

101506T4TTM
TOURS AND TRAVEL CONSULTANT LEVEL 6
TO/OS/TM/CR/04/6
MANAGE TRAVEL SERVICE 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 **TWO** sections: A and B.*

Answer questions as per instructions in each section.

You are provided with a separate answer booklet.

This paper consists of THREE (3) 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 (40MKS)

Answer all the questions in this section

1. Outline **FOUR** roles of tour operators in the travel industry (4marks)
2. Identify **THREE** benefits of signing a contract between the customer and the travel service provider (3marks)
3. Describe **FOUR** components of a travel package (4marks)
4. State **FIVE** reasons why customer feedback after the travel experience is very vital for any Tour company. (5marks)
5. State **FOUR** roles played by IATA (4marks)
6. Mention **FOUR** reasons why it is important for travel reports to be prepared (4marks)
7. Identify **THREE** contacts that are vital and should be saved under the emergency contact list for those dealing with tourists before undertaking a tour. (3 marks)
8. Mention **FIVE** examples of travel documents that are necessary to facilitate easy movement of tourists (5marks)
9. Describe **FIVE** unfortunate circumstances that a traveller/tourist may encounter before the tour or while on tour. (5marks)
10. Identify **THREE** channels through which a customer can be communicated to for any required information before and during the tour. (3marks)

SECTION B (60MARKS)

Answer any three questions in this section

11. In this age of technology there are many ways for travel agents to make hotel reservations. When the reservation agents process reservations, they have to be very clear with the requests and the information passed to the guest by the travel agent.
- a) Describe the steps followed when processing travel agent reservation. (8 marks)
 - b) Going through a checklist will help to avoid the silly mistakes that can easily happen when processing bookings. Discuss important points to note when making a hotel travel agent reservation to minimize confusion. (12marks)
12. A Contingency is something unexpected that might possibly happen in the future, that may cause risks or losses and may require necessary urgent arrangements.
- a) Discuss the impacts of COVID– 19 on the travel industry in Kenya. (10marks)
 - b) Describe the various aspects that are to be covered in the Crisis Management plan to mitigate serious unexpected situations during tours (10marks)
13. Itineraries are very vital and fundamental tools that are to be prepared before a tour starts and they can either make or break the tour.
- a) Justify why a travel itinerary is a very important and necessary tool during a tour. (10 marks)
 - b) Identify any **FIVE** common Itinerary mistakes and their remedies. (10 marks)
- 14.
- a) Discuss the process of receiving and processing customer payments in travel and tourism (10 marks)
 - b) Explain **FIVE** important types of Travel accounting documents. (10 marks)