



# Cambridge IGCSE™

CANDIDATE  
NAME

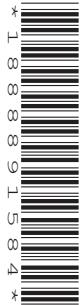


CENTRE  
NUMBER

--	--	--	--	--

CANDIDATE  
NUMBER

--	--	--	--



## TRAVEL & TOURISM

0471/12

Paper 1 Key Terms and Concepts

October/November 2024

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 or correction fluid.
- 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 Fig. 1.1 (Insert), information about a tourism development project in Saudi Arabia.

(a) State **two** government objectives for tourism development.

1 .....

2 .....

[2]

(b) State **two** tourism development organisations likely to be involved in the Central Awamiyah project.

1 .....

.....

2 .....

.....

[2]

(c) Explain **two** negative economic impacts of foreign investment in tourism.

1 .....

.....

.....

2 .....

.....

.....

[4]





**(d)** Explain **three** ways conflict between the host population and tourism can be managed when there are new tourism developments.

1 .....

.....

.....

2 .....

.....

.....

3 .....

.....

.....

.....

[6]

**(e)** Evaluate the importance of the tourism industry being resilient.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

[6]

[Total: 20]





2 Refer to Fig. 2.1 (Insert), a photograph of a tourist information office at Archipelago Los Roques National Park, Venezuela.

(a) Identify **two** services offered at the tourist information office shown in Fig. 2.1.

1 .....

2 .....

[2]

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

1 .....

2 .....

[2]

(c) Explain **two** ways destinations can manage seasonality.

1 .....

.....

.....

.....

2 .....

.....

.....

.....

[4]





DO NOT WRITE IN THIS MARGIN

(d) Explain **three** ways destinations can benefit from responsible tourism.

1 .....

.....

.....

2 .....

.....

.....

3 .....

.....

.....

[6]

DO NOT WRITE IN THIS MARGIN

(e) Assess how the internet has changed the way tourist information centres operate.

.....

.....

.....

.....

.....

.....

.....

.....

[6]

[Total: 20]





3 Refer to Fig. 3.1 (Insert), information about customer service in the travel and tourism industry.

(a) State **one** specific need for **each** of the following customer types when staying in a hotel:

tourist with visual needs .....

.....

groups .....

.....

[2]

(b) State **two** impacts of bad customer service.

1 .....

.....

2 .....

.....

[2]

(c) State **two** ways staff in tourism organisations can give good customer service when handling a customer complaint.

1 .....

.....

2 .....

.....

[2]

DO NOT WRITE IN THIS MARGIN





**(d) Explain how customers can benefit from staff having the following customer service skills:**

product knowledge .....

.....

.....

good communication .....

.....

.....

teamworking .....

.....

.....

problem solving .....

.....

.....

[8]





(e) Evaluate the benefits to tourism organisations of setting customer service standards.

[6]

[6]

[Total: 20]





4 Refer to Fig. 4.1 (Insert), a photograph of a train information office in Thailand.

(a) State **two** services provided at the train information office shown in Fig. 4.1.

1 .....

2 .....

[2]

(b) State **two** ways tourists can book train travel before arriving at a train station.

1 .....

2 .....

[2]

(c) Explain **two** ways train transport is sustainable.

1 .....

.....

.....

2 .....

.....

.....

[4]





**(d)** Evaluate **two** reasons for the appeal of luxury train services.

1 .....

.....

.....

.....

2 .....

.....

.....

.....

.....

[6]

**(e)** Evaluate the importance of destinations offering sustainable transport.

.....

.....

.....

.....

.....

.....

.....

.....

[6]

[Total: 20]



\* 0000800000011 \*



11

**BLANK PAGE**



DO NOT WRITE IN THIS MARGIN



0471/12/O/N/24

© UCLES 2024





---

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](http://www.cambridgeinternational.org) after the live examination series.

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

