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International Education

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CANDIDATE NAME

CENTRE NUMBER

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2826211896

TRAVEL & TOURISM **0471/11**

Paper 1 Key Terms and Concepts **May/June 2026**

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. Do **not** use correction fluid or tape.
- 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.

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[Turn over

1 Refer to Figure 1.1 (Insert), information about Mountain Peaks.

(a) State **two** types of travel agents.

1 .....

2 .....

[2]

(b) State **two** types of resort destinations.

1 .....

2 .....

[2]

(c) Describe **two** ways tour operators can empower local communities.

1 .....

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2 .....

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[4]

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(d) Explain **three** negative sociocultural impacts of tourism.

1 ....

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2 ....

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3 ....

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[6]

(e) All-inclusive package holidays are often considered to be a less responsible form of tourism.

Discuss the sustainability concerns of all-inclusive package holidays.

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.... [6]

[Total: 20]

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2 Refer to Figure 2.1 (Insert), a photograph of the inside of an airport.

(a) Using Figure 2.1, identify **two** services provided for customers.

1 .....

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2 .....

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[2]

(b) Define **each** of the following terms:

(i) charter flight

.....

..... [1]

(ii) short haul flight.

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..... [1]

(c) Describe **two** security checks for international passengers when arriving at a destination airport.

1 .....

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[4]

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(d) Describe **three** sustainable travel choices international tourists can make.

1 .....

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2 .....

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[6]

(e) Evaluate the importance of airports providing ancillary services.

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..... [6]

[Total: 20]

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3 Refer to Figure 3.1 (Insert), information about an accessible sightseeing boat.

(a) State **two** types of special interest travel.

1 .....

2 .....

[2]

(b) Describe **one** way the 'Journey of the Fjords' is meeting the needs of tourists with **each** of the following specific needs:

visual .....

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mobility .....

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[4]

(c) Explain **one** way the 'Journey of the Fjords' sightseeing boat is being dynamic.

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(d) Explain **three** ways 'Journey of the Fjords' is minimising its negative environmental impacts.

1 ....

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2 ....

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[6]

(e) Evaluate the benefit of tourism services being accessible to all types of tourists.

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.... [6]

[Total: 20]

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4 Refer to Figure 4.1 (Insert), a photograph taken inside a luxury train service.

(a) Other than a luxury train, state **two** types of rail transport.

1 .....

2 .....

[2]

(b) Describe **one** example of good personal presentation seen in Figure 4.1.

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..... [2]

(c) Explain **two** impacts of bad customer service.

1 .....

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[4]

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(d) Evaluate **two** benefits of using luxury train travel compared to luxury coach travel.

1 .....

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[6]

(e) Evaluate the importance of restaurant staff having good product knowledge.

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[Total: 20]

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