



CANDIDATE
NAME

--

CENTRE
NUMBER

--	--	--	--	--

CANDIDATE
NUMBER

--	--	--	--

0471/11

May/June 2024

1 hour 30 minutes

You must answer on the question paper.

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 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 the growth of sustainable tourism.

(a) State **two** reasons for the growth of sustainable tourism.

- 1
-
- 2
-
- [2]

(b) State **two** ways tourists can reduce their waste when at a destination.

- 1
-
- 2
-
- [2]

(c) Explain **two** roles of National Tourism Organisations (NTOs).

- 1
-
-
-
-
- 2
-
-
-
- [4]

(d) Explain **three** ways tour operators can be more sustainable.

1

.....

.....

.....

.....

2

.....

.....

.....

.....

3

.....

.....

.....

[6]

(e) Evaluate the importance of airlines becoming more sustainable.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

[6]

[Total: 20]

2 Refer to Fig. 2.1 (Insert), a photograph of a host welcoming a guest at a home rental.

(a) Other than home rental, state **two** types of self-catering accommodation.

1

2 [2]

(b) State **two** types of catered accommodation.

1

2 [2]

(c) Explain **one** advantage and **one** disadvantage of home rentals to destinations.

Advantage

.....

.....

.....

Disadvantage

.....

.....

..... [4]

(d) Explain **three** reasons for the appeal of self-catering accommodation.

1

.....

.....

.....

.....

2

.....

.....

.....

.....

3

.....

.....

.....

[6]

(e) Evaluate the impact of seasonality on accommodation providers.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

[6]

[Total: 20]

3 Refer to Fig. 3.1 (Insert), information about The World Expo 2020.

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

1

2

[2]

(b) State **two** types of destinations.

1

2

[2]

(c) Explain **two** ways events benefit from offering virtual visits.

1

.....

.....

.....

2

.....

.....

.....

[4]

(d) Explain **three** positive economic benefits to destinations of hosting large events.

1

.....

.....

.....

.....

2

.....

.....

.....

.....

3

.....

.....

.....

[6]

(e) Assess the importance of destinations providing a range of transport options.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

[6]

[Total: 20]

4 Refer to Fig. 4.1 (Insert), a photograph of a travel agent in Greece.

(a) Identify **two** services offered by the travel agent shown in Fig. 4.1.

1

2

[2]

(b) State **two** interpersonal skills required by a travel agent.

1

2

[2]

(c) Describe **two** interdependencies in travel and tourism.

1

.....

.....

.....

2

.....

.....

.....

[4]

(d) Evaluate **two** reasons why it is important for travel agents to offer sustainable products.

1

.....

.....

.....

.....

.....

.....

2

.....

.....

.....

.....

.....

.....

[6]

(e) Evaluate the benefit of dynamic packaging to tourists.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

[6]

[Total: 20]

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 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.