

101505T4TTM
TOUR AND TRAVEL CONSULTANT LEVEL 5
TO/OS/TM/CR/04/5/A
PARTICIPATE IN TRAVEL SERVICE DELIVERY
July/August 2023



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

WRITTEN ASSESSMENT

TIME: 3 HOURS

INSTRUCTIONS TO CANDIDATE:

- i. This paper has **Three** sections **A, B** and **C**.
- ii. Attempt questions in each section as per instructions given in the section.
- iii. You are provided with a separate answer booklet.
- iv. 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 (40Marks)

Answer ALL questions from this section

1. Which of the following is typically included in a travel file for a customer? (1 mark)
 - A. Passport photocopy
 - B. Hotel brochures
 - C. Local currency
 - D. Travel insurance policy

2. Which tour accounting document provides an overview of the financial position of a tour company at a specific point in time? (1 mark)
 - A. Balance sheet
 - B. Travel plans
 - C. Trip guide
 - D. Cash flow statement

3. Which of the following is an example of a post-travel service delivery? (1 mark)
 - A. Assisting customers with visa applications
 - B. Providing Travel insurance to customers
 - C. Collecting feedback and reviews from customers after their trip
 - D. Offering Destination recommendations to customers.

4. Which of the following reservation documents is commonly used in the airline industry? (1 mark)
 - A. Itinerary
 - B. Voucher
 - C. Boarding pass
 - D. Menu plans

5. Identify one common method for collecting guest feedback? (1 mark)
 - A. Conducting surveys
 - B. Offering complimentary gifts
 - C. Organizing entertainment events
 - D. Providing travel discounts

6. Which of the following skills is crucial for a Tour and Travel Service Delivery staff when dealing with unforeseen situations? (1 mark)
- A. ICT skills
 - B. Interpersonal skills
 - C. Quick problem-solving skills
 - D. Ability to dance and entertain skills
7. Identify one reservation document that is provided to the customer upon check-in at a hotel to confirm their reservation and room details? (1 mark)
- A. Name tag
 - B. Meal Voucher
 - C. Room key card
 - D. Menu plans
8. What type of information is commonly found in a travel file? (1 mark)
- A. Restaurant menus
 - B. Travel itineraries
 - C. Theme Park tickets
 - D. Travel guidebooks
9. Which of the following is a key responsibility of a travel agent? (1 mark)
- A. Operating cruise ships
 - B. Designing marketing campaigns
 - C. Managing tourist attractions
 - D. Assisting clients with travel bookings.
10. How can guest feedback be used to enhance the guest experience? (1 mark)
- A. By reducing hotel amenities
 - B. By limiting staff interactions
 - C. By personalizing services
 - D. By increasing check-in time

11. How should a travel agency staff respond to a customer complaint? (1 mark)
- A. Denying responsibility for the issue
 - B. Providing a generic response without addressing the specific complaint
 - C. Offering a sincere apology and proposing a resolution
 - D. Ignoring the complaint and hoping the customer will forget about it
12. A Travel Visa issued for purposes of making travel connections to a third country is known as..... (1 mark)
- A. Work Visa
 - B. Student Visa
 - C. Schengen Visa
 - D. Transit Visa.
13. How can travel service providers ensure quality service delivery? (1mark)
- A. Offering the lowest prices in the market
 - B. Outsourcing customer service to external agencies
 - C. Training staff to provide excellent customer service
 - D. Ignoring customer feedback and complaints.
14. How can tour costing impact the pricing of a tour package? (1 mark)
- A. It determines the number of meals included in the package
 - B. It affects the size of the tour group
 - C. It influences the profit margin for the tour operator
 - D. It determines the departure time of the tour
15. Passports, Visas, Vaccinations must be obtained..... (1mark)
- A. Well before a traveler's intended departure date
 - B. At the point of entry
 - C. After departure
 - D. When obtaining the ticket

16. One common contingency situation that passengers may face during air travel is..... (1 mark)
- A. Lost passport
 - B. Rental car breakdown
 - C. Flight delay or cancellation
 - D. Hotel room upgrade
17. What is destination briefing? (1 mark)
- A. A briefing conducted by the airline crew about the weather conditions at the destination
 - B. A briefing conducted by the hotel staff about nearby attractions and points of interest
 - C. A briefing conducted by the tour operator about visa requirements and travel documentation
 - D. A briefing conducted by the tour guide about the history and culture of the destination.
18. A key attribute of a Tour and Travel Service Delivery staff for ensuring customer satisfaction is..... (1 mark)
- A. Strong leadership skills
 - B. Ability to speak multiple foreign languages
 - C. Expertise in financial analysis
 - D. Technical knowledge of vehicle maintenance
19. Which of the following document in a travel file, contains important contact information, such as emergency numbers and hotel details? (1 mark)
- A. Travel insurance policy
 - B. Voucher
 - C. Itinerary
 - D. Menu plans

20. Travel Product Knowledge is a skill whereby..... (1mark)
- A. Employees fully understand and effectively communicate about the product
 - B. Consumers only buy products and services that benefit them.
 - C. Value comes with a price tag
 - D. You sell the travel package.

SECTION B: (40 MARKS)

Attempt ALL questions in this section.

21. As a Trained Travel professional explain **five** roles played by transportation services in Travel service delivery. (5 marks)
22. In order to work in a travel agency office, one requires to have knowledge of reservation systems. Highlight **four** components of a good reservation system that you can use in a travel office. (4 Marks)
23. Outline **five** advantages of using online services to book for services in a travel agency. (5 Marks)
24. Neema has just graduated from college and has been employed by Imani Travel and Tours as a Travel consultant. Highlight **three** challenges that she is likely to face while offering services to the clients. (3Marks)
25. As a Travel consultant one of your key roles is to advice clients on the Travel requirements. State **three** types of travel documents needed for international travel. (3 marks)
26. Describe **five** documents that are used for internal communication for better service delivery in travel agencies. (5 marks)
27. A customer wants to pay for his air ticket, describe **four** methods he can use to pay for this service (4marks)
28. Highlight **five** measures that Travel Service providers take to ensure safety and security of their customers. (5marks)
29. Outline **four** roles of effective Time management in travel service delivery. (4marks)
30. Describe **two** types of accommodation facilities that a travel agency may book for the clients. (2marks)

SECTION C: (40 MARKS)

Attempt ALL questions in this section.

31. No matter what kind of business you are running, you will always have to deal with customer inquiries. Whether customers have questions about specific products or services, it's imperative as a business owner or customer support team to respond to those inquiries.
- a) As a Travel consultant, discuss **five** steps you would follow while responding to clients' enquiries. (10marks)
 - b) Explain **five** ways in which you would demonstrate good telephone etiquette while responding to enquiries. (10marks)
32. Product knowledge is the ability to communicate information and answer questions about a particular product or service.
- a) Discuss **five** reasons why it is important for a travel service delivery staff to possess good product knowledge. (10marks)
 - b) Highlight the various information that is contained in the History of the product. (10marks)
33. (a) Describe **five** methods of collecting tourist feedback during post tour delivery. (10 marks)
- b) Explain **five** causes of tourist complaints in a tour company. (10 marks)