

**Cambridge IGCSE™**CANDIDATE
NAMECENTRE
NUMBER

--	--	--	--	--

CANDIDATE
NUMBER

--	--	--	--

TRAVEL & TOURISM**0471/11**

Paper 1 Key Terms and Concepts

May/June 2025**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 business tourism in Germany.

(a) Identify the following:

the number of business trips to Germany

the number of business trips to France

the number of business tourists to Germany

[3]

(b) State the term used to describe all the different types of business travel.

..... [1]

(c) Describe **two** ways events and conferences can be sustainable.

1

.....

.....

.....

2

.....

.....

.....

[4]



rising prices

.....

.....

.....

.....

staff shortages

.....

.....

[6]

(e) Evaluate the reasons why most business tourism takes place in urban destinations.

.....

.....

.....

.....

 [6]

[6]

[Total: 20]



2 Refer to Fig. 2.1 (Insert), a photograph of tourists at a homestay.

(a) Define the following terms:

self-catering

.....

occupancy rate

.....

[2]

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

1

2

[2]

(c) Describe **two** ways tourism organisations can overcome the issue of perishability.

1

.....

.....

.....

2

.....

.....

.....

[4]



1

.....

.....

.....

2

.....

.....

.....

3

.....

.....

.....

[6]

(e) Evaluate the importance of tourists respecting customs when at a destination.

.....

.....

.....

.....

[6]

[Total: 20]



3 Refer to Fig. 3.1 (Insert), information about the resilience of tourism in Jamaica.

(a) Define the term 'resilience'.

.....
..... [1]

(b) State **three** types of special interest travel.

1
2
3 [3]

(c) Explain **two** reasons for the appeal of cruise holidays.

1
.....
.....
.....
2
.....
.....
..... [4]





1

.....

.....

2

.....

.....

.....

© UCLES 2025



[Turn over



4 Refer to Fig. 4.1 (Insert), a photograph of a wheelchair user being helped onto a train.

(a) State **two** examples of good personal presentation.

- 1
- 2 [2]

(b) State **two** types of rail transport.

- 1
- 2 [2]

(c) Explain **two** ways transport providers can meet the needs of customers with limited mobility.

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





(d) Evaluate how the following make public transport more appealing:

contactless payments

.....

.....

.....

.....

.....

dedicated bus lanes

.....

.....

.....

.....

.....

[6]

(e) Evaluate the importance of tourism staff providing good customer service to different customer types.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

[6]

[Total: 20]









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.

