

101505T4TTM

TOUR AND TRAVEL CONSULTANT LEVEL 5

TO/OS/TM/CR/08/5/A

PARTICIPATE IN TRAVEL OFFICE OPERATION

Nov/Dec 2023



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

WRITTEN ASSESSMENT

INSTRUCTIONS TO CANDIDATE

1. Time allocated: **THREE (3) hours**.
2. This paper has three sections **A, B** and **C**.
3. You are provided with a separate answer booklet.
4. Marks for each question are indicated in the brackets.
5. Do not write on the question paper

*This paper consists of SEVEN (7) printed pages.
Ensure the paper has all the pages printed on each side.*

SECTION A: (20 MARKS)

Answer all questions in this section

1. The following are functions of the front office, which one is NOT classified as a function? (1mark)
 - A. Enquiries
 - B. Packaging
 - C. Reservation
 - D. Billing
2. The guest received in a hotel reception includes all the following except? (1 mark)
 - A. Cuisines
 - B. Corporates
 - C. Nonresidents
 - D. Residents
3. The major role of travel agents in the tours and travel industry is? (1 mark)
 - A. Deplaning tours
 - B. Countering clients
 - C. Organizing tours
 - D. Guiding tourists
4. Tour offices use the following types of business correspondence, except? (1 mark)
 - A. Forms
 - B. Memorandum
 - C. Press release
 - D. Computations
5. Identify an item which is NOT included in the structure of the office correspondence. (1 mark)
 - A. Itinerary
 - B. Purpose
 - C. Format
 - D. Style