



Cambridge International Examinations
Cambridge International General Certificate of Secondary Education

CANDIDATE
NAME

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TRAVEL AND TOURISM

0471/11

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 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]

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