



GRE TSA UNIVERSITY - THIKA

**UNIVERSITY EXAMINATIONS
SEPTEMBER - DECEMBER 2021 SEMESTER**

CERTIFICATE IN TRAVEL & TOUR GUIDING

COURSE CODE: CTTG 010

**COURSE TITLE: FUNDAMENTALS OF TOUR GUIDING
TECHNIQUES**

**DATE: 16 NOVEMBER 2021
AM**

TIME: 11.30 AM - 1.30

INSTRUCTIONS TO CANDIDATES

1. SECTION A IS **COMPULSORY**.
2. SECTION B: ANSWER ANY OTHER **THREE** QUESTIONS.
3. **DO NOT** WRITE ANYTHING ON THIS QUESTION PAPER AS IT WILL BE AN EXAM IRREGULARITY.

4. ALL ROUGH WORK SHOULD BE AT THE BACK OF YOUR ANSWER BOOKLET AND CROSSED OUT.

CAUTION: All exam rooms are under CCTV surveillance during the examination period.

SECTION A: COMPULSORY

Question One

- a) Explain **five** ways on how you can identify a nervous tourist guide [5 Marks]
- b) Advise a nervous tourist guide on how to deal with nervousness when giving a commentary [5 Marks]
- c) By citing relevant examples from Kenya, explain **five** features of technological development that has helped tourist guides to accomplish their responsibilities. [10 Marks]
- d) John, an independent tourist guide has decided to take guests for a one week tour to Masai Mara Game Reserve without a pre-planned itinerary. Is he likely to face any challenges? Discuss **five** such challenges. [10 Marks]
- e) By citing relevant examples, explain **five** ways on how you as a tourist guide, would specifically contribute to the promotion of responsible tourism in your line of duty [10 Marks]

SECTION B: ANSWER ANY THREE QUESTIONS

Question Two

- a) Explain **five** benefits of record keeping in a tour company [10 Marks]
- b) You have been requested to organize a packaged tour to Mombasa for a group of students for 5 days and 4 nights. Describe **five** important cost features that you would consider when costing the tour [10 Marks]

Question Three

- a) Discuss **five** types of equipment that would be important to a tourist guide while guiding tourists in the wilderness. [10 Marks]
- b) Discuss five circumstances when a tourist guide may terminate a planned excursion before the expected time [10 Marks]

Question Four

- a) Discuss **five** consequences of tourist guides failing to observe professional behaviour when handling guests during a tour [10 Marks]
- b) Explain **five** ways in which tourist guides may improve visitor experience in a destination [10 Marks]

Question Five

- a) Discuss **five** negative effects that Covid-19 pandemic has presented to tourist guides in Kenyan tourism industry [10 Marks]
- b) Explain **five** ways on how the study of social anthropology is likely to benefit you in your future career [10 Marks]