



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

CERTIFICATE IN TOUR AND TRAVEL OPERATIONS

(CTTO A08)

PROFESSIONAL TECHNIQUES IN TOUR GUIDING

END SEMESTER EXAMS

SERIES: APRIL/MAY 2010

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES

1. The paper consists of **TWO** Sections **A** and **B**.
2. Section **A** is compulsory.
3. Answer any **TWO** questions from Section **B**.

SECTION A
(COMPULSORY)

- Q.1 (a) You work for Mtana Safaris, a tour company based in Nairobi. You have been asked to plan a 7 days Safari for some 6 Finnish guests staying at Holiday Inn hotel from 1st June 2010. They want to leave the hotel very early on the first day and on the last day, return in time for lunch at the same hotel.
They would like to visit the following parks and reserves.

- Abredares - 1 night
- Samburu - 2 nights
- Masai Mara - 2 nights
- Lake Nakuru - 1 night

This extra information has also been given to you.

Transportation

- Allow Kshs. 8000 per day
- Driver's allowance at Kshs. 1500 per day

Accommodation

- The ark 5000/= p.p.s
- Samburu lodge 7000/= p.p.s
- Lake Nakuru lodge 6000/= p.p.s
- Mara Serena 5000/= p.p.s

Park entrance fees

Non-Resident

Abredares, Lake Nakuru 2,800/= PP

Samburu & Masai Mara 3,500/= PP

Driver and vehicle 1,300/= per day

Questions:

- (a) Create a skeleton itinerary for the 7 day safari. (5 marks)
- (b) Develop a detailed itinerary for the same. (10 marks)
- (c) Calculate the cost of the safari per person. (10 marks)
- (d) Calculate the profit if the mark up is 20%. (5 marks)

SECTION B

Answer any **TWO** questions from this Section.

- Q.2 (a) Tour guiding ethics are sometimes referred to as the principles of tour guiding. They are agreed on facts about how the activities by a tour guide (a profession providing information and direction to visitors to a destination) should be carried out. Describe **TEN** such principles. (20 marks)
- Q.3 (a) Briefly describe the First Aid procedure for the following ailments:
- (i) Care of burns
 - (ii) Simple cuts and scratches
 - (iii) How to take out a splinter
 - (iv) Sunburn and sunstroke
 - (v) Insect bites (10 marks)
- (b) Identify **TEN** attributes of a professional tour guide. (10 marks)
- Q.4 You are a tour guide working for Somak Safaris and have been given the duty to brief some guests on their arrival at the Moi International Airport Mombasa. Highlight **TEN** presentation skills you could employ giving reasons. (20 marks)
- Q.5 (a) Highlight **FIVE** sources of information for itinerary planning. (5 marks)
- (b) After making initial contact with a potential guest, one should pay special attention to several issues required in developing the itinerary. Describe **FIVE** such issues. (10 marks)
- (c) Explain the following terms as used in accommodation facilities.
- (i) Per person sharing
 - (ii) Single room supplement
 - (iii) Full board
 - (iv) All inclusive
 - (v) Christmas Supplement. (10 marks)