



**NATIONAL EXAMINATION
AND SCHOOL INSPECTION
AUTHORITY**

Tuesday, 20/7/2021

08:30 – 11:30 AM

Names

Index number

TVET NATIONAL EXAMINATION, RTQF LEVEL 5, 2020-2021

QUESTIONS and ANSWERS BOOKLET

OPTION / TRADE: TOURISM

SUBJECT: Packaging Tourism Products

ACADEMIC YEAR: 2020-2021

Read carefully the instructions on page (i) & (ii).

FOR EXAMINER'S USE ONLY

[illegible]



TVET NATIONAL EXAMINATION, RTQF LEVEL 5, 2020-2021

INSTRUCTIONS TO CANDIDATES: PART I (Answer Booklet)

1. A candidate should fill in the actual names and the index number on the cover of this questions and answer booklet on the provided place (Black Box).
2. It is illegal for a candidate to write any of his/her names, index number or a school name inside the answer booklet.
3. A candidate should check if all pages of the answer booklet are complete. No candidate should remove or tear any pages or part of it from the answer booklet.
4. A candidate should answer in the language in which the examination is set. (See page **(ii)**)
5. A candidate should sign on the sitting plan when submitting the answer booklet. He/she has also to check if the answer booklet is well sealed.
6. No extra paper is allowed in the examinations room. If a candidate is caught with it his/her results will be nullified.
7. No candidate is allowed to write answers not related to the subject being sat for, otherwise it will be considered as a cheating case.
8. Write your answers on the 12 lined pages (From page 1 of 12 to page 12 of 12).
9. Use the last non-lined pages as draft.
10. Results for any candidate who is caught in examination malpractices are nullified. The cheating can be recognized during examinations administration, marking exercise or even thereafter.

TVET NATIONAL EXAMINATION, RTQF LEVEL 5, 2020-2021

OPTION/TRADE: TOURISM

SUBJECT: Packaging Tourism Products

DURATION: 3 hours

INSTRUCTIONS TO CANDIDATES: PART II (Question Paper)

The paper is composed of two (2) Sections as follows:

Section I: Attempt all the Twelve (12) questions (60 marks)

Section II: Attempt any Four (4) questions out of Six (6) (40 marks)

Allowed materials:

- Ruler or square
- Calculator

Note:

Every candidate is required to carefully comply with the provided assessment instructions.

Section I : Attempt all the Twelve (12) questions (60 marks)

01. Explain the following terms:

- a) Tourism packaging
- b) Tour Package
- c) Tourism
- d) Tourist
- e) Itinerary.

(5 marks)

02. a) Differentiate Hotel from Motel

b) Identify any three (3) modes of transport used by the tourists in Rwanda.

(5 marks)

03. Enumerate any five (5) types of clients who use travel package.

(5 marks)

04. Identify any five (5) types of tour operators who construct travel packages.

(5 marks)

05. What are the specialist market segments which packaged tourism products and services can be prepared for?

(5 marks)

06. Outline at least five (5) examples of generic client needs when seeking travel packages.

(5 marks)

07. What are the methods for identifying customer needs?

(5 marks)

- 08.** Indicate any five (5) clients personal information to seek for, during an initial meeting with client. **(5 marks)**
- 09.** List down any five (5) examples of suppliers of tourism products and services. **(5 marks)**
- 10.** Identify any five (5) factors to consider while selecting a destination and products based on research conducted. **(5 marks)**
- 11.** Distinguish independent packages from escorted package. **(5 marks)**
- 12.** As the Park Manager, explain the tourism suppliers working around your destination. **(5 marks)**

Section II: Attempt any Four (4) questions out of Six (6)

(40 marks)

13. List and explain any five (5) components of tour package.

(10 marks)

14. Provide and explain any three (3) types of tourism product and give three (3) examples for each type. **(10 marks)**

15. List down any ten (10) examples of information that you may research relating to travel package. **(10 marks)**

16. Assuming that you are the park manager, you should make agreements with suppliers according to the park profit and other requirements and confirm in writing in line with park procedures. Explain the factors you can consider when costing a tour key financial factors. **(10 marks)**

17. a) What do you know about tour itinerary?

b) Enumerate any seven (7) elements which can be included in tour itinerary. **(10 marks)**

18. Highlight any ten (10) characteristics of a good destination.

(10 marks)

Do not write anything on this page !

