

1. (a) Ndongoh Tours and Travel Agency has appointed you as a travel agent. Explain **five** duties you are expected to perform. (10 marks)
- (b) Explain **five** challenges facing Lake Nakuru National Park in recent years. (10 marks)
2. (a) Hotels and lodges apply different rates depending on the type of clients calling on them. Describe **six** hotel rates offered in a five star hotel. (12 marks)
- (b) Explain **four** demerits of increased tourist transportation traffic in developing countries. (8 marks)
3. (a) State **six** basic types of information filled in a guest registration card and give **one** reason for each. (12 marks)
- (b) Describe **four** different types of tours that a tour operator may organize for different categories of tourists. (8 marks)
4. (a) The South Western circuit has been a popular touristic destination for most tourists in Kenya. Outline **five** main attractions that motivate tourists to visit this destination. (10 marks)
- (b) Availability of hotel facilities is a **pre-requisite** for the development of tourism. Describe **five** facilities that may be provided in a modern hotel. (10 marks)
5. (a) Explain **five** factors that may determine the choice of transport for a group of tourists visiting a destination in Kenya. (10 marks)
- (b) Outline **five** advantages of using a registration card during reservation and registration. (10 marks)
6. (a) Explain **six** activities that may be carried out by meeting planners in the tourism industry. (12 marks)
- (b) Describe **four** historical attractions in the coastal circuit that make the region popular with tourists. (8 marks)
7. (a) Describe **six** strategies that the Kenya Wildlife Service should employ in the conservation of wildlife. (12 marks)
- (b) A professional tour operator helps clients select a safari with an appropriate itinerary. Explain **four** basic guidelines to be used in preparing such itineraries. (8 marks)