

101505T4TTM

TOUR AND TRAVEL CONSULTANT LEVEL 5

PROVIDE TOUR AND TRAVEL CUSTOMER SERVICE

TO/OS/TM/CR/06/5/A



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)**

WRITTEN ASSESSMENT MARKING SCHEME

INSTRUCTIONS TO CANDIDATE

You have **THREE (3)** hours to answer all the questions.

Marks for each question are as indicated in the brackets

The paper consists of **THREE** sections: **A, B** and **C**.

Do not write on the question paper

This paper consists of SEVEN (7) printed pages.

*Candidates should check the question paper to ascertain that
all pages are printed as indicated and that no questions are missing.*

SECTION A [20 Marks]

Answer all questions in this section

1. Which of the following is a potential barrier to effective communication in an organization? (1 mark)
 - A. Clearly defined communication channels
 - B. Transparent feedback mechanisms
 - C. Open and honest leadership
 - D. Language barriers
2. What is the primary goal of establishing communication standards and procedures within an organization? (1 mark)
 - A. To limit communication to a select few individuals
 - B. To ensure consistency and effectiveness in communication
 - C. To increase bureaucracy within the organization
 - D. To encourage informal and spontaneous communication
3. Define the meaning of the term "tour and travel contingencies" in the tourism industry. (1 mark)
 - A. Unexpected challenges that can impact travel plans
 - B. Detailed travel itineraries for tourists
 - C. Tourist preferences and travel habits
 - D. Weather conditions at tourist destinations
4. Identify mitigation measures in the context of tour and travel contingencies. (1 mark)
 - A. Measures to increase tour prices
 - B. Actions to prevent contingencies
 - C. Strategies to deal with unexpected issues
 - D. Promotions to attract more tourists
5. How can a tour and travel company classify resources for handling tour and travel contingencies? (1 mark)
 - A. By geographical location
 - B. By the availability of tour guides
 - C. By financial and non-financial resources
 - D. By the number of tourists in each group