



# Cambridge IGCSE™

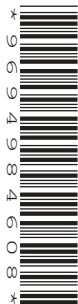
CANDIDATE  
NAME

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**TRAVEL & TOURISM**

**0471/11**

Paper 1 Core Paper

**May/June 2020**

**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. Blank pages are indicated.

**Question 1**

Refer to Fig. 1.1 (Insert), information on global tourism.

(a) Identify **three** types of transport used by tourists.

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

(b) Define, using an example, what is meant by the following terms:

- inbound tourism .....  
.....  
.....  
.....
- domestic tourism .....  
.....  
.....  
..... [4]

(c) Tourism can bring many positive economic benefits to a destination through the multiplier effect.

Explain the following types of tourism multipliers:

taxes .....

investment .....

employment .....

[6]

(d) Explain **two** ways tourism contributes to a country's balance of payments.

1 .....

2 .....

[6]



**Question 2**

Refer to Fig. 2.1 (Insert), a world map.

(a) Identify the following:

the line of latitude labelled **A** .....

the continent labelled **B** .....

the country labelled **C** .....

whether the time zone in the country labelled **D** is ahead of or behind London, UK .....

[4]

(b) Complete the table below stating **two** characteristics of the climate and **one** tourist activity suited to the climate.

Climatic environment	Characteristics of the climate	Tourist activity
Equatorial	1  2	
Arctic	1  2	

[6]

(c) State **three** climatic hazards that impact tourism.

1 .....

2 .....

3 .....

[3]



**Question 3**

Refer to Fig. 3.1 (Insert), information on tourism in Spain, a country in Europe.

(a) Identify the following:

- the percentage of total spending generated by business tourists in Spain .....
  - the percentage of employment in Spain from travel and tourism .....
  - the current second most popular tourist destination in the world .....
- [3]

(b) Explain **two** ways tourist destinations can appeal to business tourists.

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







**Question 4**

Refer to Fig. 4.1 (Insert), a photograph of staff presenting an outdoor lunch buffet for hotel residents.

(a) State **three** products provided by restaurants.

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

(b) Clear speech is essential when communicating with tourists.

Explain **three** barriers to good communication in a tourism setting.

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



