

Question 1

Refer to Fig. 1.1 (Insert), information about tourism in Jordan.

(a) State **three** types of tour operator.

- 1
- 2
- 3 [3]

(b) Describe **two** features of a desert climate.

- 1 [4]
- 2 [4]

(c) Explain **three** likely reasons why a destination might experience a reduction in visitor numbers.

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

Question 2

Refer to Fig. 2.1 (Insert), information about cruising in the Caribbean.

(a) Identify the following:

the port passengers embark and disembark on both cruises

the port the cruise visits in Honduras

the number of days at sea on the Eastern Caribbean Cruise

[3]

(b) Identify **four** ways the Eastern Caribbean Cruise differs from the Western Caribbean Cruise.

1

.....

2

.....

3

.....

4

.....

[4]

(c) Explain **three** likely reasons why tourists from the USA are the largest source market for cruise holidays in the Caribbean.

1

.....

.....

.....

.....

2

.....

.....

.....

.....

3

.....

.....

.....

[6]

(d) Explain **three** economic risks for countries being over-dependent on tourism.

1

.....

.....

.....

.....

2

.....

.....

.....

.....

3

.....

.....

.....

[6]

(e) Discuss the role of the public sector in the operating economies of cruises.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

..... [6]

[Total: 25]

Question 3

Refer to Fig. 3.1 (Insert), a photograph of a tourist area.

(a) Identify **three** services provided for tourists in the photograph.

- 1
- 2
- 3 [3]

(b) Staff working at the River Cruise tour desk will need to prepare a reservation file when taking bookings.

State **four** details likely to be entered into a reservation file when booking a river cruise tour.

- 1
- 2
- 3
- 4 [4]

(c) Describe **three** ways tourism staff can give good customer service when communicating face to face.

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

(d) Explain **three** personal presentation rules for staff working at catering outlets.

1

.....

.....

.....

.....

2

.....

.....

.....

.....

3

.....

.....

.....

[6]

(e) Discuss the importance of tourism staff following customer care policies.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

[6]

[Total: 25]

Question 4

Refer to Fig. 4.1 (Insert), information about environmental impacts in the Mediterranean Sea.

(a) Identify the following:

the amount spent by the city of Nice on cleaning their beaches

one example of single use plastic

the number of visitors to the Mediterranean Sea each year

[3]

(b) Describe **two** support facilities for travel and tourism that are likely to have contributed to the success of tourism in the Mediterranean.

1

.....

.....

.....

2

.....

.....

.....

[4]

(c) Explain **three** ways national tourist boards could encourage tourists to reduce their plastic waste.

1

.....

.....

.....

2

.....

.....

.....

3

.....

.....

.....

[6]

(d) Explain **three** positive environmental impacts of tourism likely to be experienced in coastal areas.

1

.....

.....

.....

2

.....

.....

.....

3

.....

.....

.....

[6]

(e) Discuss the likely impacts to tourism organisations when destinations become polluted with litter.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

..... [6]

[Total: 25]

BLANK PAGE

The boundaries and names shown, the designations used and the presentation of material on any maps contained in this question paper/insert do not imply official endorsement or acceptance by Cambridge Assessment International Education concerning the legal status of any country, territory, or area or any of its authorities, or of the delimitation of its frontiers or boundaries.

Permission to reproduce items where third-party owned material protected by copyright is included has been sought and cleared where possible. Every reasonable effort has been made by the publisher (UCLES) to trace copyright holders, but if any items requiring clearance have unwittingly been included, the publisher will be pleased to make amends at the earliest possible opportunity.

To avoid the issue of disclosure of answer-related information to candidates, all copyright acknowledgements are reproduced online in the Cambridge Assessment International Education Copyright Acknowledgements Booklet. This is produced for each series of examinations and is freely available to download at www.cambridgeinternational.org after the live examination series.

Cambridge Assessment International Education is part of the Cambridge Assessment Group. Cambridge Assessment is the brand name of the University of Cambridge Local Examinations Syndicate (UCLES), which itself is a department of the University of Cambridge.