

(c) Fig. 1 (Insert), shows that destinations in the Middle East, such as Dubai, Abu Dhabi and Doha, are experiencing rapid growth in international tourist arrivals. Explain **three** negative socio-cultural impacts that can occur in destinations experiencing such rapid growth.

For
Examiner's
Use

1

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2

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[6]

(d) Explain **three** ways in which major attractions attempt to improve the visitor experience of **foreign** tourists.

*For
Examiner's
Use*

1

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..... [6]

(d) Many destinations in the Caribbean act as ports of call for cruise ships. Describe how cruise ship arrivals may benefit the following aspects of the destination:

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- local businesses
-
-
-
-
- employment opportunities
-
-
-
-
- foreign exchange receipts
-
-
-

[6]

Question 3

Refer to Fig. 3 (Insert), pictures showing ten different aspects of hotel customer service.

- (a) Complete the table by stating whether the listed aspects of customer service are likely to involve **direct** contact with the hotel's guests:

Aspect of hotel customer service picture number	Direct guest contact Yes or No?
1	
6	
8	

[3]

- (b) With reference to Fig. 3 (Insert), identify and explain **three** ways through which hotel staff are likely to receive training.

1

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..... [6]

Question 4

Refer to Fig. 4 (Insert), information about St. Catherine's Monastery in Sinai, Egypt.

(a) State the following:

- whether local time in Sinai is in advance of or behind local time in New York

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- whether Sinai has a tropical desert climate or a temperate climate

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- the year that the main church dates from

.....

[3]

(b) Identify and explain **two** ways in which St. Catherine's Monastery will appeal to religious tourists.

1

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2

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..... [4]

(d) Many destinations in the Middle East are considered unsafe for foreign tourists. Explain why many governments now advise travellers to do all of the following:

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- carry a photocopy of the personal details page from your passport at all times

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- keep wallets, money and valuables out of sight

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- avoid political gatherings and demonstrations

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[6]

