Name:	Index No	easytvet.co
1918/102		
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TOUR GUIDING TECHNIQUES	Candidate's Signatu	re:
November 2015	•	
Time: 3 hours	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; Λ 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	
	11	17	
	12	17	
В	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)

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Tourists can sustain injuries during tours. State two objectives of emergency a in such situations.	id (2 mar
	s. State four his purpose.
Acacia travels is in the process of planning a game drive for a group of tourists	s. State four
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List two places where a tour guide may advise clients to exchange currency.	easytvet. (2 marks
Outline four important security tips for tourists wishing to experience night la history of petty crimes.	ife in a city with (4 marks)
	-201.22
Highlight four ways of identifying different species of antelopes in nature particle.	rks. (4 marks)
•	
State four factors that may determine the cost of accommodation in a hotel.	(4 marks)

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ncreasing number of budget tourists. Identify three facilities that should be provide ampsite.	(3 marks)
	<u> </u>
State two possible causes of stress as experienced by tour guides at work.	(2 marks
	<u></u>
A tour guide is expected to welcome guests at different arrival points. Highlight thractivities that are involved in welcoming guests.	ree (3 marks

SECTION B (68 marks)

11.	(a)	A tour company has mandated you to procure field guide reference books for use during tours. Explain six features that you would consider in selecting these books.	
			(9 marks)
	(b)	Explain four reasons why one may choose to work as a tour guide.	(8 marks)
12.	(a)	Kiko a tour guide has been assigned the duty of briefing a group of tourists on water sports. Explain six tips that he should mention in his brief.	safety in (9 marks)
	(b)	Explain four emerging forms of tourism that a tour guide may consider when pa tourism product.	packaging (8 marks)
13.	(a)	George is a trainee guide in a newly established county museum. Outline six gethat he should observe in order to be an effective guide.	guidelines (9 marks)
	(b)	Highlight four ways in which tour companies may ensure effective communic their day to day activities.	ation in (8 marks)
14.	(a)	Brown, a British tourist, wishes to hire a self drive vehicle while on holiday in Outline six requirements that he must meet in order to hire a self drive vehicle	-
	(b)	In tour guiding one may be faced with emergencies that require more than first Explain four steps that may be taken in such circumstances.	t aid. (8 marks)
15.	(a)	Highlight six characteristics of a good presentation during tour guiding.	(9 marks)
	(b)	Tour guides should be able to handle tourists with different needs and required Outline four categories of visitors with special needs.	nents. (8 marks)
			
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