



CANDIDATE
NAME

--

CENTRE
NUMBER

--	--	--	--	--

CANDIDATE
NUMBER

--	--	--	--



0471/13

Paper 1 Core Paper

October/November 2023

2 hours

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 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 the impacts of tourism.

(a) Other than a pandemic, state **three** factors likely to affect demand for tourism.

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

(b) State the **four** types of government objectives for tourism.

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

(c) Explain **one** way destinations are affected by the following negative economic impacts:

- import leakage
-
-
-
- inflation
-
-
-
- over-dependency
-
-
-
- [6]

- (d) Explain **one** way natural attractions could minimise the following negative environmental impacts:

air pollution

.....

.....

.....

congestion

.....

.....

.....

disturbing wildlife

.....

.....

.....

[6]

- (e) Evaluate the importance of the multiplier effect to tourism destinations.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

[6]

[Total: 25]

2 Refer to Fig. 2.1 (Insert), information about Explore Wildlife, a tour operator.

(a) State the **three** components of a package holiday.

- 1
- 2
- 3 [3]

(b) State **four** types of specialist tourism.

- 1
- 2
- 3
- 4 [4]

(c) Explain **three** reasons why tourism staff are trained in how to handle customer complaints.

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

(d) Explain **three** ways seasonality affects the price of package holidays.

1

.....

.....

2

.....

.....

.....

3

.....

.....

[6]

(e) Evaluate the importance of customer service in the travel and tourism industry.

.....

.....

.....

.....

.....

.....

.....

.....

.....

[6]

[Total: 25]

- 3 Refer to Fig. 3.1 (Insert), a photograph of a welcome dance performed for tourists at a traditional village.

(a) State **three** ways tourists can be classified.

- 1
2
3 [3]

(b) Describe **two** ways tourism can cause the demonstration effect.

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

(c) Explain **three** reasons for the appeal of cultural performances such as the one shown in Fig. 3.1.

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

(d) Explain **three** ways hotels can minimise their social and cultural impacts.

1

.....

.....

.....

2

.....

.....

.....

3

.....

.....

.....

[6]

(e) Evaluate the importance of sustainability in the travel and tourism industry.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

..... [6]

[6]

[Total: 25]

4 Refer to Fig. 4.1 (Insert), a photograph of signs outside a travel agent in Lombok, Indonesia.

(a) Identify **three** transport services offered to tourists in Fig. 4.1.

- 1
- 2
- 3 [3]

(b) State **four** ways tourists can get information about attractions when at a destination.

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

(c) Explain **three** reasons why tourists might choose a package holiday instead of an independent holiday.

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

(d) Explain **three** benefits to tourists of hiring a car when at a destination.

1

.....

.....

.....

2

.....

.....

.....

3

.....

.....

.....

[6]

(e) Evaluate the importance of tact and diplomacy when dealing with customers.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

..... [6]

[6]

[Total: 25]

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.