

1. (a) A tour file is an important management tool in a tour firm. Explain five types of information that may be contained in this file. (10 marks)
- (b) Kisachu Tours and Travel Limited has requested a consultant to research on the various natural features that attract tourists in the Rift Valley. As a tour guide, explain five such attractions. (10 marks)
3. (a) A tourist on a trekking adventure has experienced a deep cut on his foot. As a tour guide, highlight five important steps that may be followed to administer first aid. (10 marks)
- (b) Highlight five reasons responsible for the formation of the Kenya Association of Tour Operators (KATO). (10 marks)
3. (a) Outline five safety measures that a tour guide may employ during a mountain climbing expedition. *First Aid kit* (12 marks)
- (b) A team of tourists from Europe intends to visit Kenya for the first time. Highlight four travel documents that they may be required to possess. (8 marks)
4. (a) A group of tourists requires a quotation for a transfer service from the airport to the hotel. Highlight five factors that may be considered when costing for such transfer. (10 marks)
- (b) Kenya is a signatory to many international bodies. Explain five benefits that a country may get from such bodies. (10 marks)
5. (a) Acknowledgement of clients is a good practice in the hospitality industry. Highlight five ways of appreciating customers. (10 marks)
- (b) Terry a travel consultant is planning to buy equipment for a newly established tour office. Explain five factors to be considered before the purchase. (10 marks)
6. (a) Highlight five factors that may lead to the cancellation of a scheduled flight. (10 marks)  
*Free-entry permits, Permanent residential card, refugee travel document*
- (b) Training of professionals is important in the tourism sector. Explain five negative implications to organisations for employing untrained personnel. (10 marks)
7. (a) Hotels sometimes may face challenges of registering a "No show". Explain five possible reasons why a client may register a "No show". (10 marks)
- (b) In the recent past, Kenya was regarded as one of the best tourism destinations in the world. Highlight five factors that may have led to the decline of its status. (10 marks)

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