

CANDIDATE  
NAME

--

CENTRE  
NUMBER

--	--	--	--	--

CANDIDATE  
NUMBER

--	--	--	--



**TRAVEL AND TOURISM**

**0471/13**

Core Module

**May/June 2018**

**2 hours**

Candidates answer on the Question Paper.

No Additional Materials are required.

**READ THESE INSTRUCTIONS FIRST**

Write your Centre number, candidate number and name on all the work you hand in.

Write in dark blue or black pen.

You may use an HB pencil for any diagrams or graphs.

Do not use staples, paper clips, glue or correction fluid.

**DO NOT WRITE IN ANY BARCODES.**

Answer **all** questions.

All the Figures referred to in the questions are contained in the Insert.

At the end of the examination, fasten all your work securely together.

The number of marks is given in brackets [ ] at the end of each question or part question.

This document consists of **11** printed pages, **1** blank page and **1** Insert.

**Question 1**

Refer to Fig. 1 (Insert), information about shopping as a reason for travel.

**(a)** Identify the following:

- the number of international tourists to New York City  
.....
- the amount spent on shopping  
.....
- the continent that New York City is in  
.....
- the amount of sales taxes generated from shopping each year  
..... [4]

**(b)** State the **three** main reasons for travel.

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

**(c)** Describe **three** services that hotels might provide for shopping tourists.

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



**Question 2**

Refer to Fig. 2 (Insert), information about tourism in Japan.

**(a)** Identify the following:

- the capital of Japan

.....

- the name of the sea located north and west of Japan

.....

- if local time in Japan is ahead of or behind London, UK

.....

- the number of inbound tourists to Japan

..... [4]

**(b)** Tourists can travel to Japan independently or as part of a package holiday.

Describe the chain of distribution between tour operators and travel agents.

.....

.....

.....

.....

.....

.....

.....

..... [4]

**(c)** Describe how an increase in inbound tourism may lead to an increase in import leakage.

.....

.....

.....

.....

.....

..... [3]

(d) Explain **three** roles of national tourism organisations such as the Japan National Tourism Organisation (JNTO).

1 .....

.....

.....

.....

.....

.....

2 .....

.....

.....

.....

.....

.....

3 .....

.....

.....

.....

..... [6]

(e) State **two** services that tour operators provide for their customers when at a destination.

1 .....

.....

2 .....

..... [2]



**Question 3**

Refer to Photograph A (Insert), a member of cabin crew demonstrating safety procedures.

**(a)** State **three** ways passengers onboard an aircraft are given safety instructions.

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

**(b)** Explain **one** benefit to passengers of **each** of the following inflight services:

- duty free shopping .....
- .....
- .....
- .....
- inflight magazine .....
- .....
- .....
- ..... [4]

(c) Describe **one** service that airlines provide inflight for passengers with the following needs:

travelling with young children .....

.....  
.....  
.....

hearing difficulties .....

.....  
.....  
.....

dietary needs .....

.....  
.....  
.....

[6]

(d) When arriving at an airport passengers may need to use connecting transport to get to their final destination.

Explain the benefit to international tourists of **each** of the following methods of transport found at airports:

taxi .....

.....  
.....  
.....

train .....

.....  
.....  
.....

local bus service .....

.....  
.....  
.....

[6]





**Question 4**

Refer to Photograph B (Insert), a travel agency in Hanoi, Vietnam.

**(a)** Identify **four** services offered by the travel agency.

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

**(b)** State **three** ways that travel agents can provide information for their customers.

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

**(c)** Travel agents sell many different products which appeal to different types of tourists.

Describe the following products offered by travel agents:

package holiday .....

.....

.....

.....

travel insurance .....

.....

.....

.....

airport transfer .....

.....

.....

..... [6]



**BLANK PAGE**

---

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 International Examinations Copyright Acknowledgements Booklet. This is produced for each series of examinations and is freely available to download at [www.cie.org.uk](http://www.cie.org.uk) after the live examination series.

Cambridge International Examinations is part of the Cambridge Assessment Group. Cambridge Assessment is the brand name of University of Cambridge Local Examinations Syndicate (UCLES), which is itself a department of the University of Cambridge.