



Cambridge International Examinations
Cambridge International General Certificate of Secondary Education

TRAVEL AND TOURISM

0471/13

Core Module

October/November 2017

INSERT

2 hours



READ THESE INSTRUCTIONS FIRST

This Insert contains all the Figures referred to in the questions.

Anything the candidate writes on this Insert will not be marked.

This document consists of **5** printed pages and **3** blank pages.

Fig. 1 for Question 1

Star Ferry



A Star Ferry crossing is said to be an essential journey for all visitors to Hong Kong. The ferry service carries passengers and commuters between Hong Kong Island and Kowloon. They operate two routes and run eight ferries. Star Ferry carries 21.6 million passengers a year with an average of 59 176 passengers a day.

Star Ferry has received a Certificate of Excellence Award from an online review site. The recognition is given to organisations which constantly get excellent reviews on the website and deliver outstanding customer experience. The award takes into account not only the quality and quantity of recent travellers' reviews and experiences, but also the average rating over a twelve month period.

Online review sites are growing in popularity. The sites assist customers in gathering unbiased travel information, posting reviews and opinions of travel related content and engaging in interactive travel forums.

Fig. 1

Photograph A for Question 2



Photograph A

Fig. 2 for Question 3

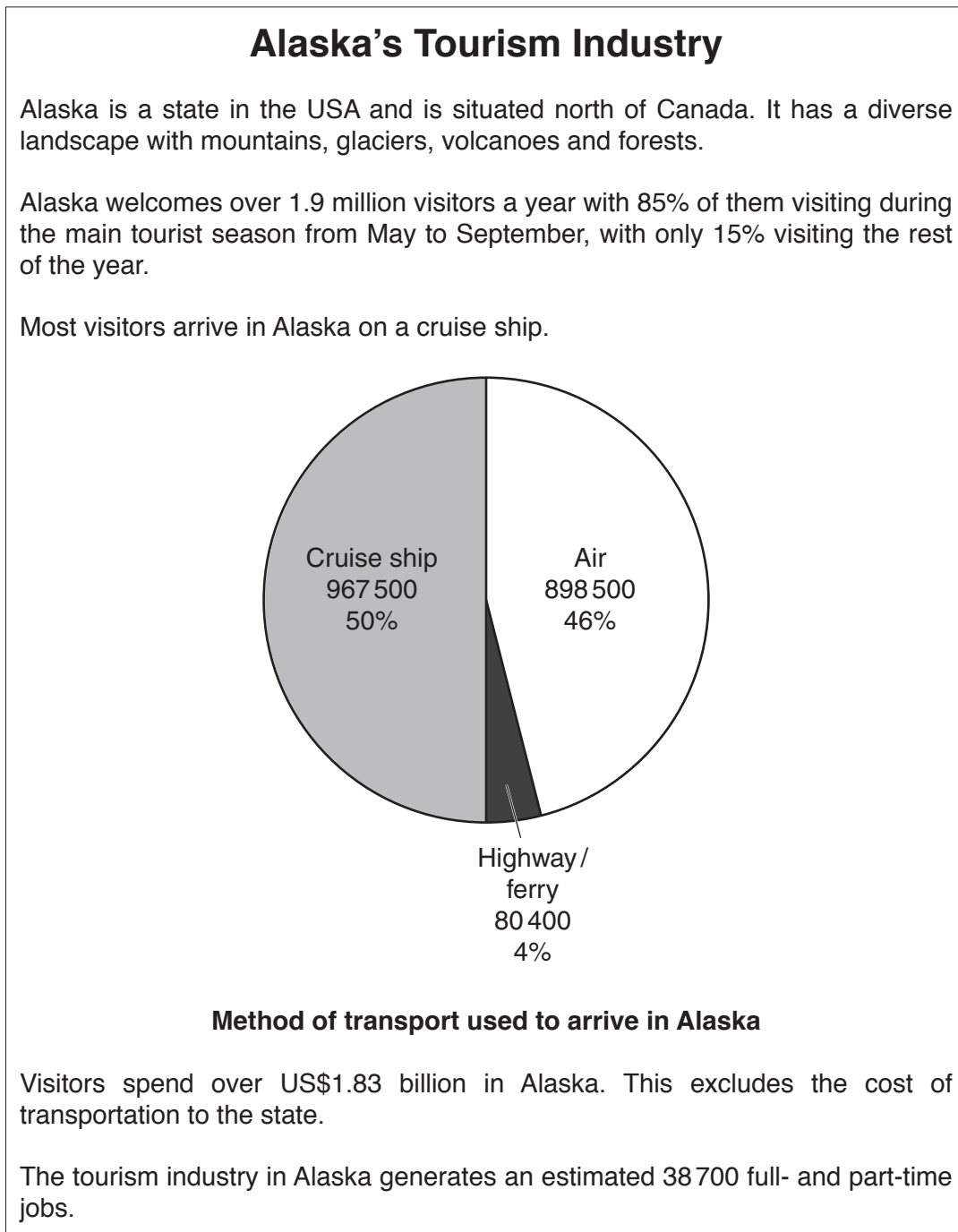


Fig. 2

Fig. 3 for Question 4

Damnoen Saduak Floating Market, Thailand



Damnoen Saduak Floating Market Tour

Itinerary	
07:00	Collection from your hotel, travel by coach 110km south-west to Damnoen Saduak Floating Market
08:30	Arrive at Damnoen Saduak Floating Market.
08:45	Explore the Floating Market aboard a boat with our local tour guide
10:00	Free time to explore, purchase souvenirs and take photographs
11:00	Depart the Floating Market
12:30	Arrive back at your hotel in Bangkok

Tour includes:

- Air-conditioned coach
- English-speaking local tour guide

Fig. 3

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 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.