



CANDIDATE
NAME

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0471/12

May/June 2021

2 hours

You will need: Insert (enclosed)

- 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.

- 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. Any blank pages are indicated.

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
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- 2
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..... [4]

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

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

(d) Explain **three** benefits to tourists of booking an escorted tour in Jordan.

1

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2

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3

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[6]

(e) Evaluate the importance to historical attractions of having a carrying capacity.

[6]

[Total: 25]

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

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2

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[4]

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

1

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[6]

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

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[6]

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

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..... [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
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..... [6]

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

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[6]

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

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[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

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2

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[4]

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

1

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2

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[6]

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

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[6]

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

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..... [6]

[Total: 25]

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