

**101505T4TTM**

**TOUR AND TRAVEL CONSULTANT LEVEL 5**

**TO/OS/TM/CR/03/5/A**

**SUPERVISE TOUR DELIVERY**

**Nov. /Dec. 2022**



**THE KENYA NATIONAL EXAMINATIONS COUNCIL**

**WRITTEN ASSESSMENT**

**Time: 3 hours**

**INSTRUCTIONS TO CANDIDATES**

*Maximum marks for each question are indicated in brackets ( ).*

*This paper consists of **THREE** sections: A, B and C.*

*Answer questions as per instructions in each section.*

*You are provided with a separate answer booklet.*

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**This paper consists of FIVE (5) printed pages  
Candidates should check the question paper to ascertain that all pages are  
printed as indicated and that no questions are missing**

**SECTION A (20MARKS)**

**Attempt all questions in this section**

1. A tour prepared and formulated for those tourists who want to travel independently is referred to as. (1 mark)
  - A. Escorted tour
  - B. Hosted tour
  - C. Independent tour
  - D. Package tour.
2. Which of the following is **NOT** a characteristic of the tourism product? (1 mark)
  - A. Tangibility
  - B. Separability
  - C. Heterogeneity
  - D. Attractive.
3. A wholesaler who sells a package tour is known as (1 mark)
  - A. Tour Operator
  - B. Travel Agency
  - C. Travel Consultant
  - D. Tour Courier
4. Which of the following methods can be used to respond to clients' inquiries in a travel and tours business? (1 mark)
  - A. Fliers
  - B. Telephones
  - C. Guide books
  - D. Newsletters
5. Which of the following is a procedure for handling customer complaints? (1 mark)
  - A. Listen and understand
  - B. Apologize
  - C. Follow up with the customer
  - D. All of the Above
6. Identify a supplier of the tour product from the choices below (1 mark)
  - A. Financial Institution
  - B. Airlines
  - C. Shopping Malls
  - D. Tour operators
7. A good reservation system should be (1 mark)
  - A. Provide Online payment processing.
  - B. Mobile Friendly
  - C. Should have links
  - D. Should have inventory tools

8. Who among the following is a tour operations staff (1 mark)
- A. Tour Consultant
  - B. Air Traffic Controller
  - C. Flight attendant
  - D. Food and Beverage manager
9. Identify the document that is **NOT** considered as a tour accounting documentation? (1 mark)
- A. Ticket
  - B. Invoice
  - C. Cheques
  - D. Petty cash
10. A small printed piece of paper that entitles the holder to a discount, or that may be exchanged for goods or services is known as a (1 mark)
- A. Voucher
  - B. Ticket
  - C. Emails
  - D. Letter.
11. A tour commentary can be defined as (1 mark)
- A. A story about a place of interest
  - B. A narrative used by the tour guide to describe a site or attraction visited
  - C. A brief given to tourists before embarking on a journey
  - D. None of the above
12. Identify one contingency measure that a tour guide should take before embarking on a tour. (1 mark)
- A. Have a first aid kit
  - B. Have an emergency contact list
  - C. Perform a customer briefing on the dos and don'ts during the tour
  - D. All of the above
13. Which among the following is an internal factor that affect tour operations. (1 mark)
- A. Natural disasters
  - B. Wars
  - C. Pandemics
  - D. Poor marketing skill
14. Customers payments for tour services can be made through; (1 mark)
- A. Credit Cards
  - B. Emails
  - C. Receipts
  - D. Imprests
15. A good tour commentary should be; (1 mark)
- A. Interactive
  - B. Should Create a memorable experience
  - C. Detailed
  - D. Precise

16. Tour Packages can be sold through; (1 mark)
- A. Tour Guide
  - B. Resort Representative
  - C. Travel Agent
  - D. Destination Management Organization.
17. .... is a main source of information in a tourist destination (1 mark)
- A. Messages
  - B. Tour Brochure
  - C. Television
  - D. Newspaper
18. Which of the following is a supplier of the travel and tour product/service (1 mark)
- A. Tour operator
  - B. Conservation agencies
  - C. Attractions
  - D. Local Government.
19. The term FITs in tour operations refers to; (1 mark)
- A. Free Independent Travelers
  - B. Freelance Individual Travelers
  - C. Frequent Independent Travelers
  - D. Free Incentive Travels
20. Which of the following is a type of reservation document. (1 mark)
- A. Ledger book
  - B. Itinerary summary
  - C. Ticket
  - D. Room summary

**SECTION B 40MARKS**  
**Attempt all questions in this section**

21. List **THREE** main staff involved with delivering tours? (3 marks)
22. State **FIVE** attributes that a tour delivery staff must possess. (5 marks)
23. Define the term Contract. (2 marks)
23. List **THREE** elements of a contract. (3 marks)
24. Briefly explain the meaning of the term reservations. (2 marks)
25. State **FOUR** sources of reservations. (4 marks)
26. List **FOUR** suppliers of the travel and tourism product. (4 marks)
27. Outline **FIVE** major accounting documents found in a tour company. (5 marks)
28. State the **THREE** types of emergencies that are likely to occur while delivering tours. (3 marks)
29. Name **TWO** contingency measures that a tour operator requires in order to handle unexpected emergencies in tour delivery. (2 marks)
30. Explain **TWO** types of the tour operators. (4 marks)
31. List **FOUR** types documents found on a tour guides file. (4 marks)

**SECTION C (40MARKS)**

**Attempt any two questions in this section**

31. a) Explain **FIVE** reasons why people travel away from their homes or usual places of residence. (10 marks)
- b) Tour operators are the main engine behind the development of the package tour. Explain **FIVE** functions of a tour operator. (10 marks)
33. ABC Travel and Tour Company wants to expand its operations and open another branch. Outside the country.
- a) Highlight **FOUR** major tour operations staff it will have to employ in the new branch (4 marks)
- b) Outline **FOUR** duties and responsibilities of each of staffs in question . (16 marks)
34. A group of eight visitors from England will be visiting Kenya for a 5days, 4 nights safari starting on 22 Dec 2022.
- a) Outline **FIVE** types of information you would include in their tour itinerary. (5 marks)
- b) Describe **FIVE** elements that you are going to cost for in this tour. (5 marks)
- c) Explain the check-in procedures that these clients will undergo at the hotel on arrival. (10 marks)