

1918/102  
1919/102  
TOUR GUIDING TECHNIQUES  
November 2018  
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

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

**MODULE I**

**TOUR GUIDING TECHNIQUES**

**3 hours**

**INSTRUCTIONS TO CANDIDATES**

*This paper consists of **TWO** sections; **A** and **B**.  
Answer **ALL** questions in section **A** and any **FOUR** questions from  
section **B** in the answer booklet provided.  
Maximum marks for each part of a question are as shown.  
Candidates should answer the questions in English.*

**This paper consists of 3 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)**

*Answer ALL the questions in this section.*

1. State **three** precautions that tourists in a hot destination may take to avoid getting hyperthermia. (3 marks)
2. Outline **three** attributes of creative thinking that professional tour guides should possess. (3 marks)
3. List **four** causes of headaches to tourists during mountain climbing activity. (4 marks)
4. Outline **three** measures that a tour guide may take to cope with work-related stress. (3 marks)
5. List **two** types of compasses used by tourists in the wilderness. (2 marks)
6. Outline **three** benefits a person may get from engaging in a tour guiding career. (3 marks)
7. List **four** money related issues that tourists should be briefed on, upon arrival to a destination. (4 marks)
8. State **three** aids that may help a tour guide in finding direction in the wild. (3 marks)
9. List **four** items that are not included in a tour costing sheet. (4 marks)
10. List **three** types of flights that are available to incoming visitors to a destination. (3 marks)

**SECTION B (68 marks)**

*Answer any FOUR questions from this section.*

11. (a) Outline **six** core life skills that a tour guide should have in order to deliver quality services. (9 marks)
- (b) Explain **four** survival essentials needed by tour guides while operating in the wilderness. (8 marks)
12. (a) Describe the procedure for dealing with snake bites in the wild. (9 marks)
- (b) Explain **four** ways in which a tour guide may show a sense of responsibility while handling tourists in the field. (8 marks)
13. (a) Outline **six** types of tour guides that may be found in a destination. (9 marks)
- (b) Explain **four** components of a driver's imprest during a tour. (8 marks)
14. (a) Explain **four** reasons that justify the preparation of an itinerary costing sheet for a tour. (8 marks)
- (b) Outline **six** factors that a tour operator should consider when designing an office. (9 marks)
15. (a) Outline **six** factors that may determine the amount of transport cost for a tour. (9 marks)
- (b) Describe **four** sporting activities that tourists can undertake in Kenya. (8 marks)

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