

**TOR – Tourism**

**T103**

**Monday, 26/11/2018**

**08:30 – 11:30 AM**

WORKFORCE DEVELOPMENT AUTHORITY



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**ADVANCED LEVEL NATIONAL EXAMINATIONS, 2018,  
TECHNICAL AND PROFESSIONAL STUDIES**

**EXAM TITLE: TOURISM**

**OPTION: Tourism (TOR)**

**DURATION: 3 hours**

**INSTRUCTIONS:**

The paper is composed of **three (3) main Sections** as follows:

**Section I: Sixteen (16) compulsory questions. 55 marks**

**Section II: Attempt any three (3) out of five questions. 30 marks**

**Section III: Attempt any one (1) out of three questions. 15 marks**

**Note:**

***Every candidate is required to carefully comply with the above instructions. Penalty measures will be applied on their strict consideration.***

**Section I. Sixteen (16) Compulsory questions**

**55 marks**

01. State the international definition of tourism set by WTO. (2 marks)
02. Identify five different types of tourists who come to East Africa. (5 marks)
03. What do you understand by the term "community-based tourism"? (3 marks)
04. Define the terms in bound and out bound as used in tourism. (3 marks)
05. Explain the meaning of the word big five and list them. (3 marks)
06. What is the meaning of the term mass tourism? (2 marks)
07. Tourists are motivated to travel to different destinations by pull and push factors. List four pull factors affecting tourists to Rwanda (4 marks)
08. Decode the '4s' as broadly used in traditional tourism (2 marks)
09. Identify any five mistakes that can be made by a tour guide as he takes tourists to see mountain gorillas in Volcanoes National Park. (5 marks)
10. State five social costs that can be experienced in the Akagera national park region of Rwanda by residents from international tourists. (5 marks)
11. Tour operators and tour guides and Hotels in Rwanda are guided by associations to ensure that they honestly and soundly carry out their businesses. List down any three such associations in the country. (3 marks)
12. Outline five different kinds of tourist attractions found in Kigali City. (5 marks)
13. List down three major concerns of tourists as they visit different places far away from their homes apart from security. (3 marks)
14. Write down any three requirements for any hotel to acquire a trading license from RDB (Rwanda development board) as means of ensuring standard service. (3 marks)
15. Identify any four monetary forms that can be used by tourists at different locations in your country. (4 marks)
16. State the government ministries responsible for the promotion and welfare of the tourist in Rwanda. (3 marks)

*Recherndoring*

**Section II. Choose and Answer any three (3) questions**

**30 marks**

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17. Using examples, discuss the environmental impact of tourism in a destination. (10 marks)
18. Explain five roles of the International Civil Aviation Authority (I.C.A.O). (10 marks)
19. Discuss some of the motivations for travel and tourism around the world. (10 marks)
20. Describe briefly the role of the front office department in a hotel facility. (10 marks)
21. Discuss any ten challenges which may be faced by tour guides in Rwanda. (10 marks)

**Section III. Choose and Answer any one (1) question**

**15 marks**

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22. Identify and describe the tourism marketing strategies used by the Rwandan government. (15 marks)
23. Discuss the local community involvement in tourism activities in Rwanda. (15 marks)
24. Discuss the major challenges to transportation in Rwanda. (15 marks)