



Cambridge International AS & A Level

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TRAVEL & TOURISM

9395/11

Paper 1 The Industry

October/November 2022

2 hours 30 minutes

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 **16** pages. Any blank pages are indicated.

1 Refer to Fig. 1.1 (Insert), photographs of theatres.

(a) Explain **one** way theatres may meet the needs of each of the following types of customer:

a visitor with a hearing impairment

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a group of elderly visitors

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[4]

(b) Explain **three** ways a theatre could use information technology to meet its business objectives.

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[6]

2 (a) (i) Define the term 'consular service provider'.

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..... [1]

(ii) State **three** consular services provided for tourists.

1
2
3 [3]

(b) Explain **three** ways a government may encourage tourism development.

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..... [6]

(c) Assess how an accommodation provider may be market-driven.

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..... [6]

3 Refer to Fig. 3.1 (Insert), promotional material for Educational Travel Services (ETS), a tour operator.

(a) Describe **two** ancillary services that could be provided by ETS.

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[4]

(b) Explain **one** reason why **each** of the following is of benefit to educational tourist groups:

one refundable deposit

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24/7 support before, during and after travel

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dedicated account manager

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[6]

(c) Explain how business objectives of a commercial organisation such as ETS may differ from those of a non-commercial organisation.

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4 Refer to Fig. 4.1 (Insert), information about the cruise industry.

(a) Suggest **four** ways a cruise operator can meet changing consumer needs and expectations.

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- 2
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- 3
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- 4
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[4]

(b) Explain **three** ways cruise ship operators can provide job satisfaction for their internal customers.

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- 2
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- 3
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[6]

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