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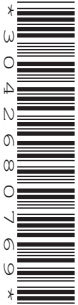


CENTRE NUMBER

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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

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.....

.....

2

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.....

.....

[4]





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]





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

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2

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[4]

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