



# **THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE**

***Faculty of Business & Social Studies***

DEPARTMENT OF HOSPITALITY & TOURISM

CERTIFICATE IN TOUR AND TRAVEL OPERATIONS

(CTTO A09/J10)

## **TOUR GUIDING TECHNIQUES**

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 are working for Pollmans tour company as a guide. Highlight **TEN** qualities that will make you stand out as a professional tour guide. (10 marks)
- (b) Define the following terms used in tour guiding.
- (i) Navigation
  - (ii) Survival skills
  - (iii) Wilderness
  - (iv) Bushcraft
  - (v) Camping. (10 marks)
- (c) Highlight the use of fire in wilderness safety and survival. (10 marks)

**SECTION B**

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

- Q.2 All tour guides, regardless of where they work and who they work for are bound to a code of conduct. Highlight **TEN** items in this code of conduct for tour guides. (20 marks)
- Q.3 Guiding requires that the tour guide be knowledgeable. However, this knowledge is useless if the guide cannot pass it on to the visitors in a useful and helpful manner. How can the guide improve his/her communication skills. (20 marks)
- Q.4 (a) Briefly describe **FIVE** key skills for professional guides. (10 marks)
- (b) Describe **FIVE** tourist types and how to handle them during a safari. (10 marks)
- Q.5 Describe the following bushcraft skills.
- (a) Mountain climbing. (10 marks)
  - (b) Tent pitching. (10 marks)