



**NATIONAL EXAMINATION
AND SCHOOL INSPECTION
AUTHORITY**

T139

Wednesday, 21/7/2021

08:30 - 11:30 AM

Names

Index number

TVET NATIONAL EXAMINATION, RTQF LEVEL 5, 2020-2021

QUESTIONS and ANSWERS BOOKLET

OPTION/TRADE: TOURISM

SUBJECT: Booking suppliers services and processing reservations

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: Booking suppliers services and processing
 reservations**

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. Define the following terms:

- a) Booking
- b) Dossier.

(5 marks)

02. Differentiate invoice from receipts.

(5 marks)

03. Identify any five (5) sources of travel product and services information

(5 marks)

04. What are five (5) reasons to update a client file?

(5 marks)

05. Enumerate at least five (5) types of payments that clients can make to pay for travel services.

(5 marks)

06. Define the following terms:

- a) Reservation
- b) FIT
- c) Overbooked
- d) Under-stay
- e) Peak season.

(5 marks)

07. a) Illustrate any two (2) ways to determine the existing reservation request.

b) List down any three (3) Channels used to answer inquiries of the customer during reservation.

(5 marks)

- 08. a)** Outline any three (3) departments of a hotel.
- b)** List any two (2) factors to consider while updating the financial status of the reservation. **(5 marks)**
- 09. Describe the following terms:**
- a)** Front office
 - b)** Front desk
 - c)** Hospitality
 - d)** Receptionist
 - e)** Hotel Guest. **(5 marks)**
- 10. a)** Indicate any three (3) procedures and standards of welcoming guest in a hotel.
- b)** Mention any two (2) importance of the pre-registration. **(5 marks)**
- 11. a)** List down any three (3) disadvantages of over booking.
- b)** Differentiate Bell boy from valet. **(5 marks)**
- 12. a)** Indicate atleast three (3) qualities of a good receptionist.
- b)** List any two (2) importance of front desk within the organization. **(5 marks)**

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

(40 marks)

13. Identify objectives of collecting and reviewing customer feedback. **(10 marks)**
14. Nyungwe National Park is expecting to receive the tourists from Europe who want to visit canopy walkway. They need to make bookings that involve attractions so that they can come in Rwanda and enjoy their holidays. You, as reservationist of RDB at Uwinka Tourism Information Center, how will you identify the tourists' details aligned with their reservation in a manner that ensures correct by others who shall access the reservations details? **(10 marks)**
15. a) What is the importance of reservation for both hotels and guests?
- b) Discuss in details basic reservation activities.
- c) Provide any five (5) ways to communicate with other departments or colleagues. **(10 marks)**
16. Explain any five (5) modes of reservation. **(10 marks)**
17. Enumerate any five (5) factors to consider while compiling and providing reservation statistics. **(10 marks)**
18. Differentiate hotel amenities from hotel facilities. **(10 marks)**

Do not write anything on this page !

