

**MACHAKOS UNIVERSITY**  
**SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT**  
**HOSPITALITY MANAGEMENT.**  
**CERTIFICATE IN HOSPITALITY AND TOURISM OPERATIONS.**  
**YEAR 1 SEM 1. SPECIAL EXAMS JULY 2019.INTRODUCTION TO TOURS AND TRAVEL**  
**OPERATIONS.**

**INSTRUCTIONS: ANSWER QUESTION ONE, AND ANY OTHER THREE QUESTIONS.**

- 1a) . Name five types of tour agents. .( 5 marks)
- b) Name the four hospitality and tourism products. ( 4 marks)
- c) Name four modes of transport. (4 marks)
- d) State seven factors to consider when choosing a mode of transportation. ( 7 marks)
- e) Highlight six services available to first class passengers during flight.( 6 marks)
- f) Name four types of ferry services. (4 marks)
- g) Explain five characteristics of hospitality and tourism products ( 10 marks)
- 2a) Explain five types of tour guides. ( 10 marks)
- b) Discuss five factors to consider in order to ensure a successful tour. ( 10 marks)
- 3a) State Eight qualities of a good tour guide. ( 8 marks)
- b) Explain six benefits of travel to the tourism industry. ( 12 marks)
- 4a) You are a tour guide working in Kisite Mpunguti Marine National park, a group of four Armenian tourists have visited the park and sought for your tour guiding services. Explain the tourist six codes of conduct expected from them. (12 marks)
- b) Tour guides are expected to protect the environment to ensure its sustainability. Discuss four ways tour guides can protect the environment while on safari. (8 marks)
- 5a) Explain five characteristic of packaged tours (10 marks)
- b) Discuss five attributes of independent travel. (10 marks)