

**Cambridge IGCSE™**CANDIDATE
NAMECENTRE
NUMBER

--	--	--	--	--

CANDIDATE
NUMBER

--	--	--	--

TRAVEL & TOURISM**0471/11**

Paper 1 Key Terms and Concepts

October/November 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 tourism in Scotland.

(a) State which type of government objectives for tourism the following statements are:

tax will be reinvested locally

make the tourist experience better

[2]

(b) (i) Define the term 'short haul'.

.....

..... [1]

(ii) Define the term 'self-catering'.

.....

..... [1]

(c) Explain **two** likely reasons why most visitors to Scotland are short haul visitors.

1

.....

.....

.....

2

.....

.....

.....

[4]



(d) Explain **three** ways destinations can benefit from having a longer peak season.

1

.....

.....

.....

2

.....

.....

.....

3

.....

.....

.....

[6]

(e) Assess the likely impacts to tourism of introducing a tourism tax.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

[6]

[Total: 20]



2 Refer to Fig. 2.1 (Insert), a photograph of a sightseeing tour boat.

(a) Other than a sightseeing tour boat, state **two** types of passenger water transport.

1

2 [2]

(b) State **two** types of travel and tourism organisation that would develop an interrelationship with a sightseeing tour boat company.

1

2 [2]

(c) Describe **two** sustainable developments in transport.

1

.....

.....

.....

2

.....

.....

..... [4]





(d) Explain **three** negative environmental impacts of boat transport.

1

.....

.....

.....

2

.....

.....

.....

3

.....

.....

.....

[6]

(e) Discuss the role of visitor attractions in the tourism industry.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

..... [6]

[Total: 20]





3 Refer to Fig. 3.1 (Insert), information about short haul flights in France.

(a) State **three** characteristics of domestic travel.

- 1
- 2
- 3 [3]

(b) Define the term 'VFR'.

-
- [1]

(c) Explain **two** reasons why France has banned short haul domestic flights where there is a train transport alternative.

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





(d) Explain **three** benefits of rail transport for tourists.

1

.....

.....

.....

2

.....

.....

.....

3

.....

.....

.....

[6]

(e) Evaluate the reason for the growth of sustainable tourism.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

[6]

[Total: 20]



4 Refer to Fig. 4.1 (Insert), a photograph of a hotel self check in/out machine.

(a) Identify **two** examples of good customer service shown in Fig. 4.1.

- 1
-
- 2
-
- [2]

(b) Other than hotels, state **two** types of accommodation providers.

- 1
- 2
- [2]

(c) Explain **two** reasons why recommending local providers is good sustainable practice.

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



(d) Evaluate the reasons why the following are considered good customer service:

self check in/out

.....

.....

.....

.....

.....

online booking

.....

.....

.....

.....

.....

[6]

(e) Evaluate the importance of training staff.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

[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.

