



UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS  
International General Certificate of Secondary Education

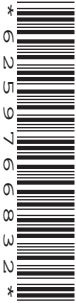
CANDIDATE  
NAME

CENTRE  
NUMBER

--	--	--	--	--

CANDIDATE  
NUMBER

--	--	--	--



**TRAVEL AND TOURISM**

**0471/13**

Core Module

**October/November 2013**

**2 hours**

Candidates answer on the Question Paper.

No Additional Materials are required.

**READ THESE INSTRUCTIONS FIRST**

Write your Centre number, candidate number and name on all the work you hand in.

Write in dark blue or black pen.

You may use a soft pencil for any diagrams, graphs or rough working.

Do not use staples, paper clips, highlighters, glue or correction fluid.

**DO NOT WRITE IN ANY BARCODES.**

Answer **all** questions.

All Figures referred to in the questions are contained in the Insert.

The number of marks is given in brackets [ ] at the end of each question or part question.

This document consists of **16** printed pages and **1** Insert.





(c) Fig. 1 (Insert), shows that destinations in the Middle East, such as Dubai, Abu Dhabi and Doha, are experiencing rapid growth in international tourist arrivals. Explain **three** negative socio-cultural impacts that can occur in destinations experiencing such rapid growth.

For  
Examiner's  
Use

1 .....

.....

.....

.....

2 .....

.....

.....

.....

3 .....

.....

.....

.....

[6]

(d) Explain **three** ways in which major attractions attempt to improve the visitor experience of **foreign** tourists.

*For  
Examiner's  
Use*

1 .....

.....

.....

.....

2 .....

.....

.....

.....

3 .....

.....

.....

..... [6]





(c) The Punta Cana coastal region is the Dominican Republic's most popular destination. Explain **three** negative environmental impacts that frequently occur when **coastal** areas are developed for tourism.

For  
Examiner's  
Use

1 .....

.....

.....

.....

2 .....

.....

.....

.....

3 .....

.....

.....

.....

[6]

(d) Many destinations in the Caribbean act as ports of call for cruise ships. Describe how cruise ship arrivals may benefit the following aspects of the destination:

*For  
Examiner's  
Use*

- local businesses .....  
.....  
.....  
.....
  
- employment opportunities .....  
.....  
.....  
.....
  
- foreign exchange receipts .....  
.....  
.....  
.....

[6]





**Question 3**

Refer to Fig. 3 (Insert), pictures showing ten different aspects of hotel customer service.

- (a) Complete the table by stating whether the listed aspects of customer service are likely to involve **direct** contact with the hotel's guests:

Aspect of hotel customer service picture number	Direct guest contact Yes or No?
1	
6	
8	

[3]

- (b) With reference to Fig. 3 (Insert), identify and explain **three** ways through which hotel staff are likely to receive training.

1 .....

.....

.....

.....

2 .....

.....

.....

.....

3 .....

.....

.....

..... [6]





**Question 4**

Refer to Fig. 4 (Insert), information about St. Catherine's Monastery in Sinai, Egypt.

**(a)** State the following:

- whether local time in Sinai is in advance of or behind local time in New York

.....

- whether Sinai has a tropical desert climate or a temperate climate

.....

- the year that the main church dates from

.....

[3]

**(b)** Identify and explain **two** ways in which St. Catherine's Monastery will appeal to religious tourists.

1 .....

.....

.....

.....

2 .....

.....

.....

..... [4]



(d) Many destinations in the Middle East are considered unsafe for foreign tourists. Explain why many governments now advise travellers to do all of the following:

For  
Examiner's  
Use

- carry a photocopy of the personal details page from your passport at all times

.....

.....

.....

.....

- keep wallets, money and valuables out of sight

.....

.....

.....

.....

- avoid political gatherings and demonstrations

.....

.....

.....

.....

[6]

