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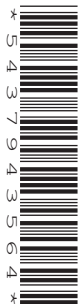
CANDIDATE
NAME

CENTRE
NUMBER

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TRAVEL & TOURISM

0471/11

Paper 1 Core Paper

May/June 2022

2 hours

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 **12** pages. Any blank pages are indicated.

1 Refer to Fig. 1.1 (Insert), information about tourism in Virginia, USA.

(a) Identify the following:

- one source market from the continent of North America
- the amount spent by international visitors
- the number of years domestic tourism has increased
- the average length of stay in Virginia
- the number of seasons in Virginia

[5]

(b) Define the term 'domestic tourism'.

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..... [2]

(c) Explain **three** likely reasons why Virginia is so popular with domestic tourists.

1

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[6]

2 Refer to Fig. 2.1 (Insert), information about accessibility in the Old City of Jerusalem.

(a) State **three** different types of man-made attractions.

- 1
- 2
- 3 [3]

(b) Describe **two** roles of national governments in tourism development.

- 1
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- 2
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..... [4]

(c) Describe **three** constraints to infrastructure improvements in the Old City of Jerusalem.

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

(d) Explain how accessibility developments have improved the appeal of the Old City of Jerusalem to **each** of the following tourists:

families with young children

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physically disabled tourists

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hearing impaired tourists

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[6]

(e) Discuss the importance of protecting ancient historical and cultural destinations.

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[6]

[Total: 25]

3 Refer to Fig. 3.1 (Insert), a photograph of a tourist information centre (TIC) located in a busy city centre.

(a) Identify **three** different services provided at the TIC shown in Fig. 3.1.

- 1
- 2
- 3 [3]

(b) Explain **two** likely reasons why TICs are often located in city centre areas.

- 1
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- 2
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..... [4]

(c) Describe **three** ways a TIC provides information to tourists.

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

(d) Explain **one** reason why **each** of the following skills are important for staff working in TICs:

numeracy
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clear speech
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literacy
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[6]

(e) Discuss the importance of destinations having a range of accommodation services available to tourists.

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[6]

[Total: 25]

4 Refer to Fig. 4.1 (Insert), a photograph of a water bus, a new public transport method on the Saigon River, Ho Chi Minh City, Vietnam.

(a) Identify **three** ways passengers using the water bus shown in Fig. 4.1 are kept safe.

- 1
- 2
- 3 [3]

(b) Describe **two** environmental benefits of public transport.

- 1
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- 2
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..... [4]

(c) Explain **three** reasons why tourists might be attracted to using the water bus service.

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

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