

101506T4TTM

TOURISM AND TRAVEL MANAGEMENT LEVEL 6

TO/CU/TM/CR/03/6/A

Manage Tour Delivery

NOV/DEC 2023



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

WRITTEN ASSESSMENT

Time: 3 Hours

INSTRUCTIONS TO THE CANDIDATE:

1. This paper has **TWO** sections A and B.
2. You are provided with a separate answer booklet.
3. Marks for each question are indicated in the brackets ().
4. Do not write on the question paper.

This paper consists of three (3) 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 in this Section

1. Identifying FOUR careers in tour operations and administration. (4marks)
2. State FIVE attributes that a tour delivery staff must possess (5Marks)
3. List THREE factors determining tourists' choice of transport. (3Marks)
4. Highlight FOUR sources of reservation systems in a travel agency (4marks)
5. List FOUR suppliers of travel and tourism products. (4marks)
6. Outline FIVE major accounting documents found in a tour company. (5marks)
7. Discuss the THREE types of emergencies that are likely to occur while delivering tours.
(3Marks)
8. Name TWO contingencies that a tour operator requires to handle unexpected emergencies in
tour delivery. (2marks)
9. Highlight SIX advantages of Buying Tour Packages for Clients (6marks)
10. List FOUR types of documents found on a tour guide's file. (4marks)

SECTION B: (60MARKS)

Answer any THREE questions in this section

12.

- a) Explain FIVE common reasons why people travel (10marks)
- b) Tour operators are the main engine behind the development of the package tour. Describe FIVE main functions of a tour operator. (10marks)

13. A group of Thirty Visitors from the Scandinavian region of Europe will be visiting Kenya for eight days and seven nights starting on 20th December 2023.

- a) Describe the check-in procedures that these clients will undergo at the Hotel where they will be staying. (10 Marks)
- b) Describe FIVE elements that you are going to cost for in this Tour (10 Marks)

14.

- a) List FOUR major different types of tour operators in the travel and tourism industry (4 Marks)
- b) Explain EIGHT main the duties and responsibilities for travel and tour consultants working with a travel agency (16 Marks)

15.

- a) State FOUR types of equipment in a first Aid kit box placed inside a safari van (4Marks)
- b) Explain EIGHT sources of income for a travel agency in tour delivery exercise. (16Marks)