

2912/203

**TOUR OPERATIONS**

**November 2018**

**Time: 3 hours**



**THE KENYA NATIONAL EXAMINATIONS COUNCIL**

**DIPLOMA IN TOURISM MANAGEMENT**

**MODULE II**

**TOUR OPERATIONS**

**3 hours**

**INSTRUCTIONS TO CANDIDATES**

*This paper consists of SEVEN questions.*

*Answer any FIVE questions in the answer booklet provided.*

*Candidates should answer the questions in English.*

**This paper consists of 2 printed pages.**

**Candidates should check the question paper to ascertain that both pages are printed as indicated and that no questions are missing.**

1. (a) Describe **six** types of tour operators found in destinations. (12 marks)  
(b) Explain the **four** types of meal plans offered with accommodation in hotels. (8 marks)
2. (a) Explain **five** reasons that account for the growth of tour operators in destinations. (10 marks)  
(b) Describe **five** types of transport operators that make tourist circuits accessible in destinations. (10 marks)
3. (a) Describe **five** types of tours offered in Kenya. (10 marks)  
(b) Explain **five** reasons why accommodation facilities in destinations are classified. (10 marks)
4. (a) Explain **five** factors that a tourist would consider when choosing the type of transport to use in a destination. (10 marks)  
(b) Explain **five** aspects to consider when making accommodation reservations for a group. (10 marks)
5. (a) Describe **five** types of recreational facilities used by tourists visiting the Nairobi Tourist Circuit. (10 marks)  
(b) Explain **five** reasons that may lead to the cancellation of a hotel booking by the hotel management. (10 marks)
6. (a) Explain **five** components of a package tour that require reservation by the tourism product suppliers. (10 marks)  
(b) Explain the benefits that may accrue from hiring a private car during a tour. (10 marks)
7. (a) Explain **five** factors that affect hotel rates in destinations. (10 marks)  
(b) Explain the factors that are considered when designing a tourist circuit in a destination. (10 marks)

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