

2912/102
2918/102
TOUR GUIDING AND
TRAVEL OPERATIONS
November 2022
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL
DIPLOMA IN TOURISM MANAGEMENT
DIPLOMA IN TOUR GUIDING MANAGEMENT

MODULE I

TOUR GUIDING AND TRAVEL OPERATIONS

3 hours

INSTRUCTIONS TO CANDIDATES

*This paper consists of SEVEN questions.
Answer any FIVE questions in the answer booklet provided.
All questions carry equal marks.
Candidates should answer the questions in English.*

This paper consists of 2 printed pages.

Candidates should check the question paper to ascertain that both pages are printed as indicated and that no questions are missing.

- ✗ (a) Explain **five** attributes that a tour guide should possess in order to relate well with tourists. (10 marks)
- (b) Explain **five** types of information that a tour guide would give to tourists when they arrive at an airport. (10 marks)
2. (a) Describe **five** circumstances under which a tour guide may be deregistered by the Tourism Regulatory Authority. (10 marks)
- (b) Explain **five** factors that may lead to increased wear and tear of camping tents. (10 marks)
3. (a) Explain **five** measures that a tourist should take to avoid animal attack while in wildlife areas. (10 marks)
- (b) Explain **five** ways in which tourism promotes international relations. (10 marks)
- Ⓐ (a) Explain **five** ways in which a tour guide may ensure a satisfactory game drive to a group of tourists. (10 marks)
- (b) Explain **five** reasons that make coach travel to be preferred by tourists in some destinations. (10 marks)
- ✗ (a) Bush fires may occur during camping in the wilderness. Outline **five** measures that tourists can take to prevent this occurrence. (10 marks)
- (b) Describe **five** facilities that are available to transit passengers at an airport. (10 marks)
- ⓐ (a) Describe **five** items that are required for undertaking a hiking activity on a high altitude mountain. (10 marks)
- (b) Explain **five** advantages of adopting a computerized filing system in travel agency operations. (10 marks)
- ✗ (a) Explain **five** ways in which authorities can reduce criminal activities by tourists in a destination. (10 marks)
- (b) Explain the use of any **five** items contained in a first aid kit. (10 marks)

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