



# 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) Define the following terms used in tour guiding.
- (i) Navigation
  - (ii) Survival skills
  - (iii) Wilderness
  - (iv) Bushcraft
  - (v) Camping. (10 marks)
- (b) Identify **TEN** attributes of a professional tour guide. (10 marks)
- (c) Briefly describe **FIVE** key skills for professional guides. (10 marks)

**SECTION B**

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

- Q.2 You are a tour guide working for Somak Safaris and have been given the duty to brief some guests on their arrival at the Moi International Airport Mombasa. Highlight **TEN** (10) presentation skills you could employ giving reasons (20 marks)
- Q.3 Kenya is regarded as a cheap destination because tourists have complained about the low levels of guiding in the country. Highlight **TEN** items in the code of conduct for tour guides that could help positively change the image of Kenya's tour guiding. (20 marks)
- Q.4 (a) Highlight the use of fire in wilderness safety and survival. (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)