

101505T4TTM

TOUR AND TRAVEL CONSULTANT LEVEL 5

TO/OS/TM/CR/9/5/A

PROVIDE TOUR GUIDING SERVICES

July/August 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.
5. Answer any Two Questions in Section C

This paper consists of SEVEN (7) printed page.

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

SECTION A (20MARKS)
ATTEMPT ALL QUESTIONS

1. An excursion is a term used in tour guiding to mean? (1mark)
 - A. This is a tour that last for more than a day but less than one year
 - B. This a tour that lasts more than 24 hours in a particular tourist region
 - C. This is a tour that involves visiting the destinations in country of residence
 - D. This a tour that lasts less than 24 hours in a particular tourist destination
2. Which of the following describes the attributes of a professional Tour Guide? (1mark)
 - A. Sarcastic
 - B. Honest
 - C. unrealistic
 - D. Critique
3. The Initials ETA that appears in a Tour Guides itinerary stand for..... (1 mark)
 - A. Extra Time Added
 - B. Enlisted Travel Application
 - C. Estimated Time of Arrival
 - D. Estimated Time of Airplane
4. Knowledgeable Tour guides helps in making the trip/tour..... (1mark)
 - A. Effective
 - B. Insightful
 - C. Relevant
 - D. Educative
5. Which of the following is a Travel document required by citizens and issued by the authorities in the country of residence? (1mark)
 - A. Tourist visa
 - B. Birth Certificate
 - C. Huduma number
 - D. Passport

6. Which of the following should a Tour guide prioritize when managing a diverse group?

(1mark)

- A. Discriminating against certain participants
- B. Catering to the preferences of a single individual
- C. Respecting and accommodating different needs and interests
- D. Promoting their own personal beliefs.

6. During a Tour Commentary, Nervousness by a Tour guide can be demonstrated through.....

(1 mark)

- A. Shouting
- B. Walking away
- C. Fidgeting
- D. Tapping Fingers

8. How can a Tour Guide effectively manage time during a Tour? (1mark)

- A. Rushing through attractions to cover more places
- B. Allowing participants to decide the tour duration
- C. Sticking to a well-planned schedule
- D. Extending the tour without considering time constraints.

9. While undertaking a Tour with a group of tourists; a tour guide must carry all the necessary gadgets. Which of the following gadgets is important for a Tour guide who is delivering a Tour Commentary to a large audience? (1mark)

- A. Electronic Translator
- B. Global Positioning System.
- C. Public Address System
- D. Mobile Phone

10. How can a Tour guide promote sustainable tourism practices? (1mark)

- A. Promoting excessive souvenir shopping
- B. Discouraging participants from engaging with local communities.
- C. Educating participants about responsible travel behavior
- D. Interpretation

11. Which of the following procedures is carried out during check out in a hotel? (1mark)

- A. Give a small brief to the guests
- B. Update front office Records
- C. Inform the hotel management about the guests check out.
- D. Completing the registration card.

12. What is the purpose of a Tour guide conducting a safety briefing? (1mark)

- A. To educate participants about local traffic rules
- B. To warn participants about potential dangers on the tour
- C. To provide instructions on emergency procedures and precautions
- D. To promote the purchase of personal safety equipment.

13. Apart from having the right tools and equipment; a Tour guide must have the right skills and qualities. Which of the following skills is most crucial to a tour guide who is involved with Adventure tours? (1mark)

- A. Interpersonal
- B. Communication skills
- C. First Aid skills
- D. Accounting skills

14. At the end of any tour a Tour guide will be required to present a Tour brief. The information likely to be found in such a brief include..... (1mark)

- A. Expected tour experiences
- B. Room allocations
- C. Challenges experienced
- D. Park rules and regulations

15. Check-in procedures at the Airports are normally handled by..... (1mark)

- A. Customer care Desk
- B. Flight Attendants
- C. The Airline
- D. Security check.

16. What is the purpose of incorporating storytelling into tour guiding (1mark)

- A. To entertain participants with fictional tales
- B. To showcase the tour guide's creative writing skills
- C. Engage participants and make the information memorable
- D. To promote the sale of books authored by the tour guide

17. Identify the type of tour guides who assist the tourist in the guiding tourists who are interested in bird watching . (1mark)

- A. Ornithology guides
- B. Museum guides
- C. Marine guides
- D. Nature guides

18. One equipment that a Tour guide can use to use to identify birds during birdwatching is.....

(1mark)

- A. Binoculars
- B. A laptop
- C. A first aid kit
- D. A recorder

19. A Tour itinerary prepared to suit the specific needs of a tourist is called? (1mark)

- A. Online itinerary
- B. Tailor made itinerary
- C. Off shelves itinerary
- D. Adventure itinerary

20. Which of the following is not considered by a tour guide when costing a tour (1mark)

- A. Transport
- B. First aid
- C. Park entrance fee
- D. Accommodation

SECTION B(40MARKS)

Answer All Questions in this Section

21. Briefly explain the meaning of the term Tour itinerary (2marks)
22. Outline Five elements of transport that a tour guide should consider when costing a tour (5marks)
23. List Three set of rules that would govern the conduct of a Professional Tour Guide. (3marks)
24. Describe the meaning of the term ‘Tour destination’ (2marks)
25. Outline Five elements that are included in a Tour Guides Check list. (5marks)
26. State Five types of Transport Terminals. (5marks)
27. As the Tour Guide of ABC travel You been tasked to design an itinerary. List four sources of information you will use when planning this itinerary (4marks)
- 28.As a professional tour guide highlight Five effective techniques for managing group dynamics (5marks)
29. Explain the meaning of the term Tour Commentary. (2marks)
30. Highlight Four types of services that a Tour Guide can Reserve from the various Tourism principals (4marks)
31. Describe Three facilities that are found in an airport. (3marks)

SECTION C (40Marks)

Answer any Two questions in this section.

32. Before the start of a Tour, it is important that a Tour guide finds out as much information as possible about the group. This will help him/her to meet the needs and expectations of the group more effectively.

a) Describe the various information that the tour guide is likely to find out from the group
(10marks)

b) A Tour Operator Has Contracted you as a Tour Guide to take a group of Tourists for a safari tour in one of the premium National Parks in Kenya. Describe five items that you have to include in the tour file
(10marks)

33. As a Tour guide you will often have to handle group check-ins in a Hotel.

a) Discuss the various Tips to consider while doing this. (10marks)

b) Describe five common services that can be reserved at a tour company (10marks)

34. A Meet and Greet service at the Airport offers the most luxurious and simplest airport arrival.

a) Explain five types of first-class services that tourist travelling by air should expect
(10marks)

b) Highlight Five issues that the Meet and Greet service can help solve. (10marks)