

SECTION A (32 marks)

Answer ALL the questions in this Section in the spaces provided after each question.

1. Rhoda has been employed as a tour guide at a certain tourism destination. State **four** functions that she will be expected to perform in her job. (4 marks)

2. One form of tourism activity that is gaining popularity is mountain climbing. State **three** categories of safety and bush craft skills that are essential for a tourist undertaking this activity. (3 marks)

3. Tour guiding professionals are expected to observe certain ethical standards in carrying out their work. State **four** issues that should be considered when formulating such ethical standards. (4 marks)

4. List **three** equipments that a tour guide should provide to tourists who intend to have a snorkelling experience in a marine park. (3 marks)

5. A tour guide is expected to give periodic presentations to tourists during a tour. State **three** factors that may affect the effectiveness of such a presentation. (3 marks)

6. Kibet, a tour guide, is in the process of preparing a skeleton itinerary. List **three** components that should be included in such an itinerary. (3 marks)

7. Wasike a tour guide, who has been leading a group of tourists in a certain touristic circuit, is in the process of debriefing them. Outline **three** issues that should be discussed in such a debriefing activity. (3 marks)

8. State **three** secretarial services that are usually carried out in a tour firm. (3 marks)

9. Name **three** types of information storage systems that may be found in a tour firm. (3 marks)

10. One of the tourists you were guiding during a recent hiking excursion got injured and you suspected that she had a fracture. State **three** signs that could have led you to make this conclusion. (3 marks)

SECTION B (68 marks)

Answer any FOUR questions from this section in the spaces provided after question 15.

11. (a) Interpretation to clients is an important skill during a tour guiding activity. Explain **six** ways of giving such interpretation by a tour guide. (9 marks)
- (b) Highlight the type of information that a tour manager would require when making accommodation reservation for a tourist client. (8 marks)
12. (a) Mwanzia, is in the process of planning for a guided tour for a group of tourists who are scheduled to arrive soon. Highlight the steps that he should follow in planning for the tour. (9 marks)
- (b) Tourists should have basic survival skills to help them address challenges commonly faced in outdoor recreational activities. Highlight **four** such challenges that may require the skills. (8 marks)
13. (a) A tour guide is expected to have certain life skills to be effective in her work. Explain **six** such life skills. (9 marks)
- (b) Nzige Tours Limited intends to computerize its operations. Highlight **four** disadvantages of making such a move. (8 marks)
14. (a) Describe **six** roles that the front office in an accommodation facility plays. (9 marks)
- (b) It is usual for tourists to get into shock due to some nasty experiences during a tour activity. Highlight **four** ways in which a tour guide could control such shock. (8 marks)
15. (a) There are certain operational procedures in a tour firm that may create a need for the establishment of effective storage and security systems for documents. Highlight these procedures. (9 marks)
- (b) Highlight **four** factors that a tour guide should consider when deciding the type of tour to be undertaken for a group of tourists. (8 marks)