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.
Photographs A, B and C for Question 1

Fig. 1 for Question 1

World international tourist arrivals (millions) by region

<table>
<thead>
<tr>
<th>Region</th>
<th>1995</th>
<th>2020 Forecast</th>
<th>Increase (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Europe</td>
<td>338</td>
<td>717</td>
<td>212%</td>
</tr>
<tr>
<td>Asia and Pacific</td>
<td>85</td>
<td>416</td>
<td>489%</td>
</tr>
<tr>
<td>Americas</td>
<td>109</td>
<td>282</td>
<td>259%</td>
</tr>
<tr>
<td>Middle East</td>
<td>12</td>
<td>69</td>
<td>575%</td>
</tr>
<tr>
<td>Africa</td>
<td>20</td>
<td>77</td>
<td>385%</td>
</tr>
<tr>
<td>World total</td>
<td>564</td>
<td>1561</td>
<td>277%</td>
</tr>
</tbody>
</table>
DOMINICAN REPUBLIC

The Dominican Republic Ministry of Tourism announced that the country welcomed over four million visitors in 2011, a new record for the country and a 3.3% increase over 2010. The USA is the country's largest market for tourism with over one million visitors.

South America also increased leisure visits to the Dominican Republic with 67,463 more visitors in 2011 from Argentina, Brazil and Chile.

The most popular destination for visitors continues to be Punta Cana on the east coast, as its international airport received 57% of all arrivals in 2011. The second most visited airport is Las Americas International Airport in the capital city of Santo Domingo, with 22% of arrivals. This is followed by Puerto Plata International Airport with 11% of arrivals, located on the north coast where ecotourism is popular. 91% of visitors were leisure tourists.

Fig. 3 for Question 3

1. carrying a customer's bag
2. working at the reception desk
3. cleaning hotel rooms
4. talking to customers
5. interviewing other staff
6. listening to a supervisor
7. working in the linen room
8. attending department meetings
9. reading health and safety documents
10. observing other staff
St. Catherine’s Monastery is an Orthodox monastery on the Sinai peninsula at the base of Mount Sinai in Egypt. One of the oldest Christian monasteries in the world, St. Catherine’s includes the burning bush seen by Moses and contains many valuable religious icons. This area is sacred to three world religions: Christianity, Islam and Judaism.

Many visitors to St. Catherine’s Monastery also make a trek or take a camel ride to the summit of Mount Sinai (2285 m), also known as Mount Moses or Mount Horeb. This is identified as the mountain where Moses received the Tablets of the Law from God. The main route to the summit is known as the Path of Moses and is lined with the remains of various chapels.

The main church of the monastery, its roof and carved doors all date from AD 527.