

101505T4TTM
TOUR AND TRAVEL CONSULTANT LEVEL 5
PARTICIPATE IN TOUR OFFICE OPERATIONS
TO/OS/TM/CR/07/5/A
Nov/Dec 2023



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

WRITTEN ASSESSMENT

TIME: 3 HOURS

INSTRUCTIONS TO CANDIDATE

1. Marks for each question are indicated in the brackets.
2. The paper consists of **THREE** sections: A, B, and C
3. Do not write on the question paper.
4. A separate answer booklet will be provided.

This paper contains 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 (20marks)

Answer all questions in this section

1. The operation of a tour office involves managing various aspects to provide quality experiences to travelers. Identify one that is not a tour office operation. (1mark)
 - A. Reservations
 - B. Accounting
 - C. Selling and marketing
 - D. Banking
2. The implementation of tourism involves various stakeholders who among the following an implementer in tourism. (1mark)
 - A. Trustees
 - B. Financial entities
 - C. Transport
 - D. accommodation
3. Monitoring progress is a crucial aspect of management which involves the following methods except which one. (1mark)
 - A. Reports
 - B. Appraisals
 - C. supervision
 - D. Assessment based on set targets
4. Capacity building for staff is essential for enhancing the knowledge, skills, and capabilities of employees within the tourism industry. This is done through which method. (1mark)
 - A. Coaching
 - B. Paying salaries
 - C. Salary increment
 - D. Employment