



CANDIDATE
NAME

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CENTRE
NUMBER

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CANDIDATE
NUMBER

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0471/12

October/November 2023

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.

1 Refer to Fig. 1.1 (Insert), information about tourism in Venice.

(a) Identify the following:

the continent Italy is in

the number of visitors to Venice per year

the number of islands Venice was built on

[3]

(b) State **four** types of water-based transport.

1

2

3

4

[4]

(c) Explain **three** negative environmental impacts of large cruise ships sailing into Venice's inland waterways.

1

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2

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3

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[6]

(d) Explain **three** ways destinations can manage overtourism.

1

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2

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[6]

(e) Discuss the reasons why many destinations are experiencing overtourism.

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..... [6.]

[6]

[Total: 25]

2 Refer to Fig. 2.1 (Insert), a photograph of an airport check-in desk.

(a) Identify **three** examples of good personal presentation seen in Fig. 2.1.

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

(b) Explain **two** applications of technology used to improve the check-in process for tourists.

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

(c) Explain **three** security checks for outbound passengers at airports.

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

(d) Describe **three** procedures staff should follow when handling a customer complaint.

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

(e) Discuss the importance of air transport to the tourism industry.

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..... [6]

[Total: 25]

3 Refer to Fig. 3.1 (Insert), information about festival tourism in Maharashtra.

(a) State the following:

the continent that India is in

the climate of India

one type of extreme weather experienced in India

[3]

(b) State **two** characteristics of the following types of tourism:

leisure tourism

1

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2

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business tourism

1

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2

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[4]

(c) Explain **three** ways destinations can manage negative social and cultural impacts.

1

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2

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3

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[6]

(d) Explain **three** reasons for the appeal of VFR tourism.

1

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2

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3

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[6]

(e) Assess the benefits of domestic tourism to destinations.

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..... [6]

[Total: 25]

4 Refer to Fig. 4.1 (Insert), a photograph of tour agents selling boat tours at an island destination.

(a) State **three** land-based adventure tourism activities.

- 1
- 2
- 3 [3]

(b) State **four** ways boat tours can keep their guests safe.

- 1
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- 2
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- 3
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- 4
..... [4]

(c) Describe **three** ways seasonality is likely to affect boat tour providers.

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

(d) Explain **three** reasons for the appeal of boat tours to tourists visiting island destinations.

1

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2

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3

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[6]

(e) Discuss the role of tourist information centres (TICs).

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[6]

[Total: 25]

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