TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

CERTIFICATE IN TOURS AND TRAVEL

(CTTO S12)

BHT 1111: PROFESSIONAL TOUR GUIDING TECHNIQUES

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2013

TIME: 2 HOURS

INSTRUCTIONS:

– This paper consists of Sections **A** and **B**.
– Section **A** is **Compulsory**. Answer any **TWO** questions in Section **B**.
– Mobile phones are not allowed into the examination room.
– Cheating leads to disqualification.
– *This paper consists of Two printed pages.*

SECTION A (Compulsory) 30 Marks

QUESTION 1

a) List the **FOUR** basic equipment in a bird watcher's kit giving the use of each item. **(8 marks)**

b) Name **TWO** important records for bird watchers. **(2 marks)**

c) In camping, fire building and safety is an important aspect. Explain how you can ensure this. **(10 marks)**

d) Mountain climbing is NOT a competition but a shared companionship. As a leader of a group climbing Mount Kenya, explain how you can ensure this. **(10 marks)**

SECTION B (Answer any **TWO** questions) 40 Marks

QUESTION 2

In field identification of birds, the birder should note certain features about the birds he/she comes across.

a) List any **FIVE** such features. **(5 marks)**

b) Explain how each of the features in 2 a) can be used to determine the right family of the bird. **(15 marks)**

QUESTION 3

Nature walks are meant to bring people as close to nature as possible without negatively affecting nature.

a) List **FIVE** things to do before starting the walk. **(5 marks)**

b) Highlight **FIVE** things to observe during the walk. **(5 marks)**

c) What should you do when approaching and viewing wild animals on foot? **(10 marks)**

QUESTION 4

Describe the symptoms and first AID for the following ailments:

a) Snake bites

b) Burns

c) Concussion

d) Convulsions in infants **(20 marks)**

QUESTION 5

In tour guiding communication is a key skill. Highlight **TEN** presentation skills that a professional tour guide can use in communicating effectively with the guests. **(20 marks)**