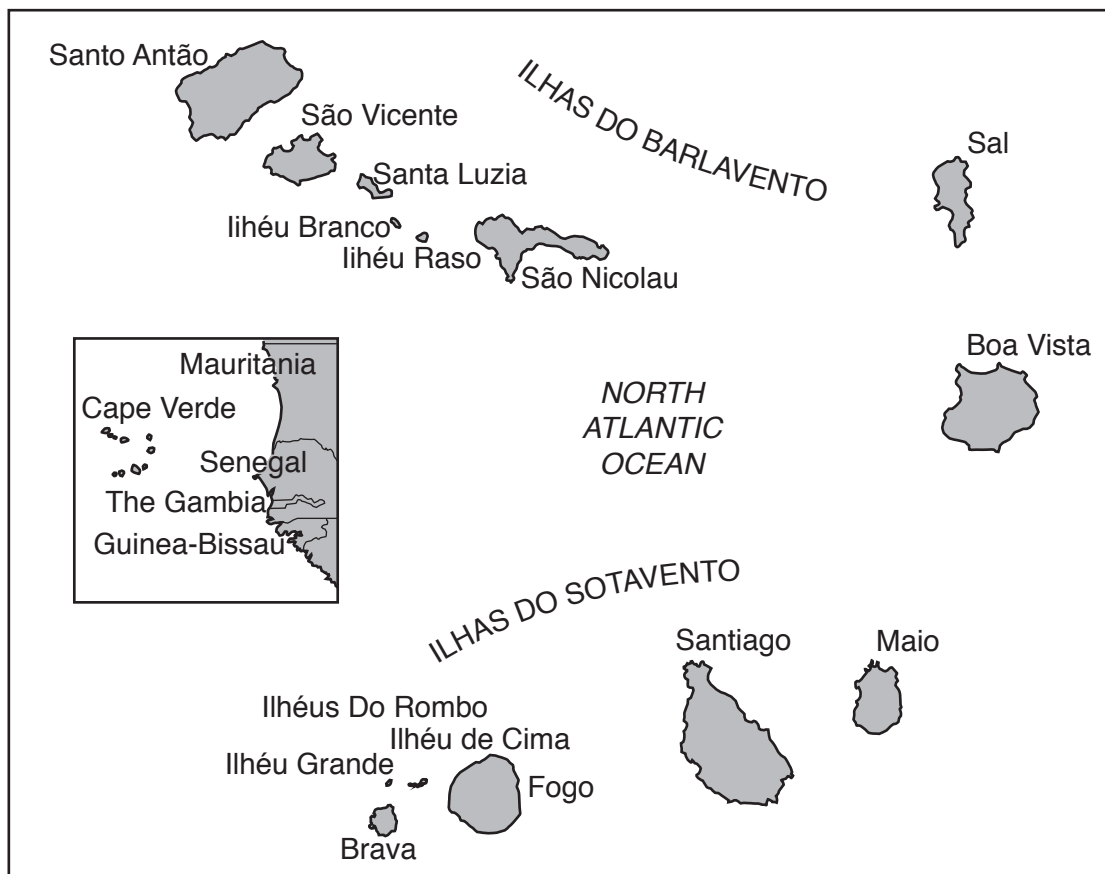


Fig. 1.1

Fig. 2.1 for Question 2



Waiting area at a ferry terminal, Rosslare, Ireland.

Fig. 2.1

Fig. 3.1 for Question 3



Fig. 3.1

Fig. 4.1 for Question 4

## Po Lin Monastery

Po Lin Monastery is a working monastery, a popular tourist attraction and a pilgrim site for Buddhists in Hong Kong.

Hong Kong is a popular stop-over destination for tourists travelling to other destinations in Asia or Australia. Tourists travelling to Australia may have a 24-hour stop-over in Hong Kong.

Restaurants, shops and accommodation providers in Hong Kong can apply to be part of the Quality Tourism Service (QTS) Scheme. The QTS Scheme, administered by the Hong Kong Tourism Board, assesses the services of tourism organisations to ensure they meet high levels of product quality and service. Tourism organisations that have the QTS status can display this in their shop windows and in other forms of promotion.



Fig. 4.1





**BLANK PAGE**

---

Permission to reproduce items where third-party owned material protected by copyright is included has been sought and cleared where possible. Every reasonable effort has been made by the publisher (UCLES) to trace copyright holders, but if any items requiring clearance have unwittingly been included, the publisher will be pleased to make amends at the earliest possible opportunity.

To avoid the issue of disclosure of answer-related information to candidates, all copyright acknowledgements are reproduced online in the Cambridge Assessment International Education Copyright Acknowledgements Booklet. This is produced for each series of examinations and is freely available to download at [www.cambridgeinternational.org](http://www.cambridgeinternational.org) after the live examination series.

Cambridge Assessment International Education is part of the Cambridge Assessment Group. Cambridge Assessment is the brand name of the University of Cambridge Local Examinations Syndicate (UCLES), which itself is a department of the University of Cambridge.