

101505T4TTM

TOUR AND TRAVEL CONSULTANT LEVEL 5

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

Provide Tour Guiding Services

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.
5. Answer any Two Questions in Section C

This paper consists of EIGHT (8) printed pages.

Candidates should check the question paper to ascertain that all pages are printed as indicated and 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 lasts 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 the country of residence
 - D. This a tour that lasts less than 24 hours in a particular tourist destination

2. The following are attributes of a tour guide except? (1mark)
 - A. Knowledgeable
 - B. Unrealistic
 - C. Enthusiastic
 - D. Good public speaker

3. What is the meaning of a guidebook as used by a tour guide? (1 mark)
 - A. A book used for guiding tourists
 - B. A book that shows the names and contacts of tourists visiting a particular destination
 - C. A written resource that provides information about a destination, often used by guides and tourists.
 - D. A guide document used by the tourists to give them information about their origin

4. There are different types of tour guides that a tourist can engage during a tour. Which of the following is NOT a type of tour guide? (1mark)
 - A. Cultural Tour Guide
 - B. Nature tour guide
 - C. City Tour Guide
 - D. Adventure Tour Guide

5. Tourists are required to carry some important documents during a tour. Which among the following is not a travel document? (1mark)
- A. Tourist visa
 - B. Birth Certificate
 - C. Insurance certificate
 - D. Passport
6. Tour guides play important roles in the tourism sector. Identify the role of a Tour guide (1 mark)
- A. Being empathetic to the tourists
 - B. Carrying the tourists' luggage during a safari
 - C. Keeping tourists entertained throughout the journey.
 - D. Registering tourists when checking in
7. Tour guides work on certain ethos, professional code of conduct, and principles. Which of the following is not a principle of tour guiding? (1mark)
- A. Time management
 - B. Responsible use of resources
 - C. Respect for locals
 - D. Eco-tourism
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. What key interpersonal skills should a tour guide possess to build positive relationships with tourists and provide an excellent tour experience? (1mark)
- A. Culinary expertise
 - B. Technical proficiency
 - C. Cultural insensitivity
 - D. Communication skills

10. How can a Tour guide promote sustainable tourism practices (1 mark)
- 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 tour guiding tools is used for broadcasting commentary and information to a group of tourists during a walking tour or museum visit? (1mark)
- A. First Aid Kit
 - B. Megaphone
 - C. Compass
 - D. Binoculars
12. What is the purpose of conducting a safety briefing by a Tour guide? (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. Identify the correct meaning of the term "airport"? (1mark)
- A. A location where aircraft are manufactured and assembled.
 - B. A place for parking and storing cars.
 - C. A facility for the landing, takeoff, and servicing of aircraft.
 - D. A train station serving long-distance rail travel.
14. At the end of any tour a Tour guide will be required to present a 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. Which of the following is NOT a section or area typically found in the departure section of an airport? (1mark)

- A. Departure Lounge
- B. Baggage Claim Area
- C. Customs and Immigration Checkpoint
- D. Air Traffic Control Tower

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. During the initial meet and greet with a tour group, which of the following actions best demonstrates a tour guide's competency in this area? (1mark)

- A. Providing a detailed lecture about the history of the destination.
- B. Quickly distributing written itineraries without any verbal interaction.
- C. Warmly welcoming each tourist, introducing oneself, and expressing excitement for the upcoming tour.
- D. Focusing on taking group photos without addressing individual tourists.

18. One equipment in which a Tour guide can use to identify birds during birdwatching is through? (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 particular tourist is called? (1mark)

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

20. When checking into a hotel, tourists typically need to provide which of the following documents? (1mark)

- A. Valid passport, driver's license, or government-issued ID.
- B. Proof of residence, such as a utility bill.
- C. A detailed travel itinerary.
- D. A reference letter from a previous hotel.

SECTION B: (40 MARKS)

Answer All Questions in this Section

21. John is a tourist who has just arrived at a hotel for his vacation. He has a reservation, and he's now at the hotel's front desk. The receptionist asks for his identification and provides him with a form to fill out. John is unsure about the check-in process. What should he do? (3marks)
22. Outline FIVE elements of transport that a tour guide should consider when costing a tour. (5marks)
23. What does the term "tour interpretation" refer to in the context of guided tours? (3marks)
24. Describe the meaning of the term 'Tour destination' (2marks)
25. Tour interpretation is a critical aspect of the tourism industry that enhances the travel experience. List FIVE types of tour interpretation. (5marks)
26. What are FIVE key survival techniques that tour guides should prioritize to ensure the safety and well-being of themselves and their tourists during guided tours? (5marks)
27. State TWO reasons why having basic First Aid knowledge and skills is important for a tour guide. (4marks)
28. As a professional tour guide highlight FOUR effective techniques for managing group dynamics (4marks)
29. Highlight FOUR types of services that tour guides often reserve for tourists during guided tours? (4marks)
30. Highlight THREE types of services that a Tour Guide can reserve from the various Tourism principals (3marks)
31. Airports are crucial transportation hubs that facilitate the arrival and departure of travelers and goods via air travel. Describe TWO facilities that are found in an airport. (2marks)

SECTION C: (40 MARKS)

Answer any TWO questions in this section.

32.

a) You are a tour guide leading a group of international tourists on a cultural heritage tour in a foreign country. You've just arrived at your first destination, a historic site. As you're about to begin the tour, you realize that your essential items are missing. Explain five essential items you should have had with you for this tour. (10marks)

b) Two tourists in your group are arguing loudly about the best route to take during a walking tour of a historic city. One believes that the tour guide should follow the original itinerary, while the other insists on taking a detour to see a specific landmark they've heard about. As a tour guide describe the procedure you will take to solve that conflict. (10 marks)

33.

a) As a tour guide, why are reservation systems important in your line of work? (10marks)

b) You are a tour guide who has just completed a day of guiding a group of international tourists through a historical city. Your tour company conducts debriefing sessions after each tour to enhance your performance and the overall guest experience. Explain five key points and questions to address during the debriefing. (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)