



MACHAKOS UNIVERSITY

University Examinations 2018/2019

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

FIRST YEAR SPECIAL/SUPPLEMENTARY FOR

CERTIFICATE IN HOSPITALITY AND TOURISM OPERATIONS

INTRODUCTION TO TOURS AND TRAVEL OPERATIONS.

DATE: 23/7/2019

TIME: 8.30-10.30 AM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

1.
 - a) 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)
2.
 - a) Explain five types of tour guides. (10 marks)
 - b) Discuss five factors to consider in order to ensure a successful tour. (10 marks)
3.
 - a) State Eight qualities of a good tour guide. (8 marks)
 - b) Explain six benefits of travel to the tourism industry. (12 marks)
4.
 - a) 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 fours ways tour guides can protect the environment while on safari. (8 marks)
5.
 - a) Explain five characteristic of packaged tours (10 marks)
 - b) Discuss five attributes of independent travel. (10 marks)