



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT
UNIVERSITY EXAMINATION FOR THE DEGREE OF:
BACHELOR OF SCIENCE IN TOURISM MANAGEMENT (BSTM
S22)

HHT 4304: TOUR GUIDING TECHNIQUES
END OF SEMESTER EXAMINATION

SERIES: JULY 2025

TIME: 2 HOURS

DATE: Pick Date **JULY 2025**

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) Compare and contrast traditional and modern tour guiding roles (10 Marks)
- b) With use of examples, explain the aims of interpretation in tour guiding (12 Marks)
- c) Explain any 8 visitors with special needs (8 Marks)

QUESTION TWO

As a professional tour guide in charge of a group of tourists taking a tour to Haller Park for a one-day tour. Explain

- a) the do and don'ts for tourists (10 Marks)
- b) The factors to consider when guiding captive animal displays (10 Marks)

QUESTION THREE

- a) Explain the emergency procedure of treating heat exhaustion to a tourist visiting the coastal of Kenya (10 Marks)
- b) Discuss factors to consider when tour guides are dealing with disabled visitors (10 Marks)

QUESTION FOUR

- a) Explain 10 qualities of an effective tour guide (10 Marks)
- b) Discuss the main tools for fostering attention and participation in a group tour (10 Marks)

QUESTION FIVE

- a) Discuss Cohen (1985) classification of tour guides (10 Marks)
- b) Explain the different duties offered by tour guides (10 Marks)