



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN TOURISM MANAGEMENT
(DTM S13)

BHC 2103 : TOUR GUIDING TECHNIQUES

END OF SEMESTER EXAMINATIONS

SERIES: DECEMBER 2013

TIME: 2 HOURS

INSTRUCTIONS:

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

SECTION A (Compulsory) 30 Marks

QUESTION 1

- a) In tour guiding , communication is one of the key skills. Highlight TEN presentation skills that a professional tour guide should use in communicating effectively with the guests. (10marks)
- b) Highlight any FIVE(5) principles of tour guiding (10marks)
- c) List and briefly explain the five golden rules of guiding. (10marks)

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

- a) You are conducting a game drive with some visitors in Tsavo National Park and you come across some elephants. Briefly explain any Five ways of ensuring maximum enjoyment for your guests at minimal disturbance to the animals. (10 marks)
- b) List and briefly explain TEN (10) qualities of a professional tour guide. (10marks)

QUESTION 3

- a) Mountain climbing is about shared companionship and not a competition. As the leader of a group climbing Mount Kenya, explain how you can ensure this. (10 marks)
- b) Describe the contents of a birdwatchers kit. (8marks)
- c) List Two types of maps commonly used by tour guides. (2marks)

QUESTION 4

- a) The Kenya professional Safari Guides Association (KPSGA) has a code of conduct for its members. List TEN regulations under this code. (10 marks)
- b) In camping fire building and safety is an important aspect. Explain how you can ensure this while leading a camping safari. (10 marks)

QUESTION 5

Explain how you can use the following features in field identification of birds giving relevant examples.

- i) Habitat
- ii) Size
- iii) Movement/behavior
- iv) Calls and songs (20 marks)