



# THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

*Faculty of Business & Social Studies*

DEPARTMENT OF HOSPITALITY & TOURISM

CERTIFICATE IN TOUR AND TRAVEL OPERATIONS

(CTTO A09)

## BASIC TOUR OPERATIONS

END OF 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) Highlight **FIVE** factors that may hinder the conservation of a protected area. (10 marks)
- (b) Explain **FIVE** rules and regulations of National Parks and reserves. (10 marks)
- (c) Highlight **FIVE** areas in which the clients should be briefed on. (10 marks)

**SECTION B**

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

- Q.2 (a) Explain the factors that may influence a tour operator in choosing a tourist destination. (10 marks)
- (b) Explain **FIVE** ways in which a professional tour guide should behave while on a tour. (10 marks)
- Q.3 Discuss Aberdare and Saiwa Swamp national parks under the following subheadings:
- (i) Attractions
  - (ii) Accommodation facilities.
  - (iii) Accessibility
  - (iv) Gazettement
  - (v) Area covered (20 marks)
- Q.4 Identify and explain **TEN** attractions found in western touristic circuits. (20 marks)
- Q.5 (a) Highlight **FIVE** characteristics of a tour operator's product. (10 marks)
- (b) Identify **FIVE** solutions for human-wildlife conflicts around the parks and reserves. (10 marks)