



Cambridge Assessment International Education
Cambridge International General Certificate of Secondary Education

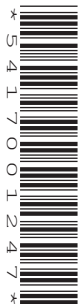
CANDIDATE
NAME

CENTRE
NUMBER

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CANDIDATE
NUMBER

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TRAVEL AND TOURISM

0471/11

Core Module

May/June 2019

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.

2 Refer to Fig. 2.1 (Insert), a ferry terminal in Rosslare, Ireland.

(a) Identify **four** services provided for tourists at the ferry terminal shown in Fig. 2.1.

- 1
- 2
- 3
- 4 [4]

(b) Explain **one** benefit to the following tourists of travelling by ferry rather than by road or by air:

- families
.....
.....
.....
- groups
.....
.....
.....
- independent travellers
.....
.....
..... [6]

(c) State **three** different types of water-based transport, other than ferries, used by tourists.

- 1
- 2
- 3 [3]

3 Refer to Fig. 3.1 (Insert), a hotel check-in desk.

(a) State **three** examples of technology that tourism staff are likely to use when communicating with customers.

- 1
- 2
- 3 [3]

(b) State **four** details staff will discuss with customers when booking a hotel room.

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

(c) Describe **one** action a hotel receptionist is likely to take at **each** of the following stages of the hotel guest cycle:

pre-arrival/booking

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

check-in

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

check-out

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

[6]

(d) Describe **three** ways tourism organisations can control the personal presentation of their staff.

1

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

2

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

3

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

[6]

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