

Name: _____

Index No. _____

1918/102

1919/102

TOUR GUIDING TECHNIQUES

November 2015

Time: 3 hours

Candidate's Signature: _____

Date: _____



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**CRAFT CERTIFICATE IN TOUR GUIDING OPERATIONS
CRAFT CERTIFICATE IN TOUR GUIDING AND
TRAVEL OPERATIONS
MODULE 1**

TOUR GUIDING TECHNIQUES

3 hours

INSTRUCTIONS TO CANDIDATES

Write your name and index number in the spaces provided above.

Sign and write the date of the examination in the spaces provided above.

This paper consists of 15 questions in TWO sections; A and B.

Answer ALL questions in section A and any FOUR questions in section B in the spaces provided.

Do NOT remove any pages from this booklet.

Candidates should answer the questions in English.

For Examiner's Use Only

Sections	Questions	Maximum Score	Candidate's Score
A	1-10	32	
B	11	17	
	12	17	
	13	17	
	14	17	
	15	17	
Total Score			

This paper consists of 16 printed pages.

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

SECTION A (32 marks)

1. Outline **four** ways in which a tour guide can keep a group of tourists motivated while touring a popular destination. (4 marks)

2. Tourists can sustain injuries during tours. State **two** objectives of emergency aid in such situations. (2 marks)

3. Acacia travels is in the process of planning a game drive for a group of tourists. State **four** factors that the company may consider when selecting a transport vehicle for this purpose. (4 marks)

4. List **two** places where a tour guide may advise clients to exchange currency. (2 marks)

5. Outline **four** important security tips for tourists wishing to experience night life in a city with a history of petty crimes. (4 marks)

6. Highlight **four** ways of identifying different species of antelopes in nature parks. (4 marks)

7. State **four** factors that may determine the cost of accommodation in a hotel. (4 marks)

8. Tembea Travels Limited is in the process of establishing a public campsite to cater for the increasing number of budget tourists. Identify **three** facilities that should be provided in this campsite. (3 marks)

9. State **two** possible causes of stress as experienced by tour guides at work. (2 marks)

10. A tour guide is expected to welcome guests at different arrival points. Highlight **three** activities that are involved in welcoming guests. (3 marks)
