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TRAVEL & TOURISM

0471/12

Paper 1 Key Terms and Concepts

February/March 2026

1 hour 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. Do **not** use correction fluid or tape.
- Do **not** write on any bar codes.

INFORMATION

- The total mark for this paper is 80.
- 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 Figure 1.1 (Insert), information on tourism development in Vietnam.

(a) A flight from the UK to Vietnam takes approximately 11 hours.

(i) State if a flight from the UK to Vietnam is long haul or short haul.

..... [1]

(ii) Define the term 'scheduled flight'.

.....

..... [1]

(b) State **two** factors that negatively affect tourism demand.

1

2 [2]

(c) Explain the benefits to tourism organisations of the following services provided by national tourist organisations.

consultation

.....

.....

.....

standards and quality checking

.....

.....

..... [4]





- 1
- 2
- 3

[6]

[Turn over

2 Refer to Figure 2.1 (Insert), a photograph of a family visiting a zoo.

(a) State **two** types of visitor attractions.

- 1
- 2 [2]

(b) State **two** personal skills required by staff working at visitor attractions.

- 1
- 2 [2]

(c) Explain **two** ways zoos can meet the needs of families with young children.

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



(d) Evaluate **two** reasons why it is important for staff at visitor attractions to have good product knowledge.

1

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.....

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.....

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2

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[6]

(e) Discuss the importance of tourism organisations having customer service standards.

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.....

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[6]

[Total: 20]



3 Refer to Figure 3.1 (Insert), information about sustainable tourism in Costa Rica.

(a) State **two** types of destination.

1

2 [2]

(b) State **two** characteristics of travel and tourism.

1

2 [2]

(c) Explain **two** positive sociocultural impacts of tourism organisations employing and training local people.

1

.....

.....

.....

2

.....

.....

..... [4]





(d) Explain **three** reasons for the growth in sustainable tourism.

- [illegible]

(e) Evaluate the benefits to tourism organisations in Costa Rica of having the CST certificate.

- [6]

[Total: 20]



4 Refer to Figure 4.1 (Insert), a photograph of a capsule hotel in Tokyo, Japan.

(a) Other than hotels, state **two** types of serviced accommodation.

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

(b) State **two** reasons why people travel.

- 1
- 2 [2]

(c) Explain **two** reasons why hotels develop interrelationships with other local tourism organisations.

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





(d) Explain **three** reasons for the appeal of capsule hotels, such as the one shown in Figure 4.1.

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[6]

(e) Evaluate the importance of destinations having a range of accommodation types.

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 [6]

[6]

[Total: 20]









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