



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT

UNIVERSITY EXAMINATION FOR THE:

DIPLOMA IN TOURISM MANAGEMENT (DTMS16)

BHT 2103: TOUR GUIDING TECHNIQUES

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2016

TIME: 2 HOURS

DATE: Pick Date **DECEMBER 2016**

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attempt question ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

SECTION A (Answer all the questions)

30 POINTS

QUESTION ONE

- a) Define the following terms:
- i.** Tour
 - ii.** Tourist
 - iii.** Camping
 - iv.** Destination
 - v.** Tour Administration (10mks)
- b) Analyze five roles of a tour guide (10mks)
- c) Describe the contents of a tour file (10mks)

SECTION B (Answer only TWO questions)

QUESTION TWO

- a) Establish five principles of interpretation to be observed by tour guides (10mks)
- b) Identify and describe five important items to be included in a camping kit (10mks)

QUESTION THREE

As a professional tour guide in charge of a group of tourists taking a tour to the Lake Nakuru for a one day tour, discuss what you would do before departure and make sure to touch on some issues your customers need to be aware of. (20mks)

QUESTION FOUR

- a) What is an itinerary? (2mks)
- b) Identify four sources of information for planning an itinerary (4mks)
- c) Explain six considerations to be noted by a tour guide when planning an itinerary (12mks)

QUESTION FIVE

- a) Explain four types of tour guides. (8mks)
- b) Discuss the current trends that affect the tour guiding professionals (12mks)