

**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

6. Which of the following is NOT a detail required when filling the guest registration cards?  
(1 mark)
- A. Guest full names
  - B. Guest's contact address
  - C. Guest room number
  - D. Guest transfer
7. Classifications of hotel rooms according to room type include the following, except? (1 mark)
- A. Single room
  - B. Cabin room
  - C. Twin room
  - D. Triple room
8. Running a tour office operation involves the management of the following resources, except?  
(1 mark)
- A. Plans
  - B. Finances
  - C. Staff
  - D. Technology
9. The following are ways of monitoring tour office operations, which one is NOT? (1 mark)
- A. Reports
  - B. Lists
  - C. Checklist
  - D. Appraisal
10. Which of the following is NOT a stakeholder in implementing the tour office operations?  
(1mark)
- A. Trustees
  - B. Directors
  - C. Suppliers
  - D. Competitors

11. How will office operations managers encourage capacity building in tour firms? (1 mark)
- A. Training
  - B. Employment
  - C. Extraction
  - D. Consistency
12. Which among the following organizations is NOT responsible for a tour firm's legal regulations setting (1 mark)
- A. KATA
  - B. KATO
  - C. KATI
  - D. IATA
13. Identify the non-tourism agency among the ones listed below. (1 mark)
- A. UN
  - B. UNS
  - C. WTO
  - D. ICAO
14. Identify the Act that is NOT used in tour office operations to refer to tourism legal issues. (1 mark)
- A. OST Act 2000
  - B. EMCA Act 1999
  - C. OSH Act 2007
  - D. TRA Act 2007
15. When selecting components of tour office SWOT analysis, which one is excluded? (1 mark)
- A. Opportunities
  - B. Operations
  - C. Strengths
  - D. Weaknesses

16. Which item of the following is not included in a Human resource policy? (1 mark)
- A. Staff recruitment
  - B. Staff induction
  - C. Staff Compensation
  - D. Staff completion
17. Office strategic plans do NOT include? (1 mark)
- A. Freehold
  - B. Budgets
  - C. Timelines
  - D. Finances
18. In tour office operations, the following staff motivation strategies can be used, except? (1 mark)
- A. Incentives
  - B. Salaries
  - C. Dismissals
  - D. Training
19. How will tour office managers carry out staff appraisals? (1 mark)
- A. Analyze staff performance
  - B. Dismiss the staff
  - C. Head hunt the staff
  - D. Transfer the staff
20. The following are the principles of management functions that a used in tour office operations, except? (1 mark)
- A. Planning
  - B. Consulting
  - C. Controlling
  - D. Staffing

**SECTION B: (40 MARKS)**

*Attempt all questions in this section.*

21. Distinguish between a travel agent and a tour operator (2 Marks)
22. Tourists can make reservations using various methods. State FOUR such methods used by tourists in making tour reservations (4 Marks)
23. Highlight FOUR types of travel agents as identified in travel office firms. (4 Marks)
24. Explain TWO different types of tour operators that tourists are likely to interact with in the travel office. (4 Marks)
25. State FOUR roles of IATA in the travel and tourism industry (4 Marks)
26. What are the four main components of tourism? (4 Marks)
27. Discuss TWO ways a tour office manager ensures compliance with legal and safety regulations in the tourism industry. (4 Marks)
28. Outline FOUR different means of external communication used in travel offices (4 Marks)
29. Elaborate FOUR stakeholders that are involved in the distribution of the tourism product (4 Marks)
30. A tourism product is a bundle of tangible and intangible elements designed and packaged to meet the specific needs and desires of tourists. Explain FOUR unique characteristics of the tourism product. (4 Marks)
31. How does a tour office manager ensure effective coordination of tour packages and itineraries (2 Marks)

SECTION C: (40 MARKS)

*Attempt any TWO questions in this section.*

32. a) Describe FIVE elements of tourism that are considered during tour costing by a travel office manager. (10 Marks)
- b) How does efficient tour costing contribute to customer satisfaction and trust in the tour industry. (10 Marks)
33. a) Analyze FIVE types of organizational resources that are required for the efficient and successful tour service delivery in a travel tour office. (10 Marks)
- b) Explain five ways of collecting customer feedback in a tour office. (10 Marks)
34. (a) Discuss FIVE factors that causes separation issues among employees in a tour travel office (10 Marks)
- (b) Describe FIVE attributes of a good travel office manager (10 Marks)