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TRAVEL & TOURISM

0471/13

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.

2 Refer to Fig. 2.1 (Insert), information about boat tours in Turkey.

(a) State **three** ways international tourists might purchase a boat trip when at a destination.

- 1
- 2
- 3 [3]

(b) Describe **two** aims of sustainable tourism.

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

(c) Explain **three** reasons for the appeal of boat trips in Turkey.

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

3 Refer to Fig. 3.1 (Insert), a photograph of a bus station in Thailand.

(a) State **three** types of public transport.

- 1
- 2
- 3 [3]

(b) Explain **two** benefits to tourists of transport hubs providing ancillary services.

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

(c) Explain **three** reasons for the appeal to tourists of using local public transport when visiting a destination.

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

4 Refer to Fig. 4.1 (Insert), a photograph of restaurant waiting staff receiving training.

(a) Identify **three** personal presentation requirements being met by the staff shown in Fig. 4.1.

- 1
- 2
- 3 [3]

(b) State **four** topics included in training for restaurant staff.

- 1
- 2
- 3
- 4 [4]

(c) Explain **three** reasons why personal presentation requirements are so important for waiting staff.

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

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